

# Access CNU Self Service (Windows & macOS)

## Software Requests

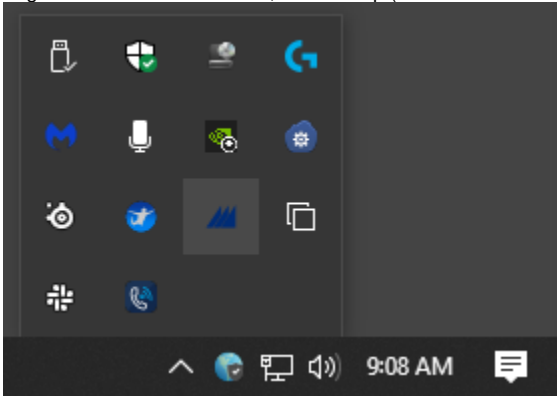
⚠ If you notice any software that is missing from the Self Service portals, please click the following link to submit a ticket and request for a specific software application to be included in the Self Service application. **This applies to both Windows and macOS.**

[Submit Software Request](#)

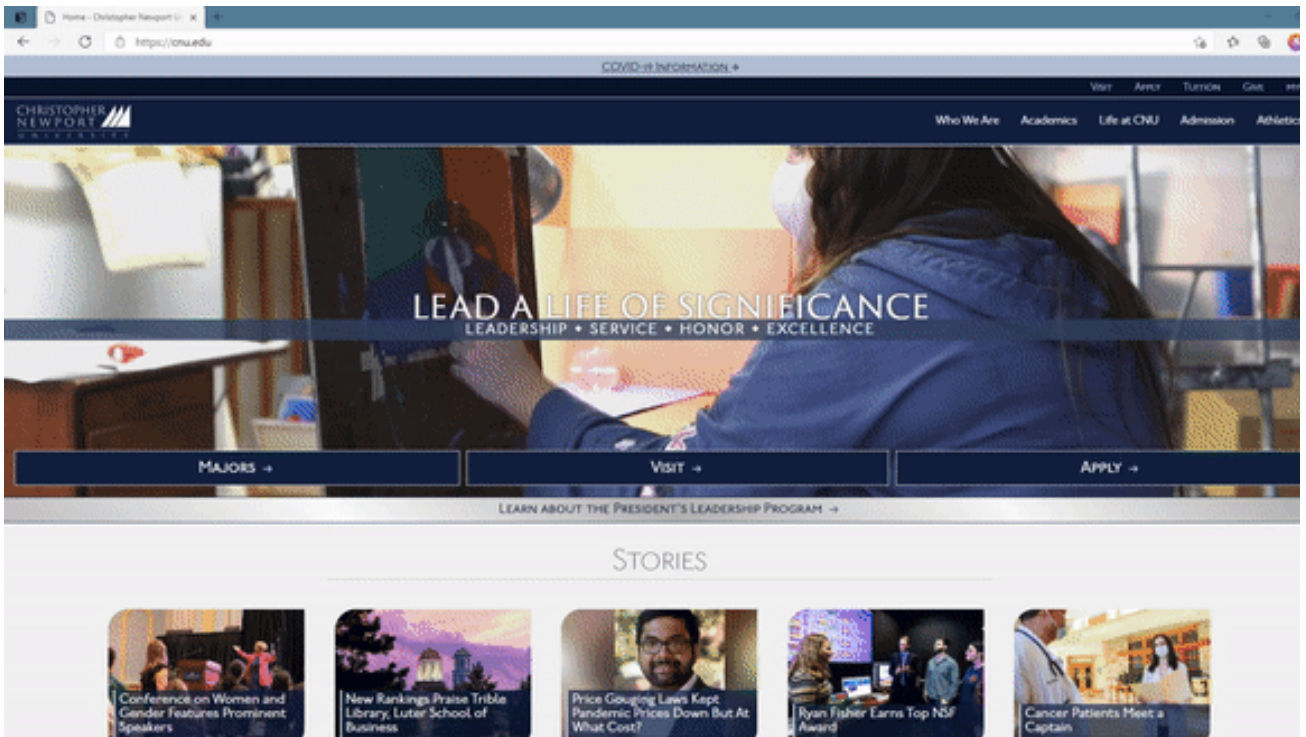
## Windows

⚠ PLEASE NOTE: Windows users will not have this capability just yet, FileWave is currently in the early testing phases and more communication will come via email from ITS.

1. Please navigate to one of two locations, the desktop (minimize all windows, shown below) or the system icon tray (lower right-hand corner).



- a.
  2. Once you have navigated to these locations, double click on the desktop icon labeled "Self Service" or once on the system tray icon.
  3. Once in you will be able to navigate the software library and various other "fixes."



## macOS

1. Navigate to the "Launchpad" icon on your dock and click.
2. Once inside of Launchpad select the "Self Service" icon.
3. You will be prompted to sign in with your CNU Credentials, these are the same credentials used to sign into CNU Live, Scholar, Lecterns, etc... (Numbered account)
4. Once in you will be able to navigate the software library and various other "fixes."

