

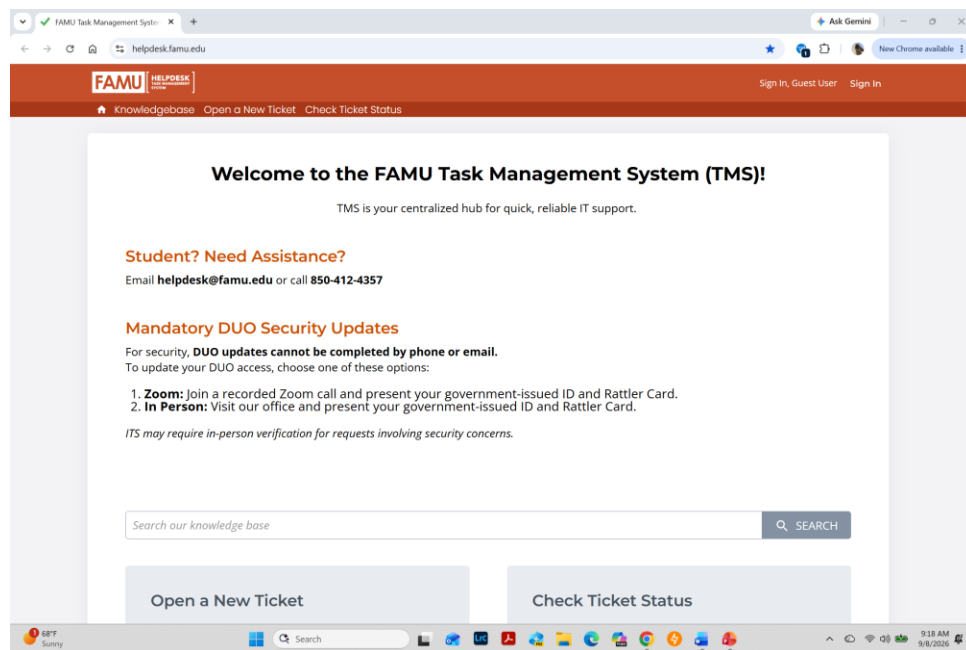


Teaching and Learning Center

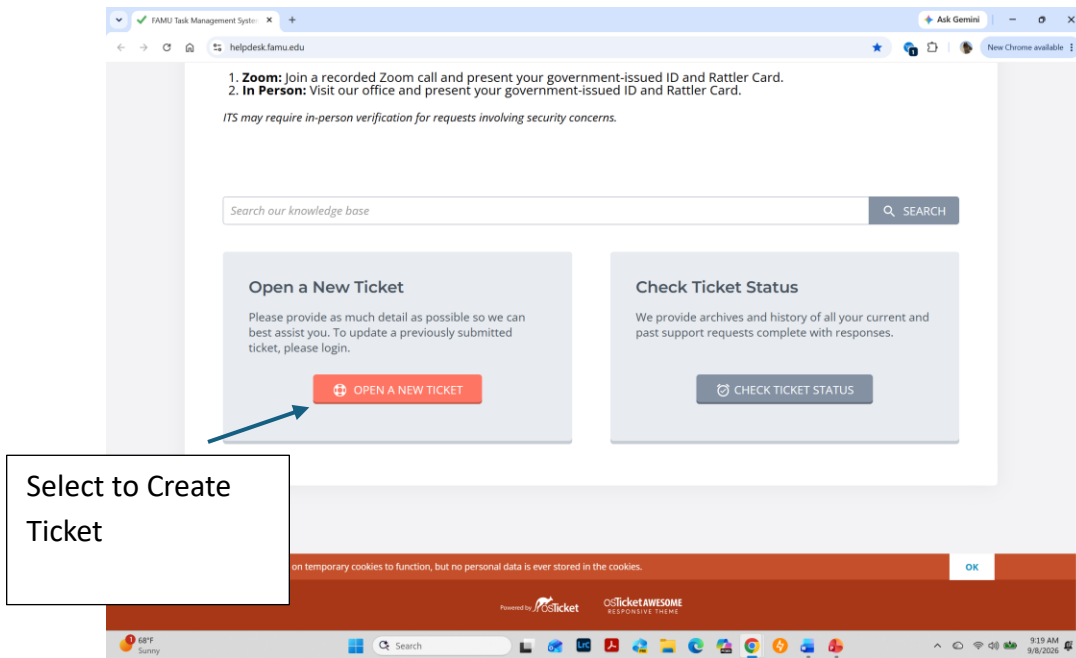
Job Aid

Job Aid Scope: Please follow this aid to gain access to the Interfolio tool.

