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| Before the employee arrives |
|  | Supervisor | [Open a ticket](https://tcu.cherwellondemand.com/) and order a new computer (if you are not reassigning an existing computer). Order a standard configuration or pay extra to order an upgraded configuration. |
|  | Supervisor | [Open a ticket](https://tcu.cherwellondemand.com/) and order a new desk phone (if you are not reassigning an existing desk phone). If necessary, order a network cable and Bluetooth headset in the same ticket. |
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| On the employee’s first day |
|  | Employee | Create your account’s username and password in Human Resources. |
|  | Employee | Give your supervisor your username and email address. |
|  | Employee | Enroll in Okta two-factor authentication ([it.tcu.edu/okta](https://it.tcu.edu/okta)). |
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| After the employee has created their account |
|  | Supervisor | If you have ordered a new computer, [open a ticket](https://tcu.cherwellondemand.com/) to assign the new computer to the new employee. Include the new computer’s name and serial number. |
|  | Supervisor | If you are repurposing an existing computer, [open a ticket](https://tcu.cherwellondemand.com/) to reassign the existing computer to the new employee. Include the existing computer’s name and serial number. |
|  | Supervisor | [Open a ticket](https://tcu.cherwellondemand.com/) to request that the new employee be made an administrator on the computer. |
|  | Supervisor | [Open a ticket](https://tcu.cherwellondemand.com/) and request that the new employee be granted access to any departmental shared drives. |
|  | Supervisor | If you are repurposing an existing desk phone, open a ticket to reassign the desk phone to the new employee. Include the phone’s serial number and extension. If necessary, order a Bluetooth headset. |
|  | Supervisor | If the new employee will print to a Xerox printer, [open a ticket](https://tcu.cherwellondemand.com/) to request that the new employee be granted access to PaperCut. Include the budget codes for each budget they will be using to print. |
|  | Supervisor | If the new employee will print to an HP printer, [open a ticket](https://tcu.cherwellondemand.com/) to request that the new employee be granted access to the HP printer in your department. Include the name of the HP printer in the ticket. |
|  | Supervisor | [Open a ticket](https://tcu.cherwellondemand.com/) and request that the new employee be granted access to any PeopleSoft tools they need. |
|  | Supervisor | [Open a ticket](https://tcu.cherwellondemand.com/) and request that the new employee be granted access to any other software, services, and systems they need. |
|  | Supervisor | [Open a ticket](https://tcu.cherwellondemand.com/) and request that the new employee be granted access to any shared mailboxes or distribution lists they need. |
|  | Employee | Once you have your computer, plug it in to the network port on the wall, power it on, and log in. |
|  | Employee | Once you have logged in to your computer, set up your email and applications. |
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| After the employee has had all access granted |
|  | Supervisor | Share any common documents in Box that the new employee will need to access. |
|  | Employee | Log in to your computer and verify that you have access to all the departmental shared drives. |
|  | Employee | Log in to [tcu.okta.com](https://tcu.okta.com), click on the RingCentral app, and set up your phone and voicemail settings. Download the RingCentral app to your mobile device if you want to. |
|  | Employee | Install the departmental printers and test printing to them. ([it.tcu.edu/printing](https://it.tcu.edu/printing/)) |
|  | Employee | Verify that you have access to your department’s shared documents in Box. Download the Box app to your computer or mobile device if you want to. |
|  | Employee | Verify that you have access to your department’s applications. Download those apps to your computer or mobile device if you want to. |
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