Creighton

Division of Information Technology

Title of Knowledge Base Article
New Computer Request process
Brief description or summary of the document
Steps to acquire a computer for a new employee or existing employee
Contents
Prerequisites
 Must be an employee of Creighton University
 Must have a Creighton NetID
 Must have a department fund/org
 Must have approval to purchase a new computer
End State
 Ticket created and submitted into Easy Vista for processing
Procedure
To purchasing a computer (Apple, Lenovo or Microsoft)
 Open any browser and visit <u>http://myit.creighton.edu</u>
 Log in with your NetID and password
 Click Sign In
Sign in with your organizational account
cer02220@creighton.edu
••••••
Sign in
> Forgot your password?
> Need Help?
From the verige serve disk as (1 Need Consething)
From the main page click on "I Need Something"
Problems with your PC, printer, password, network access, order a We love ideas!
internet, or network laptop, phone or other Tell us about yours.

• From the categories on the left, choose from either Desktop Computer or Laptop & Tablets depending upon what you intend to request

Access & Permissions	l
Computer Refresh	
Desktop Computer	
EA	
Email	
Internet & Network	
Laptop & Tablets	
Medical Exams	
Recycling	
Software	
Strategic Sourcing	
Telephone	

• Point to the model of computer you are interested in and click to Submit a Ticket

		Choose a Categ	ory and Search		
Look	king for a service? Search here!				Q
		•	_		
	Apple iMAC	Apple Mac Mini	I need some hardware not on this list	Lenovo ThinkCentre M710 SFF	Lenovo ThinkCentre M710 Tiny
-	Lenovo ThinkCentre M710 Tiny in One	Lenovo ThinkCentre M710 Tower			
Ľ					
Looki	ing for a service? Search here!				Q
	Annia MacBook Air	Antie MarBook Pro	Evam Loaner	I need some hardware not on this	Lenovo ThinkPad T/80
				list	
		-			
	Lenovo ThinkPad T480 with Docking Station	Lenovo ThinkPad Yoga x380	Lenovo ThinkPad Yoga x380 with Docking Station	Microsoft Surface Pro 4	Microsoft Surface Pro 4 with Docking station
the c	options listed	here are cons	idered Creight	on standard d	evices. If requ
uter t	that is not on	e of the stand	ards listed, ple hardwara	ease see the se	ection below –
ng	non-standa	rd/enhanced l	hardware		

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Please sum	nmarize your request in 70 characters or less. *	
Contact nu	mber:	
A Fund/Or adapters.	rg is required. This will not be charged unless there is an e If a Fund/Org is not provided this ticket could be rejected	extra cost involved, for example, when purchasing a docking station or extra
Departmen	it runa Code.	Department Org Code.
Who is this	s computer for?	
New or ex	visting employee?*	
New of ex	inding employees.	•
Additional i	information:	
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- Select "New employee"
- Provide any additional information such as the office location for the new employee, contact information, etc.
- Click OK

 Point to "In You are pre 	eed some hardware not on this list" and click to Submit a Ticket Submit a Ticket Ineed some hardware not on this Ist ented with the Non-Standard Asset Request window
NON Stan	ard Asset Request
By selecting this If needed, please	egory you are required to complete the Non-Standard/Enhanced Hardware form and attach this form to the ticket. se this link to download the form: Non-Standard/Enhanced Hardware form
Criteria for Non	andard/Enhanced Hardware request:
- completed Non	andard/Enhanced Hardware from must be attached to the ticket.
Timeline for n	-standard/enhanced hardware request
Non-Standard/	nanced Hardware = request reviewed within 1 business day, and processed on Monday, Wednesday and Friday.
Average 7-30 d	; turnaround to accommodate special ordering
Please attach yo	Non-standard / Enhanced Hardware form: *
 Before you hardware for The form w it to the tic 	an complete the ticket, you will need to attach the non-standard/enhanced rm. (The form can be downloaded from the link provided at the top of the page) I require signatures, so you need to print it off and scan it in to be able to attach et Refresh Technology Terms and Conditions Non-Standard and Enhanced Standard Equipment
Date:	Fund:
Name of Reque	tor(s): Org:
Grant funded p	rchase: YesNo
manager / Sup	
 Check if thi Creighton s example: Le 	is a non-standard or enhanced hardware (non-standard is a device that is not a andard where enhanced is a slight modification to a Creighton standard. For novo T480 but with 16GB RAM and a larger storage drive.) Provide a description

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your needs.	why the standard C	reignton offering	(server, compute	er, software, etc.) does not meet
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(Completed by th	e Division of Informa	ation Technology a	nd Library Service	es)
APPROVED:	YES	NO	DATE:	:

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- Select who will receive this new computer (If the new employee does not yet have a NetID, then enter the name of the person requesting the computer)
- Provide a brief summary of your request (for example: New Mac for Sally Smith)
- Enter a department Fund/Org. (If the Fund/Org is not provided, the ticket may be rejected. This is required so that we know which department budget to associate with the new purchase. A new employee, being hired into a newly created position is provided a Creighton standard computer without any upfront costs. The cost is taken from the department budget incrementally over the course of four years, each quarter. Additional items, such as docking stations and adapters are charged to the department right away. Monitors are the responsibility of the department and can be purchased directly through CUBuyplus)
- Select if this is a Mac or a PC
- Select if you need special hardware or software (For example: you will use a specialized scanner that may not work with the latest operating system, or you will need a licensed version of software such as Adobe Creative Cloud)
- Provide any additional details about the special hardware or software
- Click OK
- The ticket is now created and in the Technology Lifecycle queue in Easy Vista (the IT ticketing system). Response to all requests is within 3 business day and processing requests can take from 7-21 business days. Timelines can vary based upon current inventory and if the request is for a non-standard or enhanced hardware system.

follow these steps when requesting a new phone and service	
 Open any browser and visit http://myit.creighton.edu Log in with your NetID and password 	
Sign in with your organizational account	
cer02220@creighton.edu	
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Sign in • Forgot your password?	
Click Sign In	
• From the main page click on "I Need Something"	
something BROKERN Voltems with your PC pinter, password, interne, or network coess? We can help	
• From the categories on the left, choose Telephone	
Access & Permissions	
Computer Refresh	
Desktop Computer	
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Phone Service - Add	, Remove or Chan	ige	opens.	
Please summarize your request * in 70 characters or less.				
				Ok Cancel
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Keywords:

Owner	Manager	Department
Christopher Erisson	Cindy Freese	IT Operations
Creation Date	Last Revision Date	Audience: Public/Private
11/20/18	12/7/18	Public

