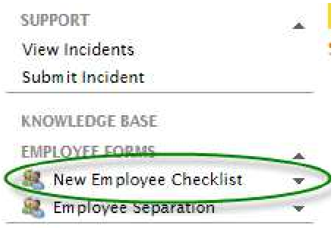
Knowledgebase

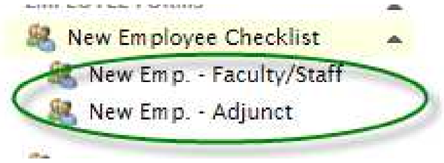
iSupport Employee Forms - Instructions & Information

New Employee Checklist Instructions

1. Login to mySWU and click on iSupport on the left
2. Click on New Employee Checklist on the left.



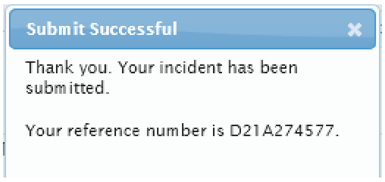
3. Click on the appropriate form
   a. New Emp. – Adjunct
   b. New Emp. – Faculty/Staff



4. Enter the information in the fields listed. The form is dynamic and other questions may appear depending on responses that are given.

5. Fields that have the  next to them are required fields.

6. You should get a Submit Successful message similar to this:

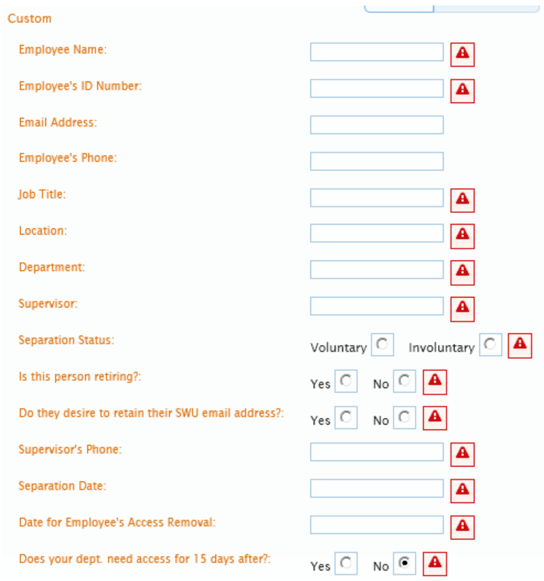


Employee Separation Form Instructions

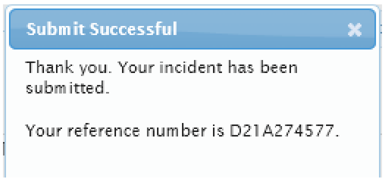
1. Login to mySWU and click on iSupport on the left
2. Click on Employee Separation on the left.

3. Click on the appropriate form
    a. New Emp. – Adjunct
    b. New Emp. – Faculty/Staff

4. Enter the information in the fields listed. The form is dynamic and other questions may appear depending on responses that are given.



5. Fields that have the  next to them are required fields.
6. You should get a Submit Successful message similar to this:



Notifications

You will receive an email notification for the main incident that was created as well as any sub-incidents. The chart below shows incidents that are created when submitting each form.

	Master	User Services - Telephone	Technical Services – Hardware/ Software	Enterprise Services - Accounts	Physical Plant- Admin - Keys	TOTAL
New Employee – Faculty/Staff	1	1*	1	1	1	5
New Employee – Adjunct	1			1		2
Employee Separation – Faculty/Staff	1	1	1	1	1	5
Employee Separation – Adjunct	1			1		2

*These incidents are not created until Enterprise Services has created the accounts.

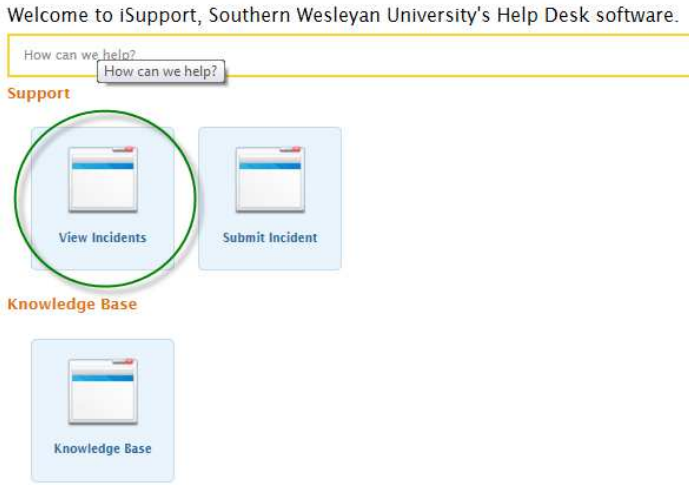
The typical adjunct does not need phone, keys, or hardware/software so no incidents are created for those. ***If these items are needed, the user will need to submit a separate incident.*** The user will receive updates and completion notifications for each of these incidents as well. This will help the user to see exactly what has to be done, where the process is at, and who is assigned to the incident.

