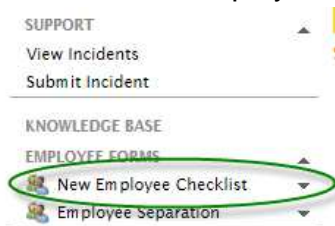


Knowledgebase

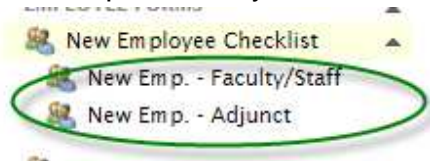
iSupport Employee Forms - Instructions & Information

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



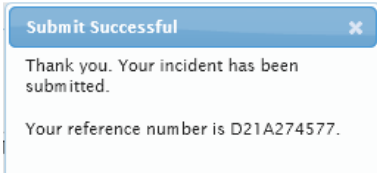
4. Enter the information in the fields listed. The form is dynamic and other questions may appear depending on responses that are given.

The screenshot shows a form with the following fields and options:

- Employee Name: [Required]
- Employee's ID Number: [Required]
- Email Address (IT USE ONLY):
- Is this a newly created position?: Yes No [Required]
- Job Title: [Required]
- Location: [Required]
- Department: [Required]
- Supervisor: [Required]
- Supervisor's Phone: [Required]
- Employment Status: New Hire Transfer [Required]
- Begin Date: [Required]
- Employment Type: Permanent Temporary Part-time Intern Volunteer [Required]
- Needs (check all that apply): Network/email Jenzabar mySWU Computer Telephone [Required]
- Does the employee require keys?: Yes No [Required]

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

- You should get a Submit Successful message similar to this:



Employee Separation Form Instructions

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




- Click on the appropriate form
 - New Emp. – Adjunct
 - New Emp. – Faculty/Staff

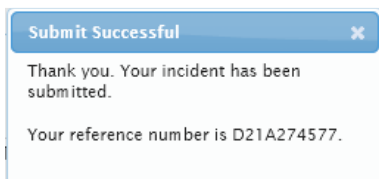


- Enter the information in the fields listed. The form is dynamic and other questions may appear depending on responses that are given.

Custom

Employee Name:	<input type="text"/>	
Employee's ID Number:	<input type="text"/>	
Email Address:	<input type="text"/>	
Employee's Phone:	<input type="text"/>	
Job Title:	<input type="text"/>	
Location:	<input type="text"/>	
Department:	<input type="text"/>	
Supervisor:	<input type="text"/>	
Separation Status:	Voluntary <input type="radio"/> Involuntary <input type="radio"/>	
Is this person retiring?:	Yes <input type="radio"/> No <input type="radio"/>	
Do they desire to retain their SWU email address?:	Yes <input type="radio"/> No <input type="radio"/>	
Supervisor's Phone:	<input type="text"/>	
Separation Date:	<input type="text"/>	
Date for Employee's Access Removal:	<input type="text"/>	
Does your dept. need access for 15 days after?:	Yes <input type="radio"/> No <input checked="" type="radio"/>	

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.

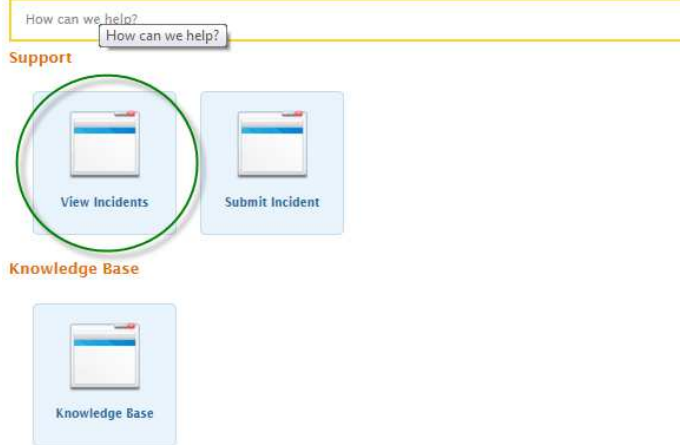
Viewing Incidents in iSupport

To view your incidents in iSupport:

