

Onboarding New Employees: IT Edition

Have you just hired a new employee in your department?

Here is what you need to know for requesting equipment setup from CSU:

If you already have a computer/laptop that you want the new employee to use:

1. Submit an IT request ticket via the online portal at <https://mycsu.mcmaster.ca>
2. Click **Start a CSU Service Request** to have the device reconfigured for the new employee.
3. In the **Subject** line, include the service, date the employee starts or when the system is desired for and their name (ie. PC setup required Nov. 30 -Joe Smith).
4. Client's Full Name/MAC ID Username/Phone number/Location and Alternate Email should be included. This should be the new employee's information, NOT the person who submits the ticket.

If you don't have a computer/laptop for the new employee to use:

1. Order the equipment:
The McMaster Campus Store can provide quotes and purchase equipment.
<https://campusstore.mcmaster.ca> (under Technology tab) or email mactech@mcmaster.ca
Please advise the Campus Store if you would like to coordinate equipment delivery to CSU.

Alternatively, you can log into Mosaic <https://mosaic.mcmaster.ca> and use MacBuy.

CSU's recommended equipment requirements are:

Operating System: Microsoft Windows 11 Pro or Enterprise versions

Memory: 16 GB RAM

Storage: 512 GB SSD

2. Delivery of equipment depends on supply and shipping timelines.
We recommend placing orders as soon as possible to reduce the risk of delayed arrival.
3. To avoid any unnecessary delays, we recommend placing support tickets as soon as equipment is available, or expected delivery is no more than 5 business days.
4. Submit a ticket using above steps.

Tips to keep in mind:

- Wait times for helpdesk support vary depending on the tickets in the queue at a give time.
- We no longer offer emergency priority status, service is provided on a first come/first serve basis.
- All systems are required to be added to McMaster's ADS domain.
- We cannot add a specific client and customize without an activated MacID.
- A local generic account can be configured if a specific user has not been assigned.
- CSU technicians no longer travel offsite locations in person.
If you are not located in MUMC a technician will coordinate the drop off/pick up of the equipment. Please make sure this is coordinated, as the technicians are not always in the office.
- Remote service is available for configuration, foregoing the need to meet onsite.
This depends on what requirements are needed and resources available.
- The more information included in the ticket at the beginning for the technician, the less back and forth required during support. Things to consider including in the ticket when you place it (if you know already) are:
 - Any specific applications to be installed (standard applications are MS365, Teams, Zoom, Cisco VPN, Chrome, Firefox, Adobe REader, OneDrive, Citrix Workspace App)
 - Any current network file shares (a separate ticket must also be placed to get user access)
 - Network/local printer that the user will require