Viewing Incidents in iSupport

To view your incidents in iSupport:

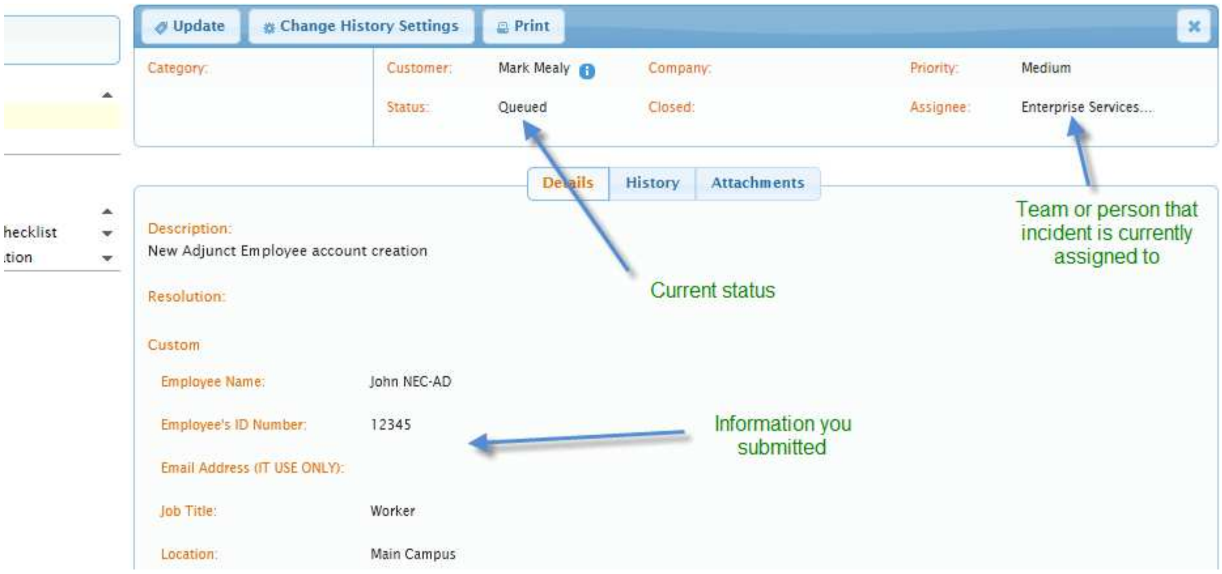
1. Login to mySWU and click on iSupport on the left

2. Click on View Incidents



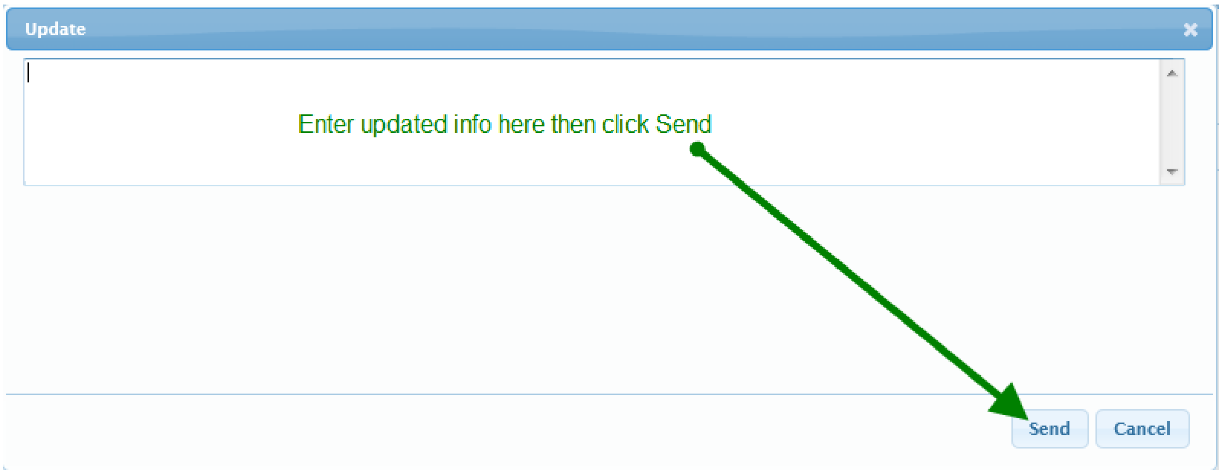
3. Click the incident number of the incident you desire to view.

