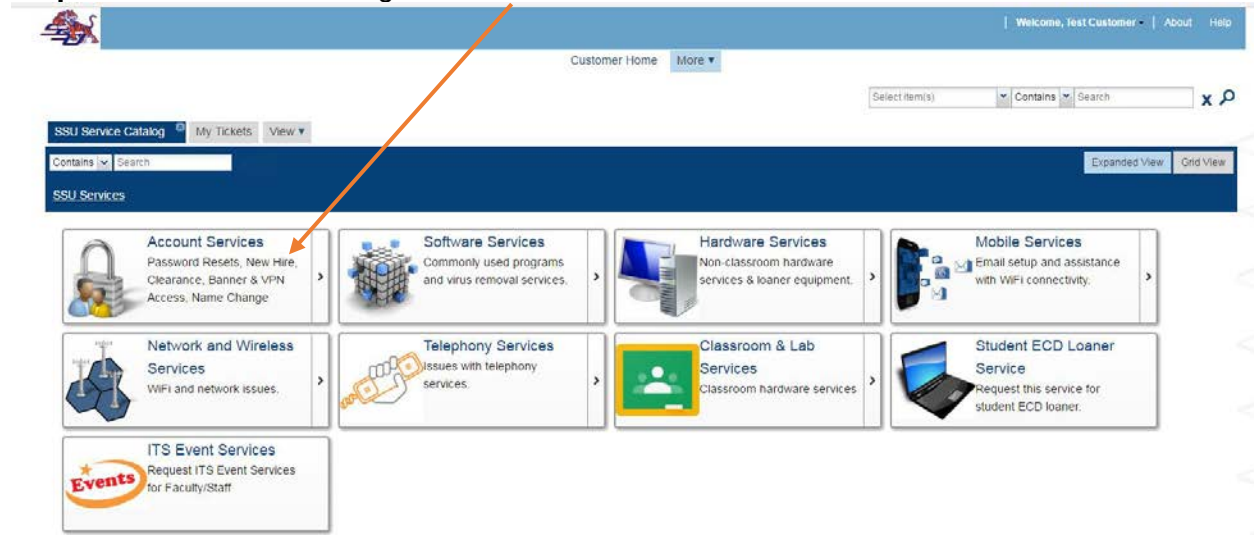


How to submit a New Hire Service Request

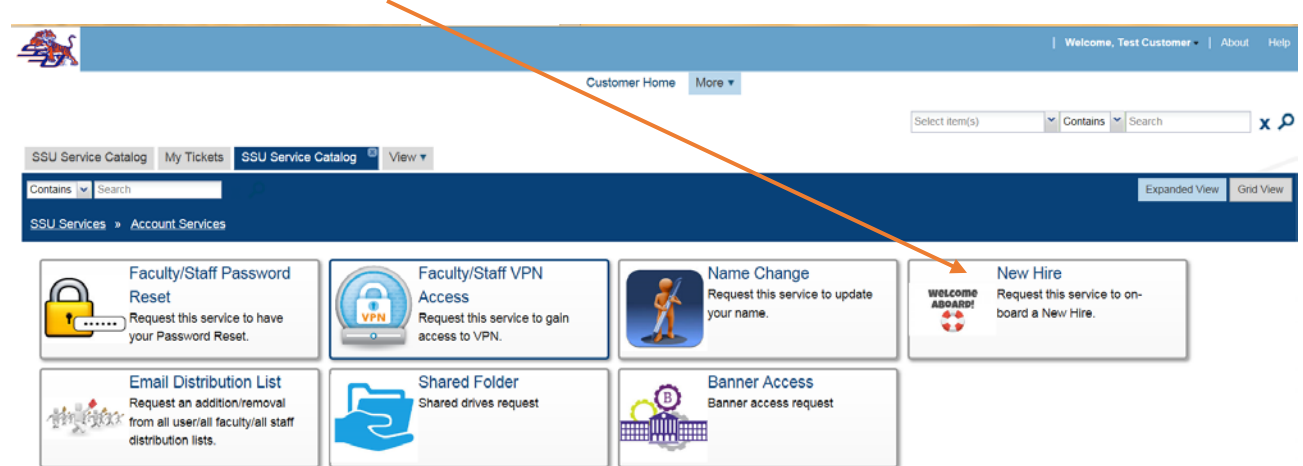
(Formerly known as *Access Request From*)

