Creighton

Division of Information Technology

Title of Knowledge Base Article				
Departing employee computer process				
Brief description or summary of the document				
Steps to recover a computer when an employee leaves the University or moved departments				
Contents				
Prerequisites				
 Computer must be owned by Creighton University 				
End State				
 Ticket created and submitted into Easy Vista for processing 				
 Computer recovered or renamed 				
Procedure				
 To request a computer be recovered or repurposed 				
 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?				
> Forgot your password? > Need Help?				
vited help:				
From the main page click on "I Need Something"				
Problems with your PC, Get software, request				
printer, password, network access, order a We love ideas! Internet, or network & taptop, phone or other Tell us about yours.				
device, and much more.				
and the second				

	 At the bottom of every Choose a Category and Search page is a link labeled "Can't find a service? Click here." Click this link
	Can't find a service? Click here. P
	 Cannot find what you need? window opens
Cannot fin	d what you need?
Please summariz	e your request in 70 characters or less. *
Who is this for?	
	-
Contact number:	*
Provide a detail	ed description of the item or service you need but could not find in our catalog, *
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5 C Z	• • • • • • • • • • • • • • • • • • •
	Ok Cancel
	 Provide a brief summary of your request (for example: Staff member has legelease reimage Lenovo desktop, or Employee has retired, and we need the computer removed) In the Who is this for? field, you can keep the selection as "me"
	 Provide a contact number Provide any additional details (for example: Department and office of wher the computer is located. What exactly needs to be done – reimage the
	computer for other use, pick up the computer for redeployment, etc., plus any additional details that will assist the CSA with this request such as listin any licensed software that is currently installed on the computer
	Click OK
	 The ticket is now created and will be sent to the Service Desk queue in Easy Vista (the IT ticketing system). The Service Desk will dispatch the CSA who
	supports the area making the request.
eFurther Res	ources:

See Also: Provide Keywords for other related articles

Keywords:

Owner	Manager	Department
Christopher Erisson	Cindy Freese	IT Operations
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