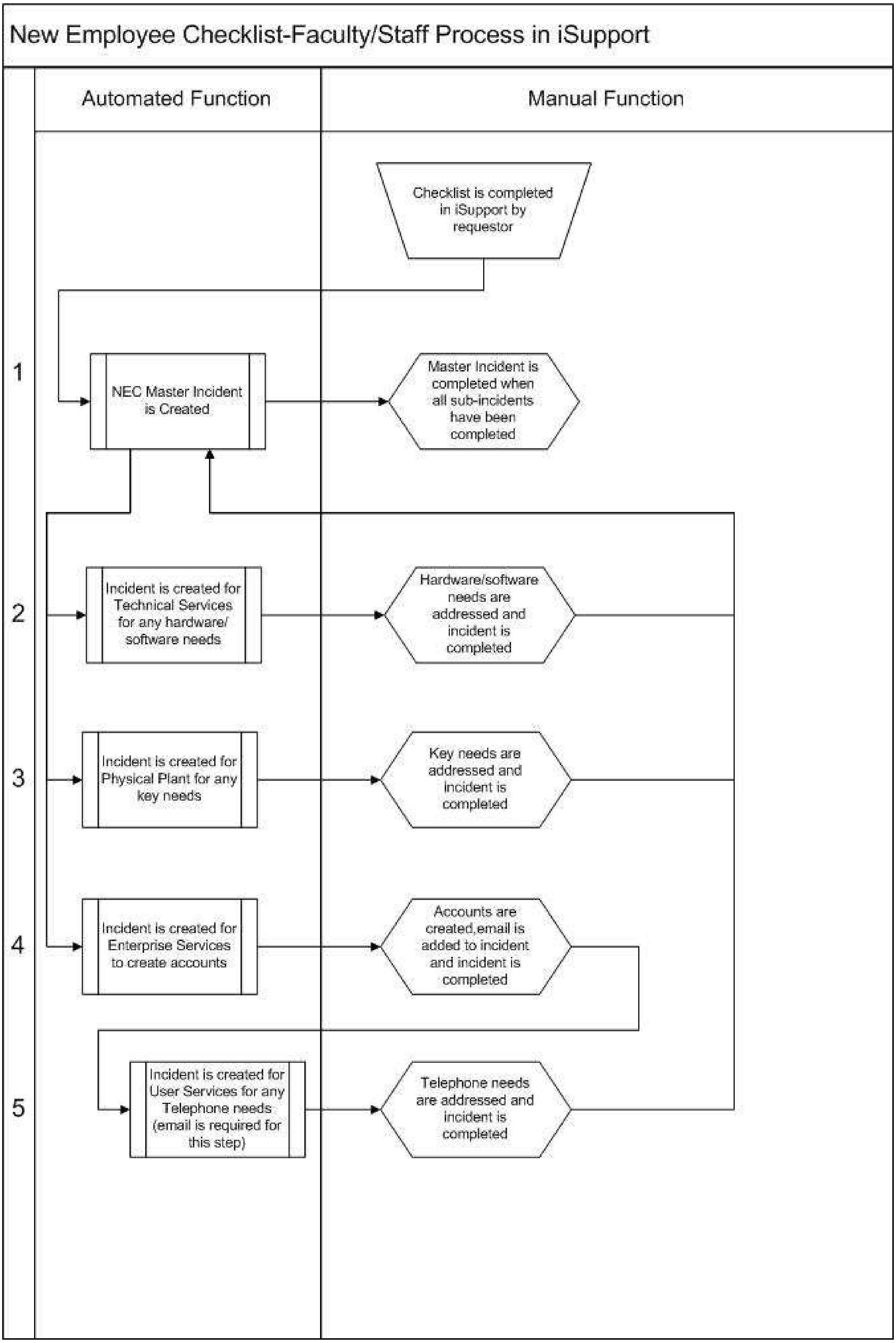
4. Here you can view many pieces of information.

