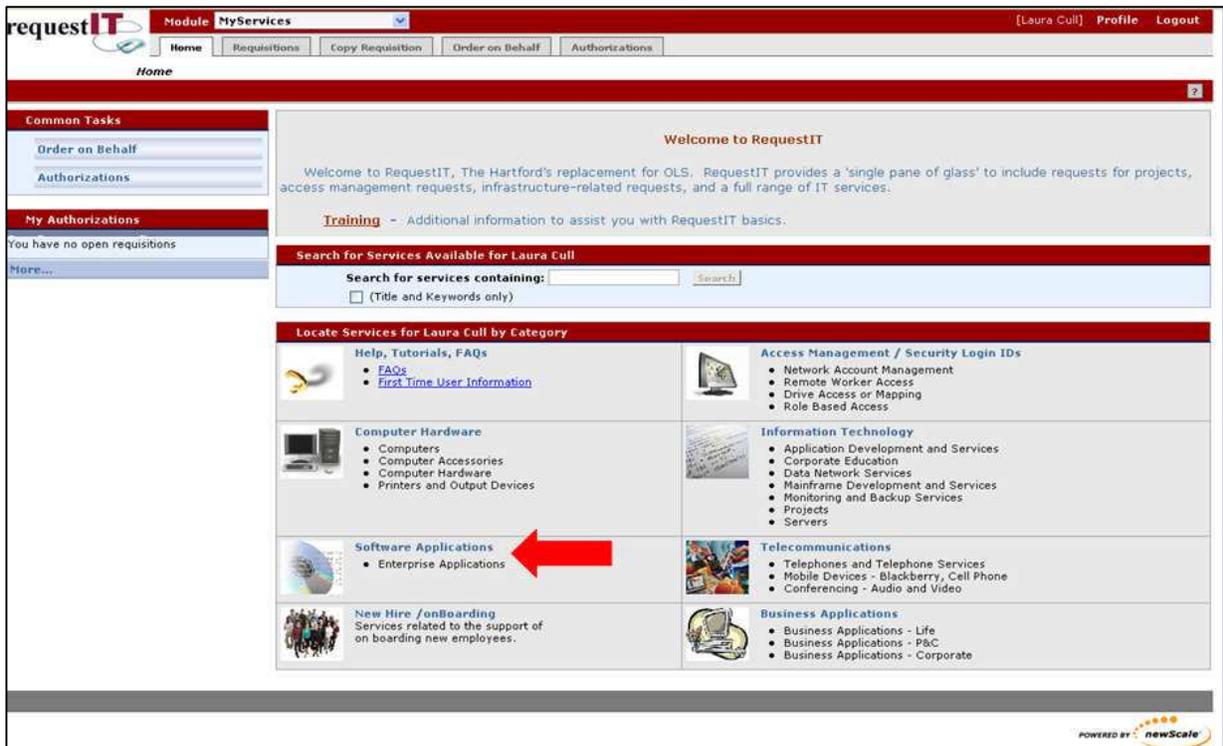
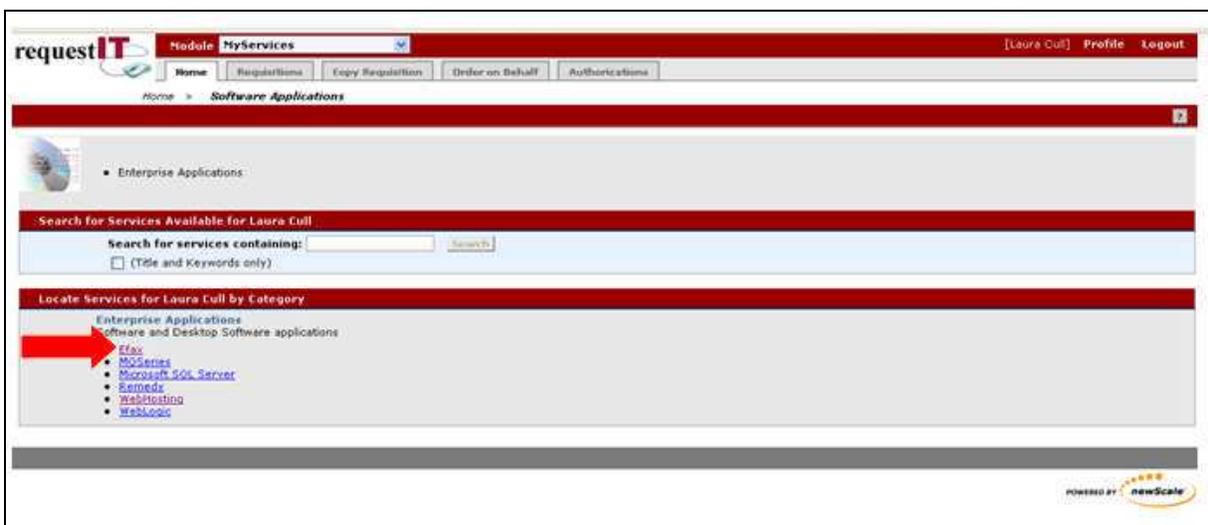


