

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 \(UCP\)](#) by submitting an order at <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> 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