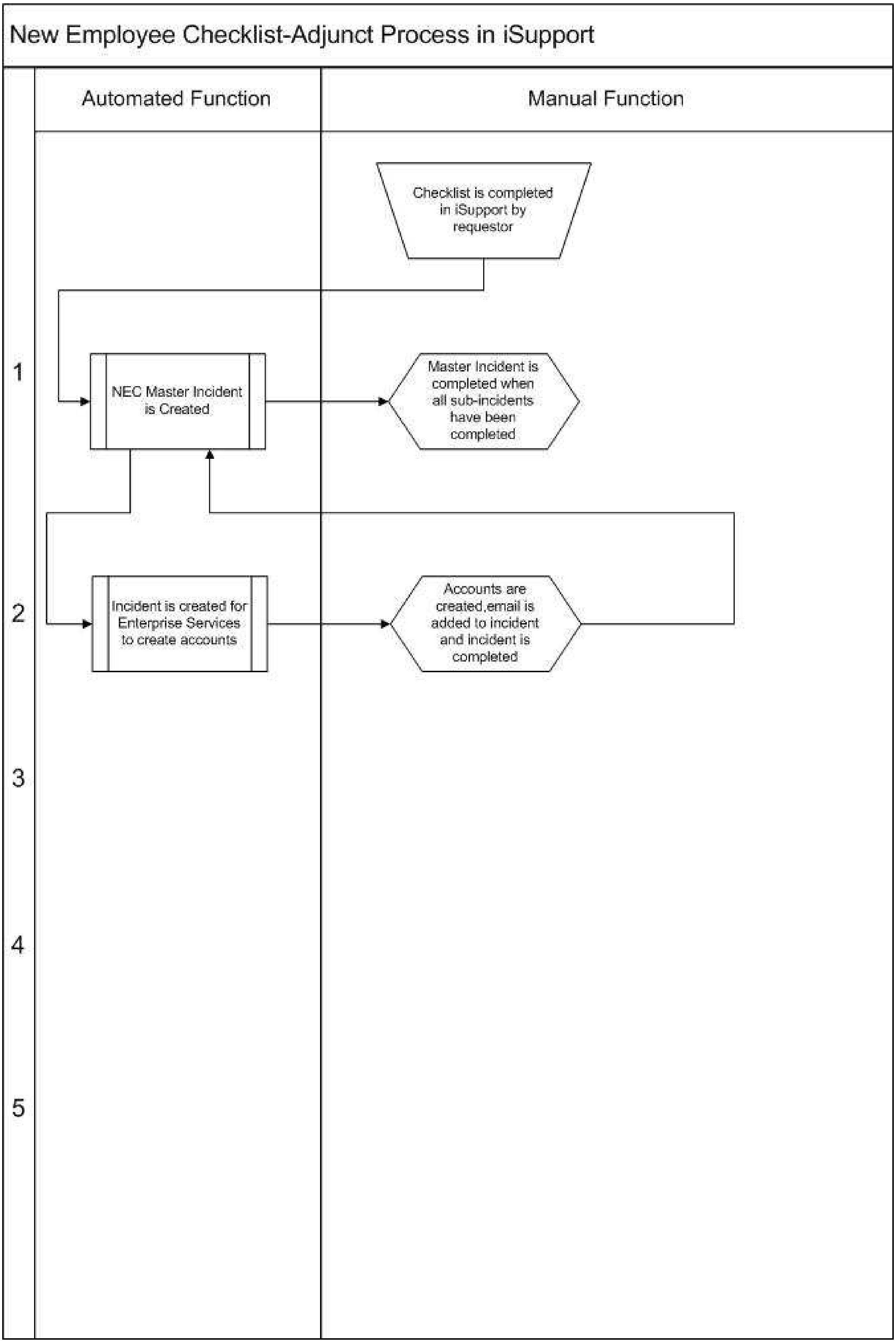


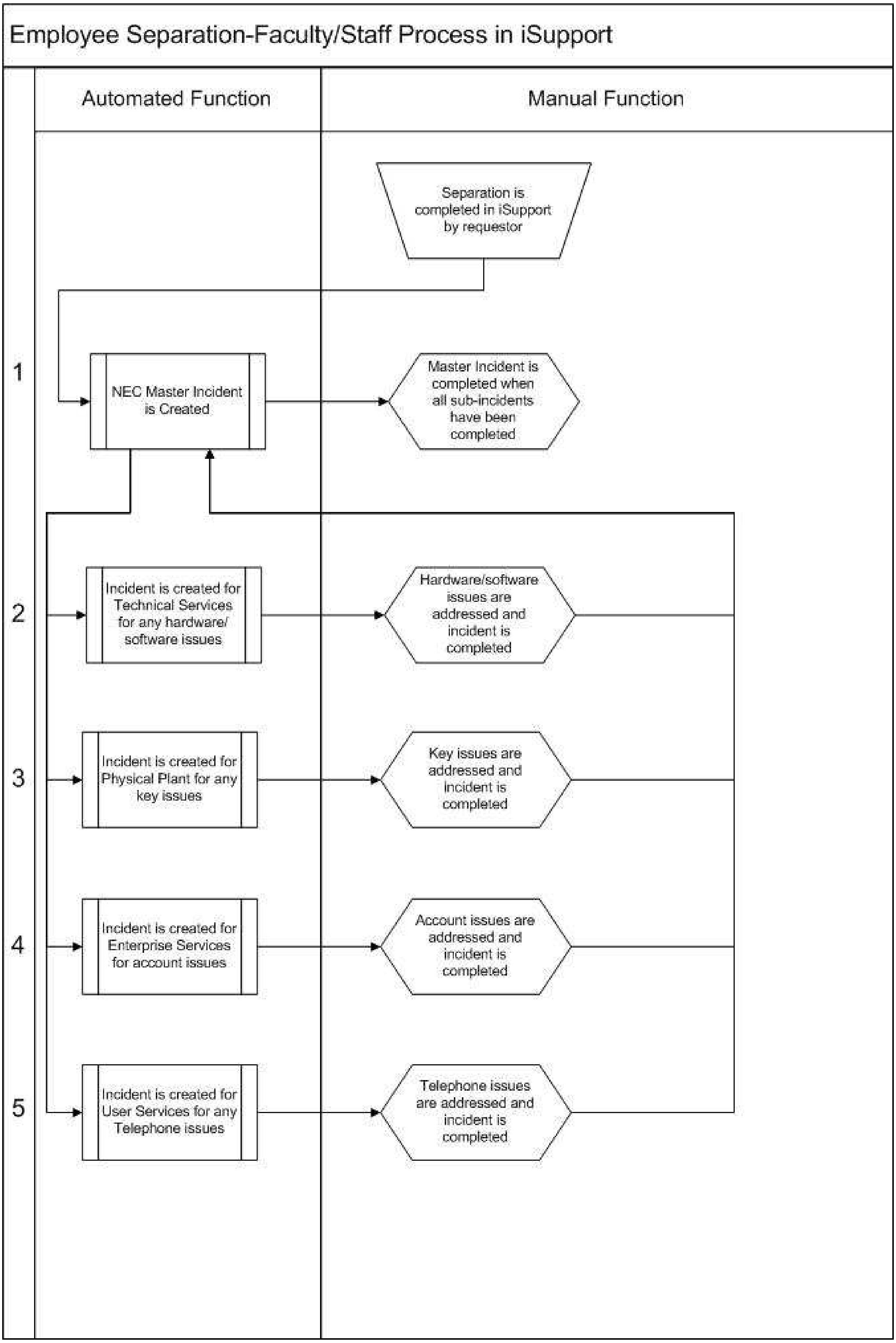
5. If you need to update the incident, click here:

