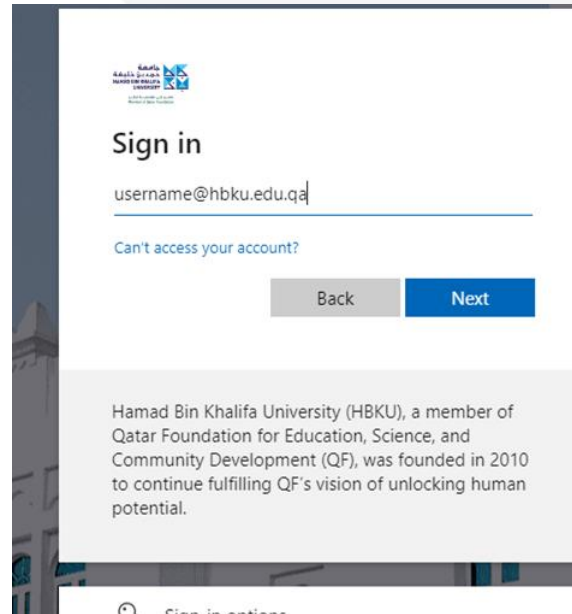


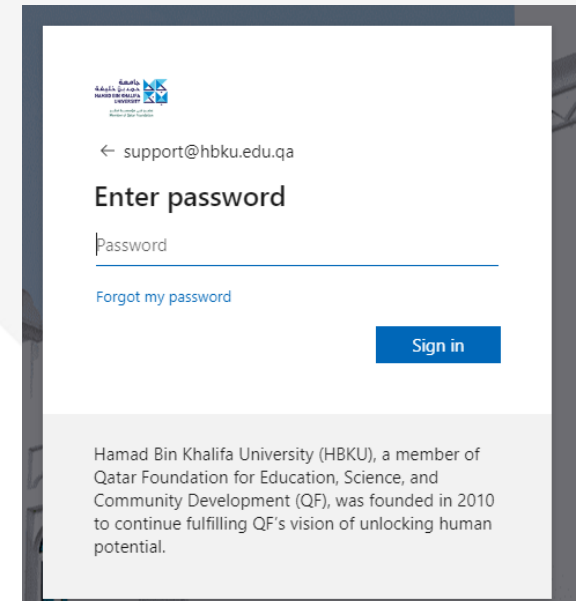
Leased Computer Request

Request a Leased Computer

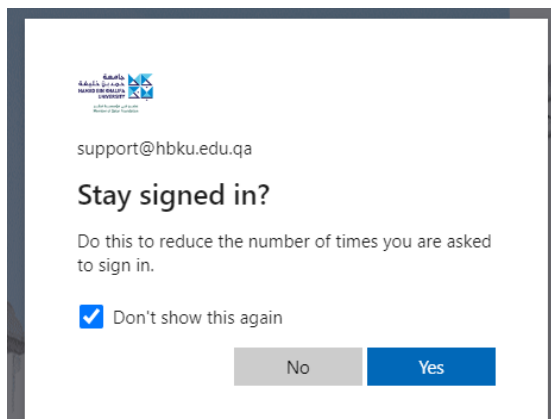
1. Login to the HBKU Support portal at <https://support.hbku.edu.qa> using your HBKU email and password.



The screenshot shows the sign-in page of the HBKU Support portal. At the top left is the HBKU logo. The main heading is "Sign in". Below it is a text input field containing "username@hbku.edu.qa". Underneath the field is a link that says "Can't access your account?". There are two buttons: a grey "Back" button and a blue "Next" button. At the bottom of the page, there is a grey box containing the text: "Hamad Bin Khalifa University (HBKU), a member of Qatar Foundation for Education, Science, and Community Development (QF), was founded in 2010 to continue fulfilling QF's vision of unlocking human potential."



The screenshot shows the password entry page of the HBKU Support portal. At the top left is the HBKU logo. Below it is a back arrow and the email address "support@hbku.edu.qa". The main heading is "Enter password". Below it is a password input field. Underneath the field is a link that says "Forgot my password?". There is a blue "Sign in" button. At the bottom of the page, there is a grey box containing the text: "Hamad Bin Khalifa University (HBKU), a member of Qatar Foundation for Education, Science, and Community Development (QF), was founded in 2010 to continue fulfilling QF's vision of unlocking human potential."



The screenshot shows a "Stay signed in?" prompt on the HBKU Support portal. At the top left is the HBKU logo. Below it is the email address "support@hbku.edu.qa". The main heading is "Stay signed in?". Below it is the text: "Do this to reduce the number of times you are asked to sign in." There is a checked checkbox next to the text "Don't show this again". At the bottom, there are two buttons: a grey "No" button and a blue "Yes" button.

After logging in, the following page will appear.
Click on “Request a Service.”

