

ADELPHI

UNIVERSITY

Technology Onboarding Checklist

Before Start Date

<input type="checkbox"/>	<p>Determine and Address Technology Needs by submitting the New User Account Request Form Call the HelpDesk if you require assistance</p>	<ul style="list-style-type: none"> <input type="checkbox"/> After obtaining an Adelphi ID number, submit your request for an eCampus account and Gmail. <input type="checkbox"/> Re-image / re-assign existing computer. <input type="checkbox"/> Order new equipment (e.g. PC, printer) by requesting a Technology Quote from IT Procurement. <input type="checkbox"/> Arrange for phone and voicemail install or reset <input type="checkbox"/> Consider and request department specific Access needs (drives, SAAS) <input type="checkbox"/> Consider and request software needs and special network drive access <input type="checkbox"/> Consider Printer Connections <input type="checkbox"/> Determine VPN need, standard or 2FA.
<input type="checkbox"/>	<p>Work Space Needs <i>(Please Do not move any equipment yourself)</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> Request to Configure Workspace; phones, jacks, printers etc. <input type="checkbox"/> Verify Access Needs for ID card, if applicable and contact Public Safety if needed.

Day 1

<input type="checkbox"/>	<p>Introduce Employee to Work Area. Contact Help Desk staff for assistance to ensure all needs are addressed.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Help Employee log onto Adelphi.edu account <input type="checkbox"/> Help access Wireless networks, including eduroam. <input type="checkbox"/> Overview of Software, Google Suite, Calendar, etc <input type="checkbox"/> Set up phone, voicemail and computer workstation <input type="checkbox"/> Email account and any delegated accounts. <input type="checkbox"/> Office Computer Network (shared files, drives) <input type="checkbox"/> Printers / MFP access and usage <input type="checkbox"/> SAAS, eSAAS, MVquery access confirmed. Department must handle or arrange for SAAS training if needed.
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<input type="checkbox"/>	Confirm Completion of Self-Service Provisioning	<ul style="list-style-type: none"> <input type="checkbox"/> Change your password and register for Self Service Password Reset <input type="checkbox"/> Set up emergency notifications through RAVE <input type="checkbox"/> Access to CLASS for payroll for Hourly Employees and Student workers <input type="checkbox"/> eSAAS (benefits, services, manager tools)
<input type="checkbox"/>	Arrange for any additional Technology Training / tutoring	<ul style="list-style-type: none"> <input type="checkbox"/> LinkedIn Learning (access through eCampus) <input type="checkbox"/> Technology Learning and Development
First Week		
<input type="checkbox"/>	Technology Check In	<p>Verify</p> <ul style="list-style-type: none"> <input type="checkbox"/> Working Computer <input type="checkbox"/> Department Access: Shared drives, Team drives, delegated accounts <input type="checkbox"/> Printer and MFP access / Scan to email <input type="checkbox"/> Software Needs <input type="checkbox"/> Email <input type="checkbox"/> Calendar <input type="checkbox"/> VM/Phone <input type="checkbox"/> Phone and Video Conferencing (if applicable) <input type="checkbox"/> Password requirements / reset timing <input type="checkbox"/> VPN Access - test with 2FA <input type="checkbox"/> Technology Training Needs
<input type="checkbox"/>	Discuss University Technology Related Resources	<ul style="list-style-type: none"> <input type="checkbox"/> WiFi/eduroam <input type="checkbox"/> LinkedIn Learning <input type="checkbox"/> Technology Service Catalog <input type="checkbox"/> Online Directory <input type="checkbox"/> Libraries <input type="checkbox"/> IT Helpdesk / Tech support <input type="checkbox"/> Equipment Loan

Information Technology Services are Employee and Department Specific