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

2. Click on View Incidents

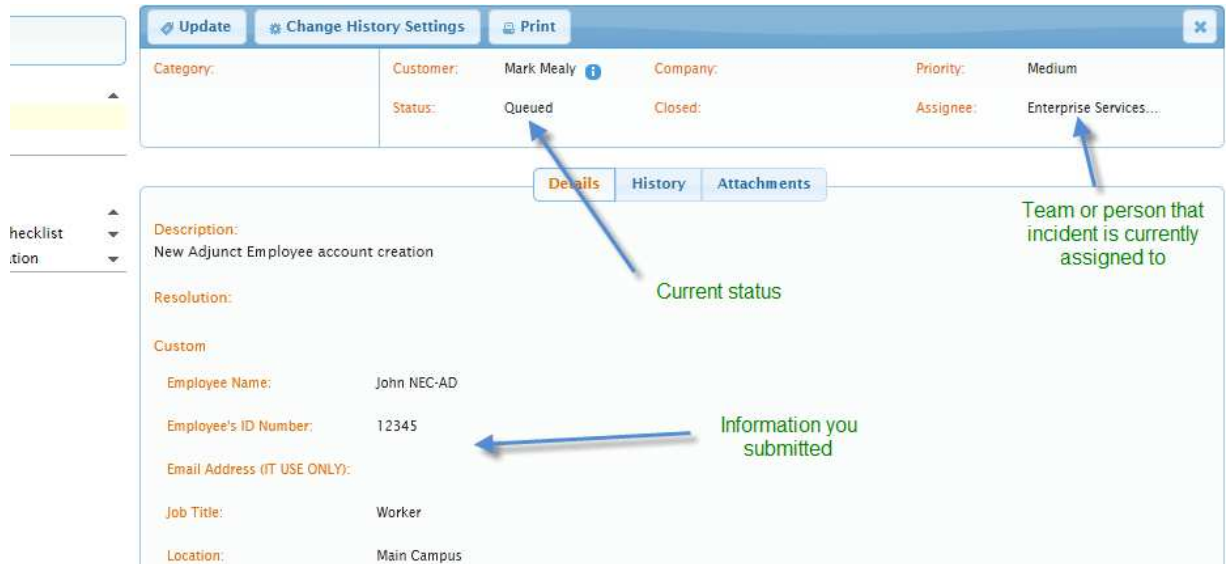
Welcome to iSupport, Southern Wesleyan University's Help Desk software.



