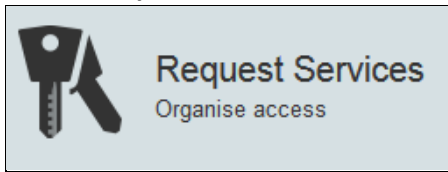## Place a request for New/Upgrade software in the Information Commons (IC)

Logon to the Service Desk using your HORUS username and password.
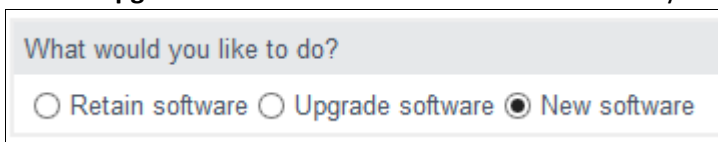
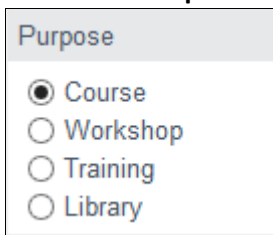Select **"Request Services"**.

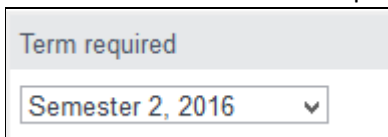Select "**IC Software (ANU Teaching Spaces)"**.

Select **"Upgrade software"** or **"New software"** to start your request.
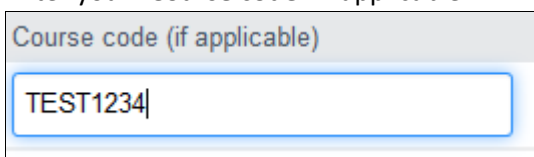
Select the **"Purpose"** that relates to your needs.
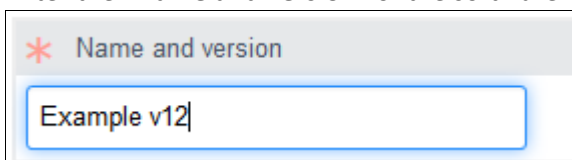
Select the "**Term"** via the drop down menu on the right.
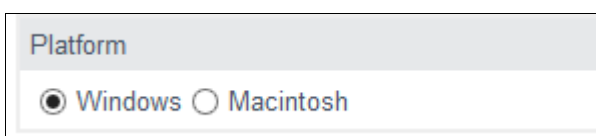
Enter your "**Course code"** if applicable.

Enter the **"Name and version"** of the software required.

Select the Platform **"Window"** or **"Macintosh".**

Enter **"Media source (i.e., download link, CD)"** details.

Media source (i.e., download link, CD)

http://www.example.org/downloads/

Enter **"Licence details (i.e., open source, network key)"**

Licence details (i.e., open source, network key)

Open Source https://www.example.org/download/releases/12/license/

Enter any **"Configuration or other information"** you want noted.

Configuration or other information

data imported via Excel files

Then select **"Submit"** once you have finished and a Service desk job will automatically be logged on your behalf and emailed to you.

Submit