

Creighton UNIVERSITY

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 <http://myit.creighton.edu>
 - Log in with your NetID and password
 - Click Sign In

Sign in with your organizational account

cer02220@creighton.edu

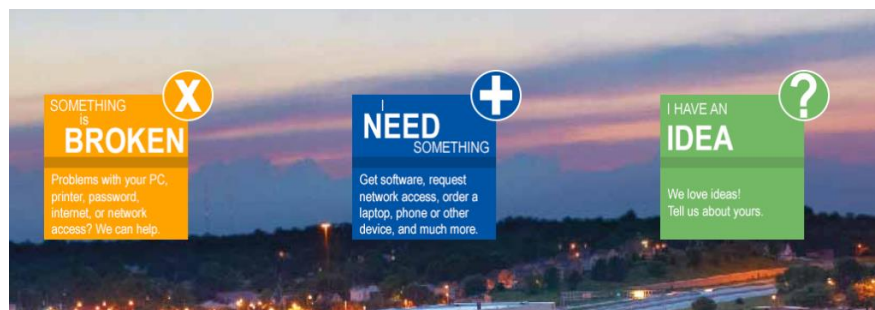
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Sign in

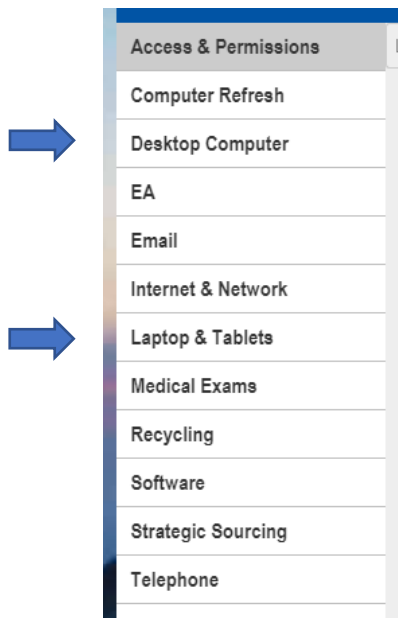
> [Forgot your password?](#)

> [Need Help?](#)

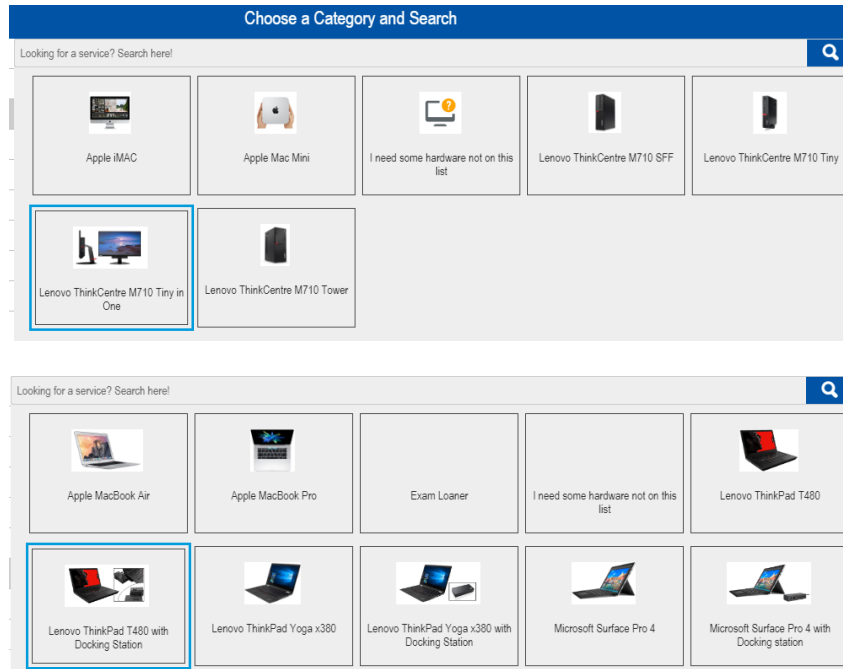
- From the main page click on “I Need Something”



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



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



- Note: the options listed here are considered Creighton standard devices. If requesting a computer that is not one of the standards listed, please see the section below – Steps for requesting non-standard/enhanced hardware**

Check Appropriate Request Type: Non-Standard _____ Enhanced: _____

Description (Make, Model, Version, etc.) of non-standard or enhanced equipment _____

Please describe why the standard Creighton offering (server, computer, software, etc.) does not meet your needs.

