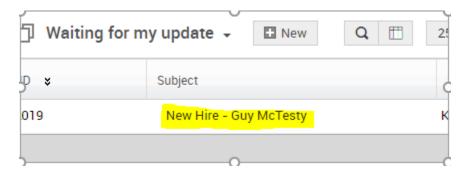This is how the new hire employee will get access to the accounts they need. Once all their information has been processed and entered in by HR, you will receive an email from our ServiceDesk asking for information that we need to create their accounts.
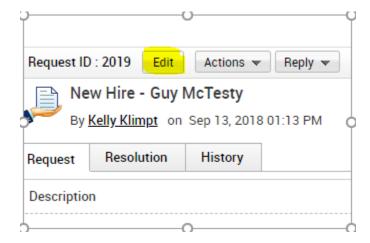
ACCOUNT CREATION STEPS

When you log in you will click on **Waiting Update** at the top left under My Requests Summary.
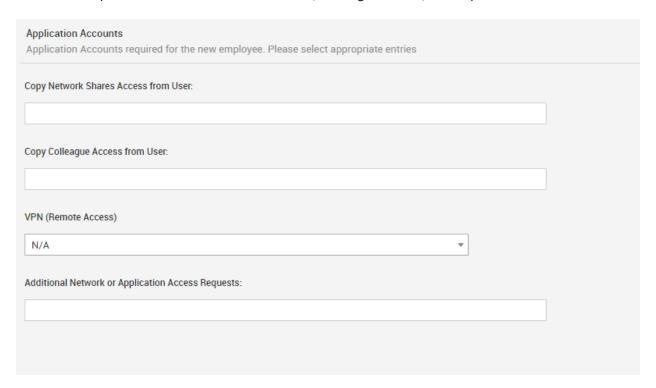

You will then click on the information under **Subject:** which should be the new employees name
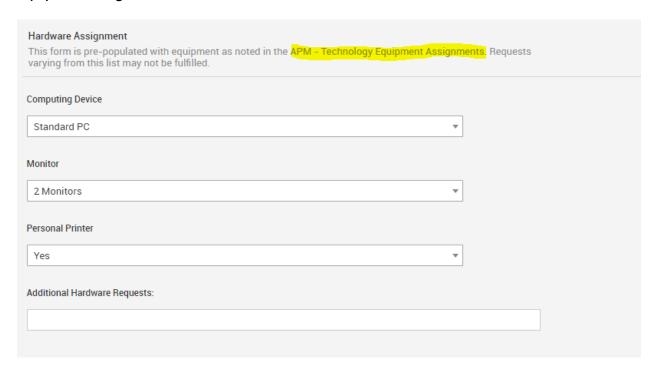
You will then need to click on **Edit** up next to Request ID: oooo and then scroll down
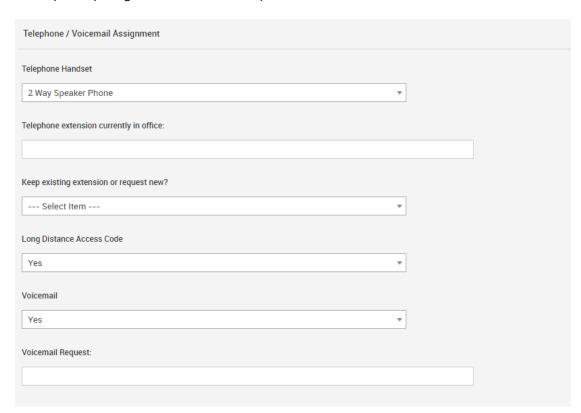

Under the section **Application Accounts** you will fill in the information that the user will need access too. An example would be shared network drives, Colleague access, and any additional access.

The **Hardware Assignment** section will automatically be filled in according the **APA-Technology Equipment Assignments.**

Hardware Assignment

This form is pre-populated with equipment as noted in the APM – Technology Equipment Assignments. Requests varying from this list may not be fulfilled.

Computing Device

Standard PC

Monitor

2 Monitors

Personal Printer

Yes

Additional Hardware Requests:

Under the **Telephone/Voicemail Assignment** group you will see that some information is populated already. If anything additional is needed you will need to select that information.

Telephone / Voicemail Assignment

Telephone Handset

2 Way Speaker Phone

Telephone extension currently in office:

Keep existing extension or request new?

--- Select Item ---

Long Distance Access Code

Yes

Voicemail

Yes

Voicemail Request:

Please list the office room number under **Office Information**:

Office Information

Office Room Number:

Is this office missing any of the equipment listed in the Hardware or Telephone Assignment sections? Please detail.

Once you have completed all these areas you will select **Update Request**:

Update request   Cancel

--- ACC Information Technology Services ---

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