



HUMAN RESOURCE OFFICE (HR)

- Provides New Employee information to Technology Services.
- As HR onboarding proceeds, sends the New Employee an email with instructions for completing HR onboarding activities in Workday.

TECHNOLOGY SERVICES (TS)

- Sends TigerNetID activation instructions to the New Employee via email.
- Initiates TS Onboarding Process:
 - For new faculty, this occurs up to 30 days prior to start date.
 - For all others, this occurs up to 2 weeks prior to the start date.
 - If TS receives notice within these timeframes, TS onboarding is initiated immediately.
- The TS Onboarding Process automatically creates requests for Standard technology services for the New Employee, appropriate for their position:
 - Standard technology services include: TigerNetID, Workday, TigerNet on-campus wireless access, Outlook email, Office 365, appropriate network share access, Gmail, Blackboard (for faculty), and a computer (for on-campus faculty/staff)
- For **on-campus Faculty/Staff positions only**: TS sends two emails to the Supervisor:
 - (1) **PHONE email**: If a **PHONE is needed**, the Supervisor or other dept representative is instructed to **submit a Technology Support request** (select **Phone Services**).
 - (2) **COMPUTER email**: The Supervisor is instructed to **reply to the computer email** to provide details about equipment needed (laptop/desktop, monitors, software, etc).
- Notifies the New Employee when Standard technology services are ready.
- If additional (Non-Standard) technology services are requested by the Department, TS processes the additional service request tickets and notifies the employee when ready.

NEW EMPLOYEE

- Follows instructions received via email to **activate their TigerNetID**.
- Follows instructions received via email to **complete HR onboarding activities in Workday**.
- **Receives notice via Outlook email** when new technology services are ready.

DEPARTMENT

See also: [Information for New Faculty and Staff](#)

- If the New Employee is **on-campus Faculty/Staff**, follow instructions in **PHONE** and **COMPUTER** emails that were sent to the Supervisor:
 - If a **PHONE is needed**, the Supervisor or other dept representative should **submit a [Technology Support request](#)** (select **Phone Services**).
 - The Supervisor should **reply to the COMPUTER email** to provide details about equipment needed (laptop/desktop, monitors, software, etc).
- If **Non-Standard technology services** (such as folder/share permissions, special software, ImageNow, etc) are needed, the Supervisor or other dept representative should **submit a [Technology Support request](#)**:
 - **Before submitting**, see [Technology and Software Purchasing Procedures](#) and [Technology Support Service Type Guide](#) for instructions.
- **Initiate Change Work Space** task in Workday, to update the employee's work phone and location (for assistance, contact HR).