- The signatures that are required by the person requesting the non-standard or enhanced equipment include- their supervisor, Dean or VP, and the myIT support technician who supports your department. The form is then reviewed by IT and upon approval the order for the non-standard or enhanced equipment is placed by IT.

Requested by: (must be hand written signature)

Signature Date:

Dean or VP: (must be hand written signature)

Signature Date:

myIT Support Tech/embedded IT (hand written signature)

Signature Date:

(Completed by the Division of Information Technology and Library Services.)

APPROVED: YES NO DATE: _____

Vice Provost for Information Technology and Library Services or Designee

- After you have the completed non-standard and enhanced hardware form ready, attach it to the request
- 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)

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

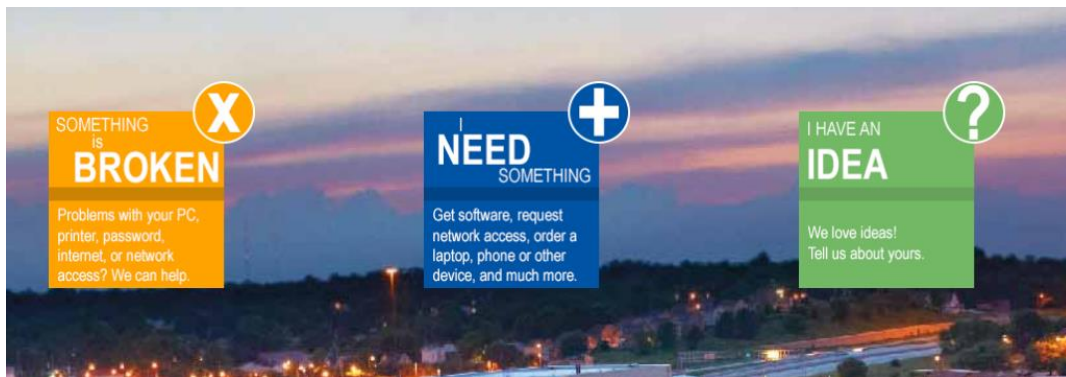
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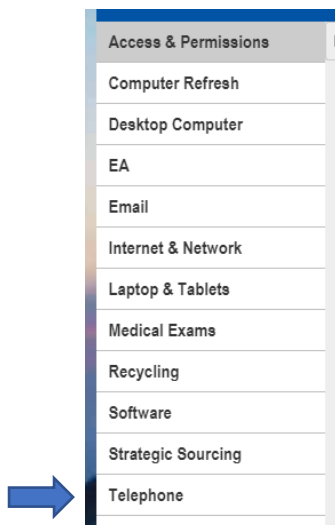
Sign in

- > [Forgot your password?](#)
- > [Need Help?](#)

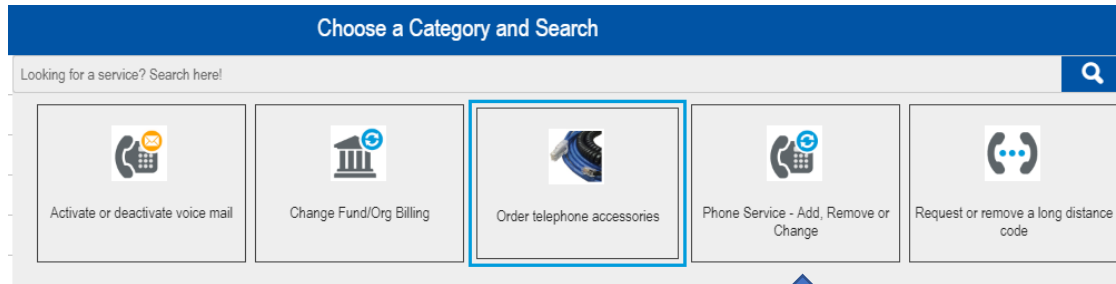
- Click Sign In
- From the main page click on “I Need Something”



- From the categories on the left, choose Telephone



- Select the category “Phone Service – Add, Remove or Change”



- The Phone Service – Add, Remove or Change window opens.

Phone Service - Add, Remove or Change

Is this a new, a change or a removal of phone service? *

Please summarize your request *
in 70 characters or less.

Ok Cancel

- From the “Is this a new, a change or a removal of phone service?” drop down menu, select “New Phone”

Is this a new, a change or a removal of phone service? *

- New Phone
- Change a Phone
- Remove a Phone

- The form expands to show additional fields

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Owner Christopher Erisson	Manager Cindy Freese	Department IT Operations
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