



IT ONBOARDING AT LANDER UNIVERSITY

Use this checklist to prepare for your new employee's first days of work at Lander University.

Questions? Call the ITS Help Desk at (864) 388-8234.

Will your new employee need a computer?

- If a new computer needs to be purchased, contact the ITS Help Desk (help@lander.edu) or (864) 388-8234 to request a quote. Note that it can take 2-4 weeks for specialty computers to be purchased, built, shipped, and prepared for a new employee. (New full-time faculty members will be assigned a Lander-issued laptop computer.)
- If a computer held by your department (or by ITS at the request of your department) needs to be configured for the new employee, contact the ITS Help Desk (help@lander.edu) or (864) 388-8234 to enter a work ticket and begin the process. Note that you need to allow 3-5 days turnaround time.
- If you anticipate that your new employee will begin before a computer is purchased or prepared for them and wish to request a loaner laptop, please contact the ITS Help Desk (help@lander.edu) or (864) 388-8234 to request a loan. Please allow 1 or 2 days for a loaner laptop to be prepared. The new employee will need to be present to pick up the loaner computer.
- When you know your new employee's first date of work, please contact the ITS Help Desk to schedule an appointment for computer delivery. The new employee will need to be present for the appointment.

Will your new employee need a Lander Issued iPad, Windows Tablet, or alternative computing device?

- If a new device needs to be purchased, contact the ITS Help Desk (help@lander.edu) or (864) 388-8234 to request a quote. Note that it can take 2-4 weeks for specialty devices to be purchased, built, shipped, and prepared for a new employee.
- If a device held by your department needs to be configured for the new employee, contact the ITS Help Desk (help@lander.edu) or (864) 388-8234 to enter a work ticket and begin the process. Note that you need to allow 3-5 days turnaround time.
- When you know your new employee's first date of work, please contact the ITS Help Desk at (864) 388-8234 to schedule an appointment for device delivery. The new employee will need to be present for the appointment.

To Keep in Mind:

- Email/Network account creation is dependent on the Human Resources Office receipt of documentation and completion of new hire paperwork.
- Account creation is fully automated and will not take place until the Human Resources Office initiates the process.
- No IT equipment or access can be assigned or given to a new employee before the Email/Network account has been created.

Requesting Access to Shared Resources/Systems:

- To request access to Departmental Shared Drives or folders, complete the Shared Folders Access Permissions Request/Change Form and return to ITS. The form can be found here: <https://www.lander.edu/about/information-technology-services/policies>
- To request Banner Access, please have your new employee review the Banner Computer Based Training offered here: <http://legolas.lander.edu:9090/Banner9Documents/bgen-B9-quick-tour.mp4>. Then fill out the Banner Access Authorization Request located here: <https://www.lander.edu/about/information-technology-services/services/banner>. The Banner Access Authorization Request will need to be signed by the appropriate Data Custodians and forwarded to Information Technology Services for account creation.
- Access to Departmental Printers will be automatically applied once your new employee's account is created and the employee account is assigned to your department. If your new employee is having trouble printing to departmental printers, please contact the ITS Help Desk (help@lander.edu) or (864) 388-8234 to enter a work ticket.
- Access to Bearcat Web will be automatically updated as a new employee is assigned roles. To request access to Finance information, please contact the Budget Director.
- Access to Blackboard will be automatically applied when a faculty member is assigned as the primary instructor for a course. This assignment is made by the Office of the Registrar when the assignment has been received from the Department and cannot be accomplished before the new faculty member's employee account has been created.