Self-Service
Operating System: Mac OS X

Self Service is our on-demand, user initiated action application. You will use Self-service in a variety of ways including:

• Adding new applications (software) to your Mac
• Installing new printers in your area or department
• Correcting user permissions of your Home folder
• Fixing your keychain issues

To get started, click on Finder > Applications > Self Service and login with your Purdue username and password.
Once you are signed in, you can search for any application in the search box in the top right. Please take note of the follow areas:

- **Help Articles** – On the left side, you will see some great tips on how to configure your Purdue exchange email or Mymail with Outlook for Mac, Apple Mail, or your iOS device. There are other articles that include Microsoft Office help, checking W and J drive storage quotas and our website contact page.
- **Main Section** – In the middle, you will see our most frequently requested and used applications.
- **Categories** – On the right side, we have divided the system into categories so what you are looking for is easy to find. If your Mac is running slow or performance has degraded over time, please use the First Aid category to your advantage.
- **Login** – On the right side, your Purdue User ID will be listed. Underneath that, there is an option to log off when you are done. Notifications will appear when we need to communicate with you or there is a new item posted.

We are always improving Self Service for our Mac users. If you have any feedback or need a new application, please let us know by emailing ithelp@purdue.edu