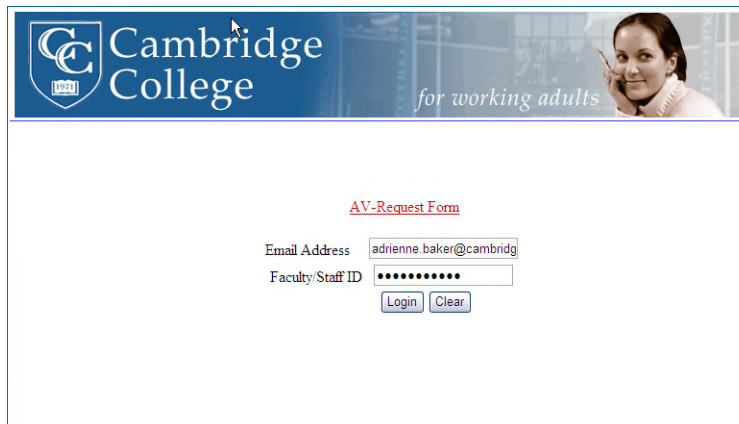# Placing an AV Request

BEFORE PLACING YOUR REQUEST:

An account with this system is required to place a request. If you do not have an account, you may request one by placing a request in the eHelpdesk (http://helpdesk.cambridgecollege.edu) or by calling the Support Center (617.873.0159) to request that a ticket be entered on your behalf.

Customized desktop and laptop requests for individual Staff and Faculty Members can be made through the eHelpdesk. Generic laptops for classes and meetings can be made by following the instructions below.

1. Navigate to the AV request system at http://www.cambridgecollege.edu/Avrequest/login.php

2. Enter your username and password:
   Username: **whole e-mail (example – john.doe@cambridgecollege.edu)**
   Password: **Faculty/Staff ID**

3. The AV Request Form will load. Please enter your **Campus Location, Room Number, and Event Type.**

Events that occur weekly and on multiple days (i.e. every week, Monday and Thursday) require separate AV Requests for each day. **Do not** place these details in the notes section.

4. Select "yes" or "no" to indicate if your event is recurring. **Skip to step 7 if the answer is "no"**

5. Select the Frequency of the Event.
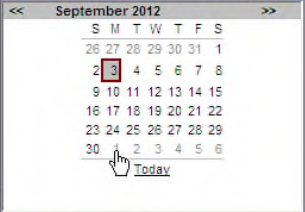
Choose the Date and Time.

6. Choose the equipment needed. (If equipment is not available in the quantity requested, you will be contacted by a staff member to explore alternative solutions)

7. Submit your request at the bottom of the page.

8. You will receive a confirmation e-mail. Please keep this for your records and bring it with you to your event.

If you have any needs that cannot be addressed by this form, or you do not receive a confirmation email, you may place an eHelpdesk request by going to http://helpdesk.cambridgecollege.edu or by calling our Support Center at 617.873.0159 or 800.877.4723 X1159 to ask that a request be placed for you.