Computer Setup Request Form

Allow 30 days for delivery and installation of new equipment following order placement by procurement department. Before completing this form, verify with the IT User Services staff that adequate power is available and a data network connection is active.

Ordering Equipment

For **standard configuration:** Order when vacancy announcement is posted. Printable quotes are available at: http://www.csuci.edu/it/compquotes/index.htm. These computers are pre-approved and do not require an IT signature.

When the computer is received, the Help Desk will create a ticket in the name of the person on the Purchase Order and assign it to the appropriate Desktop Technician for installation.

All computers will be delivered with the standard campus collection of software pre-installed. Any specialized software needed should be discussed with the desktop technician.

For **special configuration:** Submit a ticket to the IT Help Desk. A desktop technician will be assigned to meet with you and determine the correct computer based on the specialized requirements.

Ordering Software

Software that is not owned by the university must be purchased by the department requesting the software. Software must be purchased through the Procurement Office. In order to meet software copyright restrictions, software purchases must be approved by IT. A signature on the RGS is required.

User Services Equipment Set-up Request

Please submit a help desk ticket at helpdesk@csuci.edu. Include the name of the requestor, the name of the person who needs the equipment set up, as well as the location of the set up. Please note the PO numbers (Purchase Order numbers) on the ticket.

The IT Help Desk Staff will assign the ticket to a Desktop technician who will contact you regarding the installation.

Email and Calendar Request

Email addresses follow a standard format. It is the first name (period) the last name@csuci.edu (i.e. john.doe@csuci.edu). All email addresses will be created based on the legal name as it is in CI Records. **Request an email based on the preferred name below. ACCOUNTS ARE NOT MANUALLY CREATED. ACCOUNTS WILL BE CREATED AUTOMATICALLY ONCE THE HUMAN RESOURCE DEPARTMENT, THE HIRING DEPARTMENT, AND THE INDIVIDUAL COMPLETE CERTAIN PROCEDURES.**

Once an account has been created, an individual can request that the name of the email be changed to reflect a preferred name. Please put in a Help Desk ticket for this request.

Information Technology Phone Configurations

Requestor: _____

Extension: _____

New Employee: _____ Start Date: _____

Location of Installation: _____ Room # _____

Type of Access

◯ Campus Only ◯ Local/Long Distance

Type of Phone	Chargeback Cost
☐ Cisco IP Phone	$400.00
☐ Cisco IP Phone Replacement	$300.00
☐ Cisco IP Conference Phone	$800.00
☐ Expansion Module	$275.00
☐ Voicemail	$40.00
☐ Headset	$155.00
☐ Fax Line	$170.00
☐ Additional Phone Number	$17.00 monthly

Does user require access to other extensions? ◯ Yes ◯ No

If yes, list the extensions: _____

Account Code: _____ Chargeback Amount ($): _____

Print Name of Depart. Head/Budget Manager: _____

Signature of Depart. Head/Budget Manager: _____

Department will be charged $17.00 a month per phone line, plus additional long distance costs.

Pharos System Configuration Changes

Please Note: Employees must fully complete the hiring process before Pharos activation.

Step 1:
Requestor

Fill out Requestor Information and Employee Information sections. For multiple employees, please attach a spreadsheet with this form. Submit this form via your division budget designee for authorization.

Requestor Information

Name: _____ **Date:** _____

Division: _____ **Extension:** _____

Employee Information

Name: _____ **PS EmplID:** _____

Network Login: _____ **Employee:** ◯ **Yes** ◯ **No**

Position: _____ **Temp/Contractor:** ◯ **Yes** ◯ **No**

Department: _____ **Student Worker:** ◯ **Yes** ◯ **No**

Operating System: ◯ Mac ◯ Windows

Cost Center: **Name (Fund, Dept, Program, Project, Class)**
Example: " Procurement (GD205,230,00000,00000,00000) "

_____ ◯ **Add** ◯ **Delete**

_____ ◯ **Add** ◯ **Delete**

_____ ◯ **Add** ◯ **Delete**

Step 2:
Division Budget Designee

Review and validate the information above (or on attached spreadsheet). Route the signed form to the IT Services Help Desk so that a work order may be created. **Please Note: Signature authorizes charging to these costs centers by employee and confirms the accuracy of the information on this form.**

Division Budget Designee ***Division Approval***

Name: _____ **Extension:** _____ **Date:** _____

Signature: _____

Step 3:
Help Desk

Create and assign the account management work order to the Pharos Admin. If requested, create an additional work order for Pharos Pop-ups and assign to a desktop technician.

Forward the form to the Pharos Admin after the work order(s) have been assigned.

Account Management WO #: _____

Pop-Ups WO #: _____

Step 4:
Pharos Admin

Perform the changes in Pharos Administrator. Sign to confirm all changes were made as requested for each employee.
Please Note: Signature confirms configuration was completed.

Pharos Administrator, ITS ***Configuration***

Name: _____ **Date:** _____

Signature: _____