# Efax & F2MHartford Rendering Driver for Outlook – RequestIT Procedures

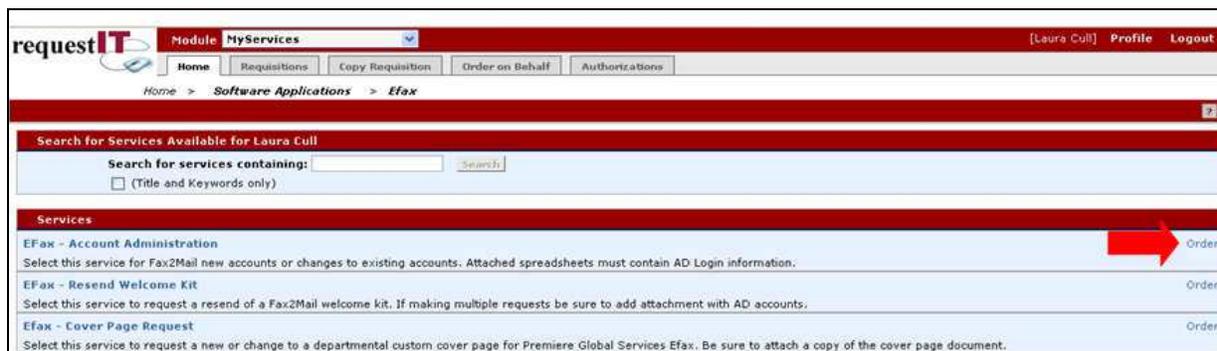
1. Enter “RequestIT” into your browser navigation bar
2. Under *Locate Services by Category*, select “Software Applications”



3. Click on “EFax” under Enterprise Applications



4. Select “Order” to the right of EFax – Account Administration, shown below



5. *Requested For*: confirm that your contact information is correct

6. *Request Information*:

a. *Request Type*: select “New” from the drop-down

7. *Location Information*: complete this section with your remote work location address

8. *Financial Information*: enter your department’s expense code

9. *Request Information*:

a. *What account maintenance change(s) do you require?*: “Create new account”

b. *Business justification*: “RWP participant and needs to send faxes from remote location for expense reimbursement”

c. *Does mailbox already exist*: select “Yes”

d. *Mailbox name*: enter your Hartford email address (ex: Bob.Smith@thehartford.com)

e. *Domain/NT Account*: “AD1”

f. *Company*: “P&C eB&T”

g. *Department*: enter your department name (ex: ADM)

h. *Function*: enter your position title (ex: Developer)

i. *Type of Fax Service Requested*: select “Outbound Only” from the drop-down

j. *Default Cover or Cover Page to be Assigned*: leave blank

10. *Attachment Information*:

a. *Attachment Instructions*: check “Yes, I have read the instructions”

11. *Preferences*:

a. *Preferred Date and Time*: select your preferred date and time for service delivery

12. Your screen should appear as shown below

The screenshot shows the 'requestIT' web application interface for 'Efax - Account Administration'. The page title is 'Efax - Account Administration' and it includes a sub-instruction: 'Select this service for Fax2Mail new accounts or changes to existing accounts. Attached spreadsheets must contain AD Login information.' The form is organized into several sections:

- Requested For:** Fields for First Name (Laura), Last Name (Cull), Email (Laura.Cull@thehartford.com), and Work Phone (860-547-9795).
- Request Information:** Request Type dropdown set to 'New'.
- Location Information:** Fields for Street Address 1 (One Hartford Plaza), Street Address 2, City (Hartford), State (CT), and Zip Code (06124).
- Financial Information:** Expense Code dropdown set to '099'.
- Request Information (Detailed):**
  - What account maintenance change(s) do you require? (Create new account)
  - Business Justification (HWP participant and needs to send taxes from remote location for expense reimbursement)
  - Does mailbox exist already? (Yes selected)
  - Mailbox Name (Laura.Cull@thehartford.com)
  - Domain/NT Account (AD1)
  - Company (P&C)
  - Department (e&S CTO)
  - Function (Business Tech Analyst)
  - Type of Fax Service Requested (Outbound Only)
  - Default Cover or Cover Page to be Assigned
- Attachment Information:** Attachment Instructions section with a checkbox for 'Yes, I have read the instructions.' and detailed instructions on naming attachments.
- Preferences:** Preferred Date and Time field set to 05/25/2009 08:13 AM.