Step 1. Click Service Catalog > Account Services



The screenshot shows the SSU Service Catalog interface. At the top, there is a navigation bar with "Customer Home" and "More" options. Below this, there are search and filter controls. The main content area displays a grid of service tiles under the heading "SSU Services". An orange arrow points from the "Account Services" tile to the "New Hire" tile in the subsequent screenshot. The "Account Services" tile includes a padlock icon and lists "Password Resets, New Hire, Clearance, Banner & VPN Access, Name Change". Other visible tiles include "Software Services", "Hardware Services", "Mobile Services", "Network and Wireless Services", "Telephony Services", "Classroom & Lab Services", "Student ECD Loaner Service", and "ITS Event Services".

Step 2. Select service > New Hire



The screenshot shows the "Account Services" page within the SSU Service Catalog. The breadcrumb trail at the top reads "SSU Services > Account Services". The page displays a grid of service tiles. An orange arrow points from the "New Hire" tile in this screenshot to the "Account Services" tile in the previous screenshot. The "New Hire" tile features a "WELCOME ABOARD!" icon and the text "Request this service to onboard a New Hire." Other visible tiles include "Faculty/Staff Password Reset", "Faculty/Staff VPN Access", "Name Change", "Email Distribution List", "Shared Folder", and "Banner Access".

How to submit a New Hire Service Request

(Formerly known as *Access Request From*)

Step 3. Read **SAVANNAH STATE UNIVERSITY ACKNOWLEDGMENT OF CONFIDENTIALITY AND APPROPRIATE USE OF ACCOUNT** >Click **Request Service**

The screenshot shows the 'View Service' page for 'New Hire'. At the top, there are navigation tabs: 'SSU Service Catalog', 'My Tickets', 'View Service', and 'View'. Below these are buttons for 'Edit', 'Print', 'Request Service', and 'Actions'. The main content area is titled 'Service Info' and includes a 'Service Name' field with the value 'New Hire'. Below this is a 'Service Information' section with a blue header bar containing icons for search, print, and refresh. The text below the header reads: 'By submitting this request you agreeing to the SAVANNAH STATE UNIVERSITY ACKNOWLEDGMENT OF CONFIDENTIALITY AND APPROPRIATE ACCOUNT as detailed below.' This is followed by a paragraph of text regarding FERPA and system security. An orange arrow points from the 'Request Service' button in the top navigation bar to the 'Request Service' button in the main content area.

Step 4. Fill out all required text boxes (* notates required fields)