The screenshot shows the HBKU Support System homepage. The browser address bar displays `support.hbku.edu.qa/app/itdesk/HomePage.do`. The page title is "HBKU Support System". A search bar is located at the top center with the placeholder text "Search for Solutions, Templates, Announcements and Requests".

Below the search bar are three main action cards:

- Issue** (Red card): "I am facing an Issue" with a "Report an Issue" button.
- New** (Green card): "I need something New" with a "Request a service" button.
- Solutions** (Blue card): "I am looking for Solutions" with a "View solutions" button.

The page is divided into three main sections:

- My Summary**: A summary of requests with the following counts:

Status	Count
Pending	0
On Hold	0
Completed	6
Awaiting Update	0
- Announcements**: "No data to display"
- My Assets**: "No data to display"

A sidebar on the left contains navigation icons for Home, Requests, and Solutions.

Several categories will be displayed. Choose “Hardware.”

Create a service request - Select category

Choose a category to raise your request!



Academic Applications



AD Accounts



System access



Banner System
Banner Student Information System



Business continuity



Change Request Access



Data Center Physical Access
Data Center Physical Access Request Form



DocuSign



e-Process



Firewall



Group Requisition
New Group Requisition



Hardware

Alternatively, you can type “Hardware” in the search bar.

Create a service request - Select category

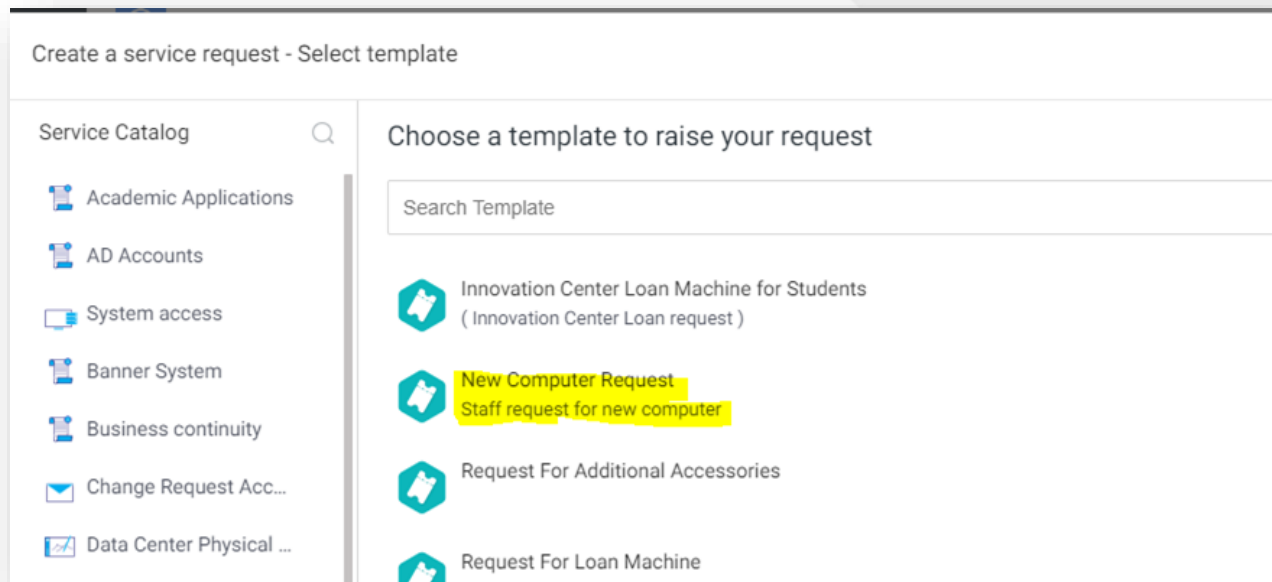
Choose a category to raise your request!

hardware



Hardware

Click on “New Computer Request.”



In “Computer Request type,” select “New computer request” if you do not currently have one assigned.

> Requester Details

Machine Details

Computer Request type *

-- Select Computer Request type --

Asset

-- Select Asset --

* [Search] for business only, and I will be charged for any

New computer request

Replacement request

Cancel

Total Cost	0.00 ریال
Service Cost	0.00 ریال
Resource Cost	0.00 ریال

You have not selected any options

Note: The fields are dynamic, so it will display required fields only.

If you already have a computer assigned, click “Replacement request.”
Then, select your computer from the “Asset” field.

Create a service request



Liaised computer request

[Switch template](#)

> Requester Details

▼ Machine Details

Computer Request type *

-- Select Computer Request type --

Asset

CIS-LIB039-AIO.hbku.edu.qa

*

Q |

business only, and I will be charged for any

-- Select Computer Request type --

Replacement request

Cancel

Total Cost

0.00 ريال

Service Cost

0.00 ريال


Resource Cost

0.00 ريال

You have not selected any options

Note: The fields are dynamic, so it will display required fields only.