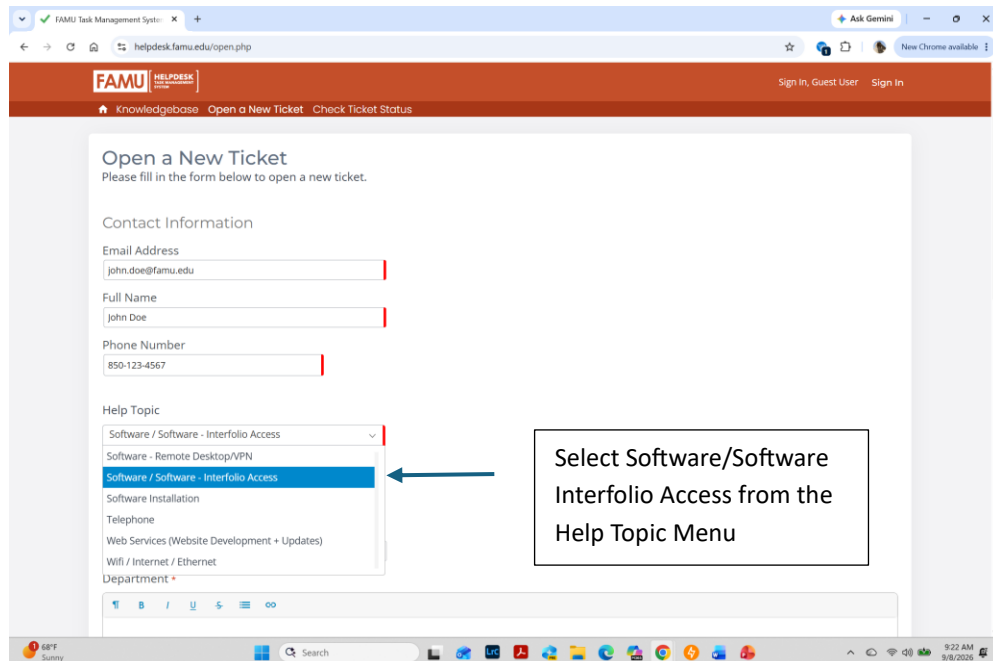
1. Access <https://helpdesk.famu.edu>



2. Open a new ticket



3. Select Help Topic: Software/Software - Interfolio Access



4. Ticket Subject: "Please provide SSO Access to Interfolio"

The screenshot shows a web browser window with the URL `helpdesk.famu.edu/open.php`. The page is titled 'Help Topic' and 'Ticket Details'. The 'Ticket Subject' field is highlighted with a blue arrow and contains the text 'Please provide SSO Access to Interfolio'. Below this are fields for 'Department', 'Building', and 'Room #', each with a rich text editor. The 'Room #' field contains the text 'Your Room'. At the bottom, there is a large text area for the ticket description, which contains the text 'I am a faculty member, and I need SSO access to interfolio because (enter reason for access)'.

5. In the Description Section type I am a faculty member, and I need SSO access to Interfolio because {provide a reason for your need for access}. Then select Create Ticket.

The screenshot shows the same web browser window, but now the 'Room #' field is highlighted. Below the 'Room #' field is a large text area for the ticket description, which contains the text 'I am a faculty member and I need SSO access to interfolio because (enter reason for access)'. Below this text area are two file upload sections: 'all changes saved' and 'Drop files here or choose them'. Below these are two more file upload sections: 'Screenshot' and 'Drop files here or choose them'. Below these are two more file upload sections: 'Priority Level' (set to 'Normal') and 'CAPTCHA Text' (set to 'ABC41'). At the bottom, there are three buttons: 'Create Ticket', 'Reset', and 'Cancel'. A blue arrow points to the 'Create Ticket' button, and a box labeled 'Create Ticket' is shown next to it.

6. You will receive a email confirming the request