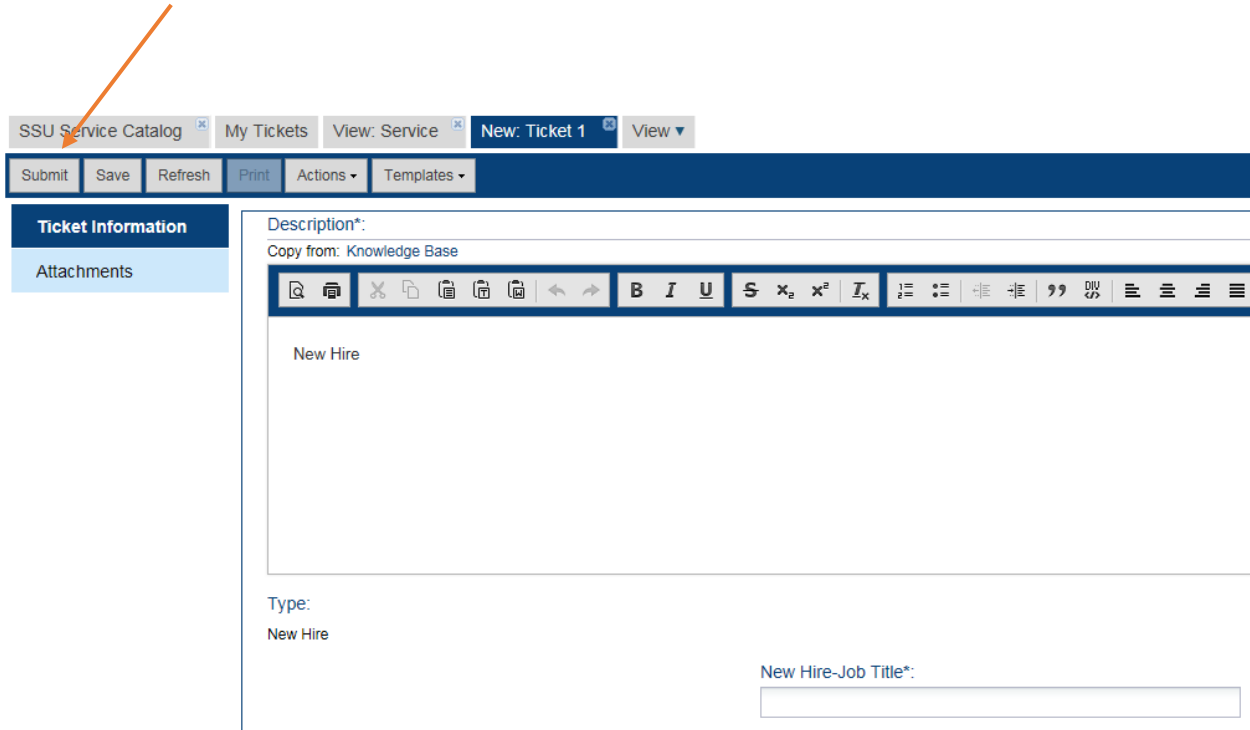
The screenshot shows the 'New Hire' service request form. It features a rich text editor at the top with a toolbar and a description field containing the text 'New Hire'. Below the editor is a 'Type' field with the value 'New Hire'. The form contains several required fields marked with an asterisk: 'New Hire-Job Title*', 'New Hire Supervisor/Manager*', 'New Hire Room Number*', 'New Hire Last Name*', 'New Hire First Name*', 'New Hire Department Phone:', and 'New Hire Department*'. There is also a 'New Hire Building Location*' field. A red text block reads: 'By typing your name here you acknowledge that you have read, understand, and will agree to the terms of this Acknowledgement of Confidentiality and Appropriate Use of Accounts. Click [Here](#) to review the policy.' An orange arrow points from the 'Request Service' button in the previous screenshot to the 'New Hire' text in the description field. Another orange arrow points from the red text block to the 'New Hire Last Name*' field.

Please **Type your name** in the field that you acknowledge that you have read, understand, and will agree to the terms of this Acknowledgement of Confidentiality and Appropriate Use of Accounts.

How to submit a New Hire Service Request

(Formerly known as *Access Request From*)

Step 5. Click **Submit**



The screenshot shows a web application interface for submitting a New Hire Service Request. At the top, there is a navigation bar with tabs for "SSU Service Catalog", "My Tickets", "View: Service", "New: Ticket 1", and "View". Below this is a secondary navigation bar with buttons for "Submit", "Save", "Refresh", "Print", "Actions", and "Templates". An orange arrow points to the "Submit" button. The main content area is divided into two sections: "Ticket Information" and "Attachments". The "Ticket Information" section contains a "Description*" field with a rich text editor toolbar and a text area containing "New Hire". Below the text area, there is a "Type:" field with the value "New Hire" and a "New Hire-Job Title*" field with an empty text input box.

You will be contacted with email and network credentials