Specify if your request is for a Staff machine or a Lab/Classroom machine

Create a service request  **New Computer Request** | [Switch template](#)

▼ Requester Details

Subject *

Requester Name *

Phone : - | Department : - | Job Title : - | Reporting Manager : Mohamed S. El-Sayed | Mobile : - | Employee ID : -

Computer Request type Old Machine Type *

Request for Old Machine Serial *

Old Machine Tag *

I do confirm that this machine is for **Staff Machine**


I do confirm that this machine is for **LAB / Classroom**

Resource Details

HBKU staff are only allowed to request the below listed machines:

- **HP EliteBook 840** - The standard laptop. No justification is required.
- **Apple MacBook Pro** - This laptop will require justification and a completed business need form.
- **Microsoft Surface Pro** - This laptop is only available for predefined VIP users.

Create a service request

 New Computer Request | [Switch template](#)

▼ Requester Details

Subject *

Requester Name *

Phone : - | Department : - | Job Title : - | Reporting Manager : Mohamed S. El-Sayed | Mobile : - | Employee ID : -

Computer Request type

Request for

New Computer type *

I do confirm that this machine is for my personal use

Resource Details

Computer Models


Machine Type.

Search

-- Select New Computer type --

- HP EliteBook 840
- Apple MacBook Pro
- Surface Pro

Once selected, your chosen computer model will be displayed.

Create a service request |  Liased computer request | [Switch template](#)

> Requester Details

▼ Machine Details


Computer Request type *	Asset
Replacement request	<input type="text" value="CIS-LIB039-AIO.hbku.edu.qa"/>
Request for *	Old Machine Type. *
Staff Machine	-- Select Old Machine Type. --
New Computer type *	Old Machine Serial *
HP EliteBook 840	<input type="text"/>
	Old Machine Tag *
	<input type="text"/>

* I do confirm that this machine will be used for business only, and I will be charged for any damage to the machine

Resource Details

Computer Models


Machine Type. *

 HP EliteBook 840 Category: Laptop Monthly Lease: 155.00 QAR S...	7440.00 ريال
---	--------------


The system will display all available configurations for your selected machine and its cost.


Computer Models

Machine Type. *

	HP EliteBook 840 Category: Laptop Monthly Lease: 155.00 QAR S...	7440.00 ريال	▼
---	---	--------------	---


Search bar with magnifying glass icon

 --- Select Item ---

	HP EliteBook 840 Category: Laptop Monthly Lease: 155.00 QAR Spe... View More	7440.00 ريال
---	--	--------------

The “Machine Type” menu can display a pop-up page listing detailed computer specifications

Machine Type.

 HP EliteBook 840
7440.00

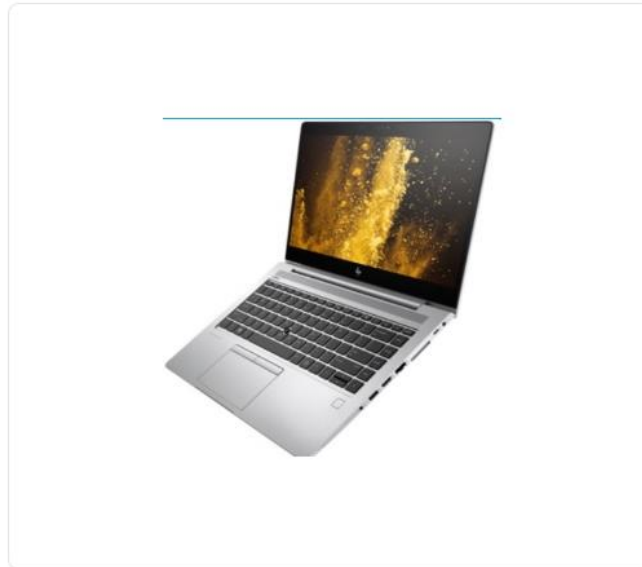
HP EliteBook 840
7440.00 ريال

 Apple MacBook Pro
21648.00

 HP Elite One 800-Non touch All in one
5328.00

 Apple iMac
10656.00

 Microsoft Surface Pro
17760.00



Description

Category: Laptop

Monthly Lease: 155.00 QAR

Specification:

- Intel® Core™ i7-8550U with Intel® UHD graphics 620 (1.8 GHz base frequency, up to 4 GHz with Intel® Turbo Boost Technology, 8 MB cache, 4 cores)16GB (1x16GB) DDR4 2400
- 512GB PCIe NVMe Three Layer Cell Solid State Drive
- Integrated HD 720p IR TripleMic Webcam
- 14 inch FHD (1920x1080) Anti-Glare LED UWVA 400 for WWAN for HD Webcam + IR slim ALSensor
- HP Slim Wireless Keyboard and Mouse
- HP USB-C Mini Dock
- HP Ultra Slim Docking Station
- HP EliteDisplay E233 23-inch Monitor
- HP Carry Case

Enter your business justification for your request if required, then click on the checkbox confirming you will adhere to the lease terms. Verify your request details, and then click “Add Request.”