At the bottom of the form, there are buttons for 'Add & Review Order', 'Submit Order', and 'Reset'. The user's name 'Laura Cull' and 'Profile' link are visible in the top right corner.

13. Select "Submit Order"

14. Once you have completed your order, you can view the status under the *Requisitions* tab at anytime.

15. When your F2M Account has been created, you will receive a confirmation email. Follow the instructions to complete the account setup. Although you received the email, it does not mean you are ready to submit expense reports without a fax machine.

16. Confirm if the "F2MHartford Rendering Driver for Outlook" is installed on your computer by selecting *File, Print* in Outlook. Review your printer name dropdown list; if "F2MHartford

Rendering Driver for Outlook” is listed, you are all set to submit expense reports without a fax machine. If the driver is not installed on your computer, continue with the steps listed below.

17. Enter “OLS” into your browser navigation bar

18. Enter your personal information and proceed to the next screen

19. Enter or select the following information for each step

*Step 1:* Select “Personal Computing”

*Step 2:* Select “Software” from the Service Type drop-down menu. Select “item not found” from the Service Item drop-down menu. You will be prompted to request governance approval, governance is not required for this request. Select “Close Window”

*Step 3:* leave as-is

*Step 4:* N/A

*Step 5:* Enter “Requesting installation of the F2MHartford Rendering Driver for Outlook. Account setup is complete.”

20. Select “Continue”

Request Details

Need Help? Call Your Local Service Desk or The ISD Service Desk At 860-547-HELP (4357)

**Step 1: Select A Service Category:**

- Personal Computing
- Server Support
- Batch Application
- Business Applications
- CCIA Applications
- Data Network Services
- Drive Access or Mapping
- eMail Exchange
- eMail Lotus
- Enterprise Applications
- IT Conference Center Training
- Logon/ User IDs
- Mainframe Computing
- Monitoring Services
- Multi-Service Request
- Project Requests
- Remote Worker Access
- Staffing Needs (Pilot Only)
- Video Conferencing
- Voice Network Services
- Asset Management
- Category Not Found
- Management Services
- Role Based Access Request

**Step 2: Select A Service Type And Item**

Service Type:

Service Item:

**Step 3**

This Request Will Be Fulfilled On Or Before: 5/17/2009 4:30:19 PM

[Click Here To Request A Different Date](#)

**Step 4**

Click In The Table Below, and Then the Add Button To Add Attachments That Would Help Fulfill This Request (There Is A Maximum Of Ten 1mb Attachments):

File Name	Max Size	Attach Label
		Requester Attachment2
		Requester Attachment3
		Requester Attachment4

**Step 5**

Enter A Short Description That Will Be Used To Identify This Request In System Notifications And In The Check Status Screen:

Requesting installation of the F2MHartford Rendering Driver for Outlook. Account setup is complete.

**Step 6: Please Select One:**

21. Enter the following information for each answer

*Answer 1:* Enter “No governance required. Account setup and complete”

*Answer 2:* Enter “eB&T RWP”

*Answer 3:* Enter “N/A”

*Answer 4:* Enter “Faxing expense reports from home (remote worker 5 days/week)”

*Answer 5:* Enter “N/A”

*Answer 6:* Enter “F2MHartford Rendering Driver for Outlook”

*Answer 7:* Enter “N/A”

## 22. Select "Submit"

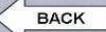
Need Help? Call Your Local Service Desk or The ISD Service Desk At 860-547-HELP (4357)

**Step 1: Please Answer The Following Questions**

 Indicates a Required Field

**Step 2: Please Select One:**

Q01	In order to provide governance reporting, please select the name of the Governance approver who is approving this request?	<input type="text"/>	
 A01	No governance required. Account setup complete	<input type="text"/>	
Q02	Please provide the expense code and location to include Floor, Wing, Cubett#, Pole Location for this request.	<input type="text"/>	
A02	eB&T RWP	<input type="text"/>	
Q03	eBusiness PeopleSoft Project ID Format: Business Unit/Project ID/Activity ID, if applicable.	<input type="text"/>	
A03	N/A	<input type="text"/>	
Q04	To ensure proper financial approval, it is required that you provide a thorough business reason explaining the need. This information is required.	<input type="text"/>	
 A04	Faxing expense reports from home (remote worker 5 days/week)	<input type="text"/>	
Q05	Please enter the ship to location (street, city, zip) and attention information.	<input type="text"/>	
 A05	N/A	<input type="text"/>	
Q06	Please provide the name & version of the software you are requesting?	<input type="text"/>	
 A06	F2MHartford Rendering Driver for Outlook	<input type="text"/>	
Q07	To help us serve you better, please provide any additional information that will assist us in completing your order here.	<input type="text"/>	
A07	N/A	<input type="text"/>	

**Step 2: Please Select One:**

