# Setting up my network printer to be a choice in SRM?

1. Employees should submit their request through their Agency local IT Helpdesk.

2. The Agency local IT Helpdesk should fill out a remedy ticket with Printer Changes, Additions, and/or Deletion Requests in the Call Description Field.

3. The Agency local IT Helpdesk should complete the Printer Change Request form. (A copy of the form is attached to this guide.)

4. If unable to attach the Printer Change Request form to the remedy ticket. Please provide the following information:

    - Printer model (Ex. HPLJ4100)
    - Printer Location (Ex. Harrisburg, 555 Walnut St., Forum Place, 7th Fl., IT Area)
    - Host Printer Name (Ex. PMOIT_HP4100)
    - Printer's IP (Ex. 164.156.93.38)
    - Print Server's Name (Ex. OAPMOPS01.STATE.PA.US)
    - Print Server's IP (Ex. 164.156.93.9)
    - What SAP system is the Printer needed for? Core R/3, BW, SRM

5. As an alternative, if you are unable to attach the Printer Change Request and the request is for multiple Printers (5 or more), the Agency local IT Helpdesk can fill out the Printer Change Request form and submit it to the IES, SAP-Basis Team (attach the spread-sheet, and email to oa-imaginepaitbasis@pa.gov) You will want to notate that, "Details have been submitted via email to the IES, SAP Basis Team."

*Printer Change Request Form Link*