Obtaining a University Computer and Phone

To ensure the best possible support and promote an efficient process for obtaining a University computer and phone, please follow the appropriate steps below.

**UMSL Computer Program (UCP) instructions:** *Please note. Once the Hiring Manager knows the employee's start date, they should begin the process of obtaining a computer for the new employee.

1. Hiring Manager (UCP contact or designee) informs ITS of the need for a computer from the [University Computer Program (UCP)](https://help.umsl.edu) by submitting an order at [https://help.umsl.edu](https://help.umsl.edu). The following information will be requested:
   a. Name
   b. SSO (if unknown select the grey box “Click here if you do not have the user’s SSO”)
   c. FTE
   d. Official HR title (not the working title)
   e. Start Date
   f. Office building and room number
   g. Data port number

2. List of accessories employee will require:
   a. Dock
   b. Monitor
   c. Wireless keyboard and mouse
   d. Bag

**Phone instructions:** *Please note. Once the Hiring Manager knows the employee's start date, they should begin the process of obtaining a phone for the new employee.

1. Hiring Manager submits a ticket to [https://help.umsl.edu](https://help.umsl.edu) to request a phone. Information to include in the ticket:
   a. Employee's name
   b. Anticipated hire date
   c. Building
   d. Room
   e. Data Port
   f. Phone Number
      i. Existing to department
      ii. Existing and moving with employee (provide MAC address)
      iii. Request a New Number

**Special/custom computer order instructions:** *Please note. Once the position is approved, the Hiring Manager should begin the process of obtaining a computer for the new employee.

1. Hiring Manager (UCP contact or designee) determines the position requires a special computer. Exception to the UCP standard computer process applies.
   a. Documented requirements for the need for a different operating system, special hardware configurations, or other special needs not afforded under the standard option
   b. Unit Business manager approves of the request
   c. College, School, or Division lead approves of the need.
Once those are completed the Hiring Manager (UCP contact or designee) submits a Technology Purchase Approval Request including the documentation from previous steps along with:

a. Official HR title approved and posted
b. FTE
c. Anticipated hire date

If approval is received submit the approval, the quote provided, and funding MoCode to technologyprocurement@umsl.edu

**Phone instructions:** *Please note. Once the Hiring Manager knows the employee's start date, they should begin the process of obtaining a phone for the new employee.*

1. Hiring Manager submits a ticket to https://help.umsl.edu to request a phone. Information to include in the ticket:
   a. Employee's name
   b. Anticipated hire date
   c. Building
d. Room
e. Data Port
f. Phone Number
   i. Existing to department
   ii. Existing and moving with employee (provide MAC address)
   iii. Request a New Number

**Transfer Employee instructions:**
For Existing UMSL Employees

1. Hiring Manager (UCP contact or designee) submits a “Computer/Phone Move” ticket to https://help.umsl.edu at least 5 business days prior to the employee's start date and include the following:
   a. Users’ SSO ID
   b. Department
c. Computer Serial Number
d. Computer MAC Address
e. Move Date Requested
f. Phone Extension Moving
g. Old and New Building and Room number information.
h. Data Port

**Phone instructions:** *Please note. Once the Hiring Manager knows the employee's start date, they should begin the process of obtaining a phone for the new employee. This step is not required for transferring existing employees if the above referenced Computer/Phone Move ticket is completed and the number is going with the employee.*

1. Hiring Manager submits a ticket to https://help.umsl.edu to request a phone. Information to include in the ticket:
   a. Employee's name
   b. Anticipated hire date
c. Building
d. Room
e. Data Port
f. Phone Number
   i. Existing to department
   ii. Existing and moving with employee (provide MAC address)
   iii. Request a New Number