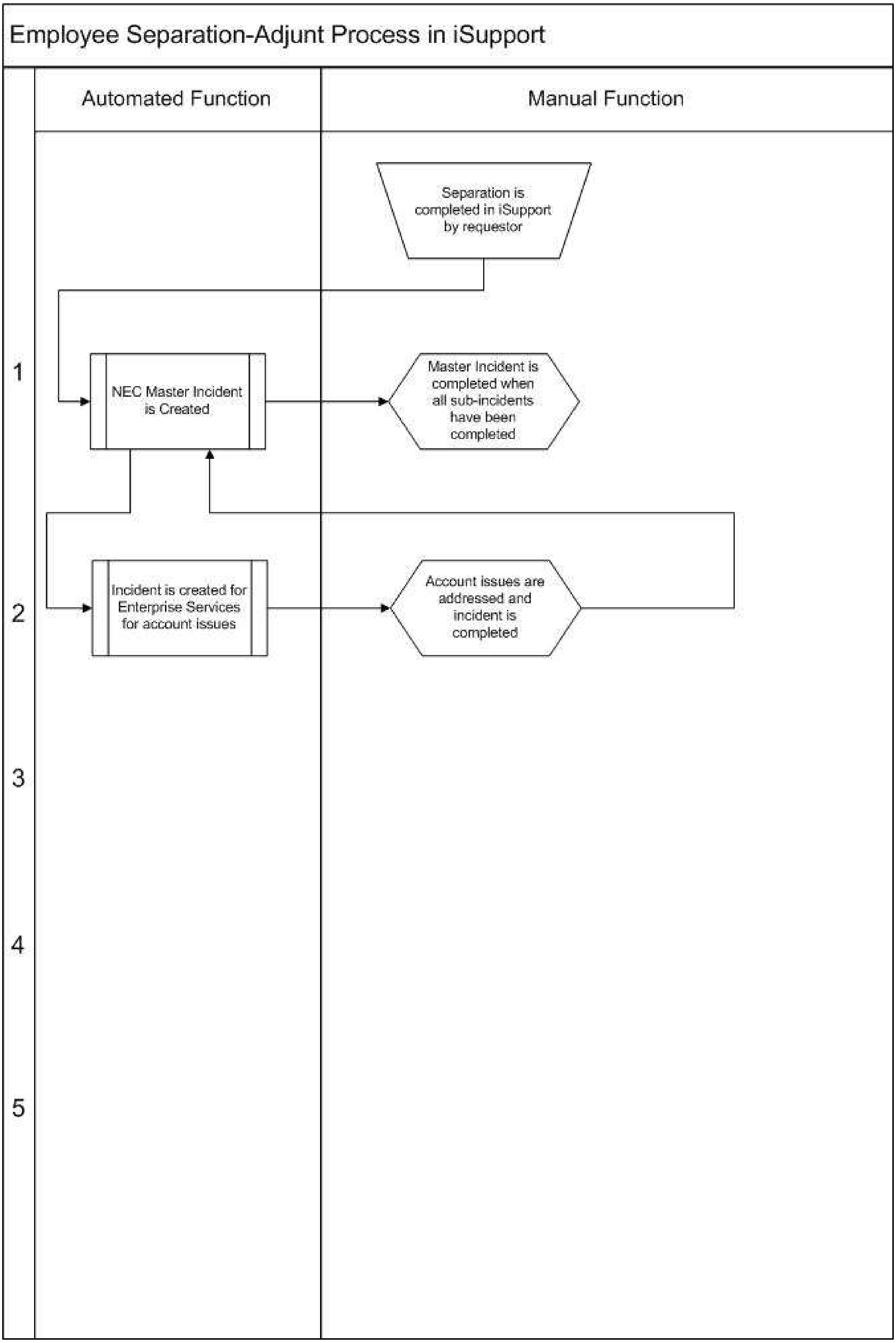
6. Enter any updated information in the box and click send.




New Employee Checklist-Faculty/Staff Process in iSupport
Automated Function
Manual Function
1
2
3
4
5
Checklist is completed in iSupport by requestor
NEC Master Incident is Created
Master Incident is completed when all sub-incidents have been completed
Incident is created for Technical Services for any hardware/ software needs
Hardware/software needs are addressed and incident is completed
Incident is created for Physical Plant for any key needs
Key needs are addressed and incident is completed
Incident is created for Enterprise Services to create accounts
Accounts are created,email is added to incident and incident is completed
Incident is created for User Services for any Telephone needs (email is required for this step)
Telephone needs are addressed and incident is completed


New Employee Checklist-Adjunct Process in iSupport
Automated Function
Manual Function
Checklist is completed in iSupport by requestor
1
NEC Master Incident is Created
Master Incident is completed when all sub-incidents have been completed
2
Incident is created for Enterprise Services to create accounts
Accounts are created,email is added to incident and incident is completed
3
4
5


Employee Separation-Faculty/Staff Process in iSupport
Automated Function
Manual Function
Separation is completed in iSupport by requestor
1
NEC Master Incident is Created
Master Incident is completed when all sub-incidents have been completed
2
Incident is created for Technical Services for any hardware/ software issues
Hardware/software issues are addressed and incident is completed
3
Incident is created for Physical Plant for any key issues
Key issues are addressed and incident is completed
4
Incident is created for Enterprise Services for account issues
Account issues are addressed and incident is completed
5
Incident is created for User Services for any Telephone issues
Telephone issues are addressed and incident is completed


Employee Separation-Adjunt Process in iSupport
Automated Function
Manual Function
Separation is completed in iSupport by requestor
1
NEC Master Incident is Created
Master Incident is completed when all sub-incidents have been completed
2
Incident is created for Enterprise Services for account issues
Account issues are addressed and incident is completed
3
4
5