How to Order a New Canon Printer and/or Printer Accessories

If a department or school is looking to purchase another Canon device and/or accessories for their current Canon printers, please follow the instructions below.

1. Submit a ticket to the Service Desk by calling ext. 1111, option 5 or by emailing servicedesk@creighton.edu
   a. Requestor will need to provide: name, netID, phone number, school and/or department name, finance directors name
2. Canon will contact requestor to conduct an assessment (check space, ensure proper electrical is in place, ensure data is available, etc.)
3. Canon will put together a recommendation based on printing needs
4. Canon will send recommendation to Division of Information Technology (DoIT) Program Manager for review/approval
5. DoIT Program Manager will route recommendation to original requestor and Finance Director
   a. Requestor is responsible for getting approvals and fund/org from Finance Director and VP/Dean
6. Requestor will send approved signed recommendation back to DoIT Program Manager
7. DoIT Program Manager will place order with Canon based on recommendation
   a. All orders take 10-15 business days to deliver
   b. Department/school is responsible for paying for any new/upgrade in electrical, if applicable
   c. Department/school is responsible for paying for any new data, if applicable
8. Canon will work with requestor to get install/delivery date scheduled
   a. Canon will ensure driver packages get updated as appropriate
9. Canon will get device(s) installed
   a. Canon will ensure area has correct print drivers installed to print to new device(s)
   b. Canon will provide training as needed on new device(s)
10. Canon will close out service desk ticket