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
  o Must be an employee of Creighton University
  o Must have a Creighton NetID
  o Must have a department fund/org
  o Must have approval to purchase a new computer

• End State
  o Ticket created and submitted into Easy Vista for processing

• Procedure
  To purchasing a computer (Apple, Lenovo or Microsoft)
   o Open any browser and visit http://myit.creighton.edu
   o Log in with your NetID and password
   o Click Sign In

  Sign in with your organizational account

  cer02220@creighton.edu
  ********

  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**
• You will be on the Order Hardware screen

**Order Hardware**

Please summarize your request in 70 characters or less

Contact number:

A Fund/Org is required. This will not be charged unless there is an extra cost involved, for example, when purchasing a docking station or extra adapters. If a Fund/Org is not provided this ticket could be rejected.

Department Fund Code:  
Department Org Code:

Who is this computer for?

New or existing employee?:

Additional information:

** An approval request will be sent to your manager **

• Provide a brief summary of your request (for example: New Mac for Sally Smith)
• Enter a Contact Number (if the new employee doesn’t yet have a phone number, enter the number of the person requesting the computer)
• 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 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)
• Select “New employee”
• Provide any additional information such as the office location for the new employee, contact information, etc.
• Click OK
Steps for requesting non-standard/enhanced hardware

• Point to “I need some hardware not on this list” and click to Submit a Ticket

[Submit a Ticket]

I need some hardware not on this list

• You are presented with the Non-Standard Asset Request window

**NON Standard Asset Request**

By selecting this category you are required to complete the Non-Standard/Enhanced Hardware form and attach this form to the ticket. If needed, please use this link to download the form: [Non-Standard/Enhanced Hardware form]

Criteria for Non-Standard/Enhanced Hardware request:
- completed Non-Standard/Enhanced Hardware form must be attached to the ticket.

Timeline for non-standard/enhanced hardware request
Non-Standard/Enhanced Hardware = request reviewed within 1 business day, and processed on Monday, Wednesday and Friday.
Average 7-10 days turnaround to accommodate special ordering

Please attach your Non-standard / Enhanced Hardware form:

• Before you can complete the ticket, you will need to attach the non-standard/enhanced hardware form. (The form can be downloaded from the link provided at the top of the page)

• The form will require signatures, so you need to print it off and scan it in to be able to attach it to the ticket

**Refresh Technology Terms and Conditions**

Non-Standard and Enhanced Standard Equipment

Date: ____________________________ Fund: ______________
Name of Requestor(s): ____________________________ Org: ______________
Grant funded purchase: Yes_____ No_____
Manager / Supervisor of Requestor: ____________________________

• Check if this is a non-standard or enhanced hardware (non-standard is a device that is not a Creighton standard where enhanced is a slight modification to a Creighton standard. For example: Lenovo T480 but with 16GB RAM and a larger storage drive.) Provide a description of the non-standard or enhanced equipment. If selecting a non-standard device, include a description to why the Creighton standard doesn’t need 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.

**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:**

**Requested by:** (must be hand written signature)  

**Dean or VP:** (must be hand written signature)  

**myIT Support Tech/Embedded IT (hand written signature)**

- (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)
• 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

Password

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**

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

• The form expands to show additional fields
Provide a brief summary of your request (for example: New Phone for Sally Smith)
• Enter a department Fund/Org. (This is required so we can also set up monthly billing for the service)
• Enter a date for when the phone will be needed
• Enter the building and room number of where the phone is needed
• Provide the jack number from the network plate on the wall where the phone will be located
• Enter the name to be displayed on the telephone display
• Enter the NetID of the person who will be assigned the phone
• Select either Yes or No for the voicemail option
• Provide any additional details
• Click OK
• The ticket is now created and will be sent to our network/phone vendor’s ticket queue for installation of the new phone and activation of the phone service.

Further Resources:

See Also: Provide Keywords for other related articles

Keywords:
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<th>Manager</th>
<th>Department</th>
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<td>Cindy Freese</td>
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