Create a service request | Leased computer request | [Switch template](#)

Machine Details

Computer Request type *
Replacement request

Request for *
Staff Machine

New Computer type *
Apple MacBook Pro

Asset
Test-Machine-uts

Old Machine Type.
-- Select Old Machine Type. --

Old Machine Serial

Old Machine Tag

Justification *

I do confirm that this machine will be used for business only, and I will be charged for any damage to the machine

Resource Details

Computer Models

Machine Type. *
Apple MacBook Pro
Category: Laptop Monthly Lease: 451.00 QAR S... 21648.00


Total Cost 21648.00
Service Cost 0.00
Resource Cost 1 21648.00
Apple MacBook Pro (Machine Type.) 21648.00 Qty - 1

Add Request Cancel

Request Machines for Lab/Classroom

If you wish to request Lab/Classroom machines, the drop down menu will display a different set of machines available:

- **HP EliteOne 800 AIO**
- **Apple iMac**

Create a service request |  **New Computer Request** | [Switch template](#)

▼ Requester Details

Subject *

Requester Name *

Phone: - | Department: - | Job Title: - | Reporting Manager: Mohamed S. El-Sayed | Mobile: - | Employee ID: -

Computer Request type

Request for

I do confirm that this machine is for Lab/Classroom use

Resource Details

Computer Models

Machine Type.

Q |

-- Select Request for --

Staff Machine

LAB / Classroom

Requester Details

Subject *

Requester Name *

Phone : - | Department : - | Job Title : - | Reporting Manager : Mohamed S. El-Sayed | Mobile : - | Employee ID : -

Computer Request type

Request for

New Computer type *

Justification *

* I do confirm that this macl

-
- Select New Computer type --
- HP EliteOne 800 AIO
- Apple iMac

Attachments *

Drag and drop files here

Resource Details

Enter the number of machines required in the “Quantity” field and your chosen laboratory or classroom in the “Lab/Class#” field.

Create a service request



New Computer Request | [Switch template](#)

▼ Requester Details

Subject *

New Computer Request

Requester Name *

UTS Support

Phone : - | Department : - | Job Title : - | Reporting Manager : Mohamed S. El-Sayed | Mobile : - | Employee ID : -

Computer Request type

New computer request

Quantity *

1

Request for

LAB / Classroom

LAB / Class # *

New Computer type *

HP EliteOne 800 AIO

Justification *

The following page will display once your request has been submitted.



Request added

[View Request](#)

[Create another request](#) | [Back to home](#)

Your Machine Request details will then be listed. Please take note of your Machine Request number and your chosen Computer Model.

Service request details

Request ID - 126217000000200001

Request Type - Replacement request

Staff Cost Center - CIS.103

Employee Type - Consultant

Staff Number - EmployeeID1234

HBKU Department - University Technology Services

Computer Type - HP EliteBook 840

Justification - aaa

Request Details

Service Category	Hardware	Group	Not Assigned
Site	RDC	Computer Request type	Replacement request
Machine Request Number	CDM105900	Technician	Not Assigned
Old Machine Serial	-	Request Type	Service Request
Request for	Staff Machine	Old Machine Tag	-
New Computer type	HP EliteBook 840	Old Machine Type.	Not Assigned
Quantity	1	LAB / Class #	-
Justification	aaa	Machine Confirmation	Yes
Assets	Test-Machine-uts	Created By	UTS Support
Department	University Technology Services	Template	Leased computer request
Created Date	May 23, 2023 08:10 AM	Due by date	-

Resource Details

Computer Models

Leased

Machine Type.



HP EliteBook 840

Category: Laptop Monthly Lease: 155.00 QAR Specification: Intel® Core™ i7-8550U with Intel® UHD graphics 620 (1.8 GHz base frequency, up to 4 GHz with Intel® Turbo Boost Technology, 8 MB cache, 4 cores)16GB (1x16GB) DDR4 2400

You will receive a notification email to confirm your request by submitting an approval comment.



Please provide your approval comment for the following request:



UTS Support

support@hbku.edu.qa

Subject New Computer Request (Test)

Description Leased Computer request.

- Staff Cost Center : CIS.103
- Employee Type : Consultant
- Staff Number : EmployeeID1234
- Department : undefined
- Request Type : Replacement request
- New Computer Type : HP EliteBook 840
- Justification : null

Thank you



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