



IT Request Process for Supervisors

1. Start this process only after you receive a notification from Human Resources that your new employee's appointment is approved.
2. The new employee must sign the Acceptable Use Policy form found in their new hire paperwork. You will need to upload this signed form to submit a Help Desk ticket in Step 4. Once your new employee has completed their new hire paperwork, you can download the signed AUP form directly from Adobe Sign as a PDF.
3. Complete a New Employee Request form. Once completed, you will need to select "Print" at the bottom of the screen to save as a Microsoft Print to PDF file. You will need to attach this completed form to submit a Help Desk ticket in Step 4.
4. Submit Help Desk ticket. When asked to select the type of service being requested, select "Service Request". When asked to select the type of service request needed, select "New User Setup". You'll need to attach the signed Acceptable Use Policy (AUP) form (from Step 2) and the completed New Employee Request form (from Step 3).
5. If your new employee needs access to Shared Drive(s), you'll need to submit a separate Help Desk ticket for Shared Drive access. When asked to select the type of service being requested, select "Folder/Drive Mapping".
6. After tickets have been submitted, wait for IT to create a new account for your new employee. IT will send you the new employee's JJ# and temporary password.
7. After you receive the new employee's JJ# and temporary password, you can complete a Technology Equipment/Software Request Form. Once completed, you will need to select "Print" at the bottom of the screen to save as a Microsoft Print to PDF file. You will need to attach this completed form to submit another Help Desk ticket(s).
8. **AWS-only:** If your new employee will participate in an AWS work schedule, you will need to submit a separate Help Desk ticket for WFH equipment. The new employee will need to complete a Payroll Deduction form after they receive the equipment.
9. Schedule a time with IT to determine an equipment pick-up time and location prior to your employee's first day of work.