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



4. Here you can view many pieces of information.

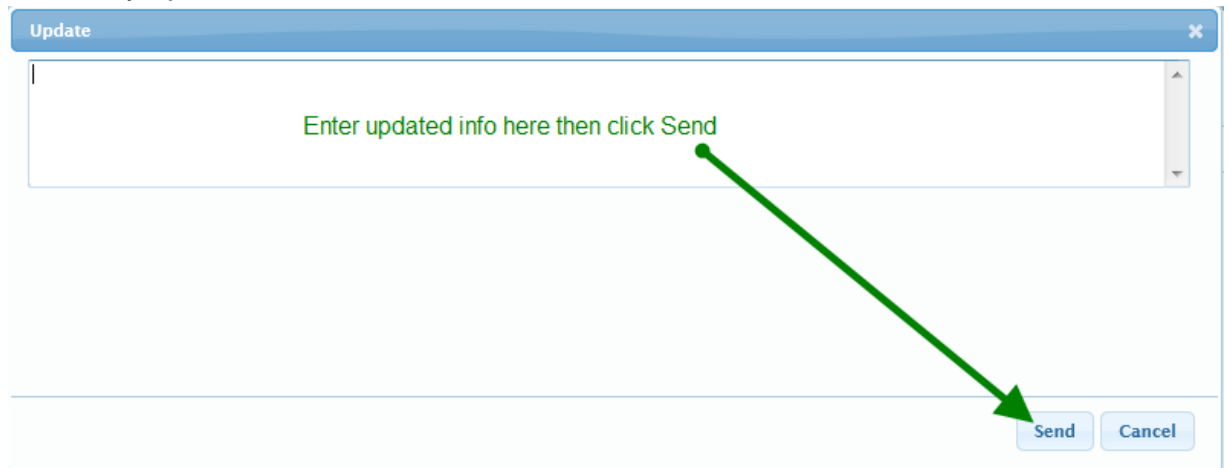


5. If you need to update the incident, click here:



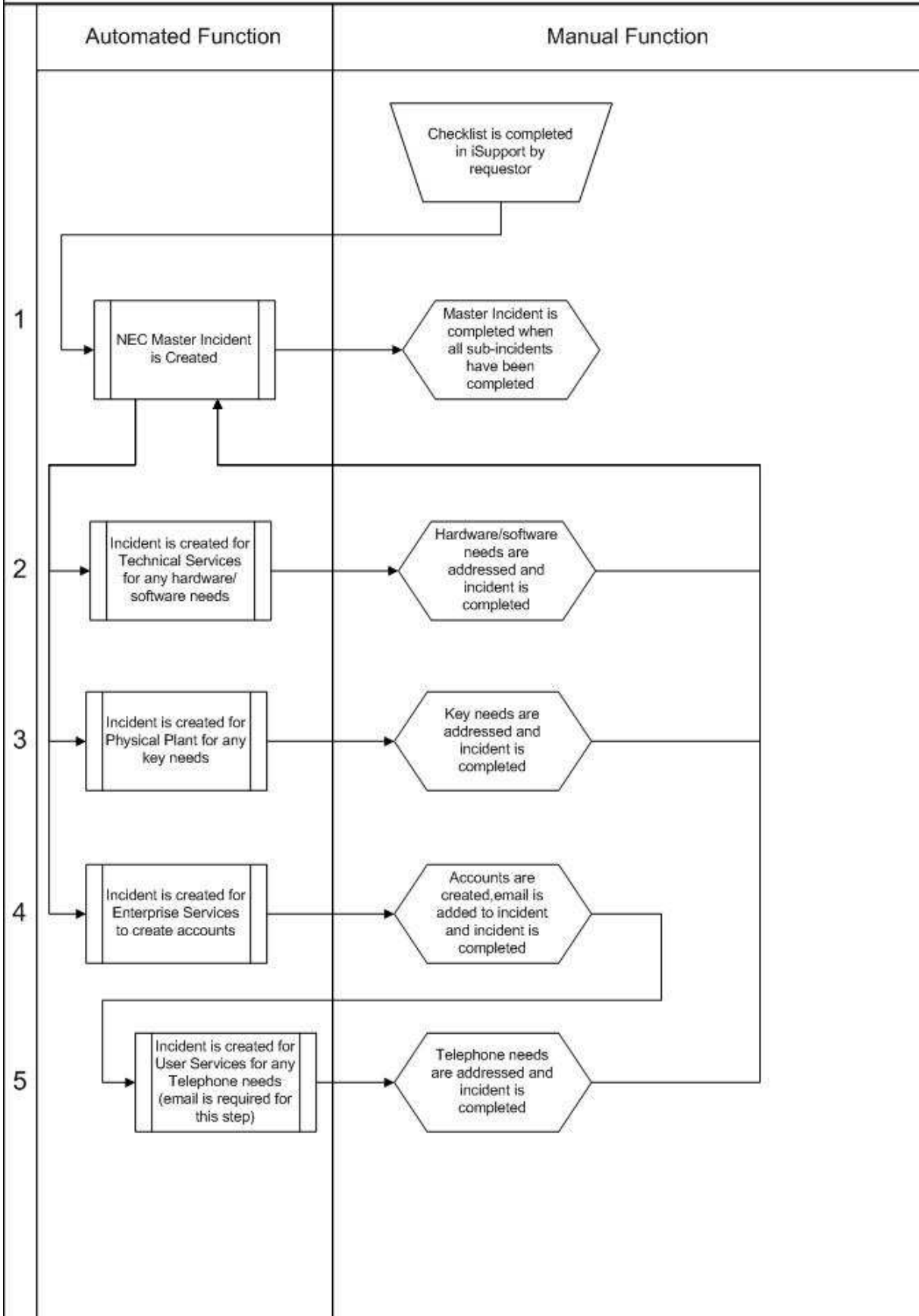
The screenshot shows a web interface for incident management. At the top, there is a blue header bar with three buttons: 'Update' (circled in green), 'Change History Settings', and 'Print'. Below the header, there is a summary section with fields for 'Category', 'Customer: Mark Mealy', 'Company', 'Priority: Medium', 'Status: Queued', 'Closed:', and 'Assignee: Enterprise Services...'. Below this, there are tabs for 'Details', 'History', and 'Attachments'. The 'Details' tab is active, showing a 'Description:' field with the text 'New Adjunct Employee account creation'. On the left side, there is a 'checklist' section with a 'tion' label.

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

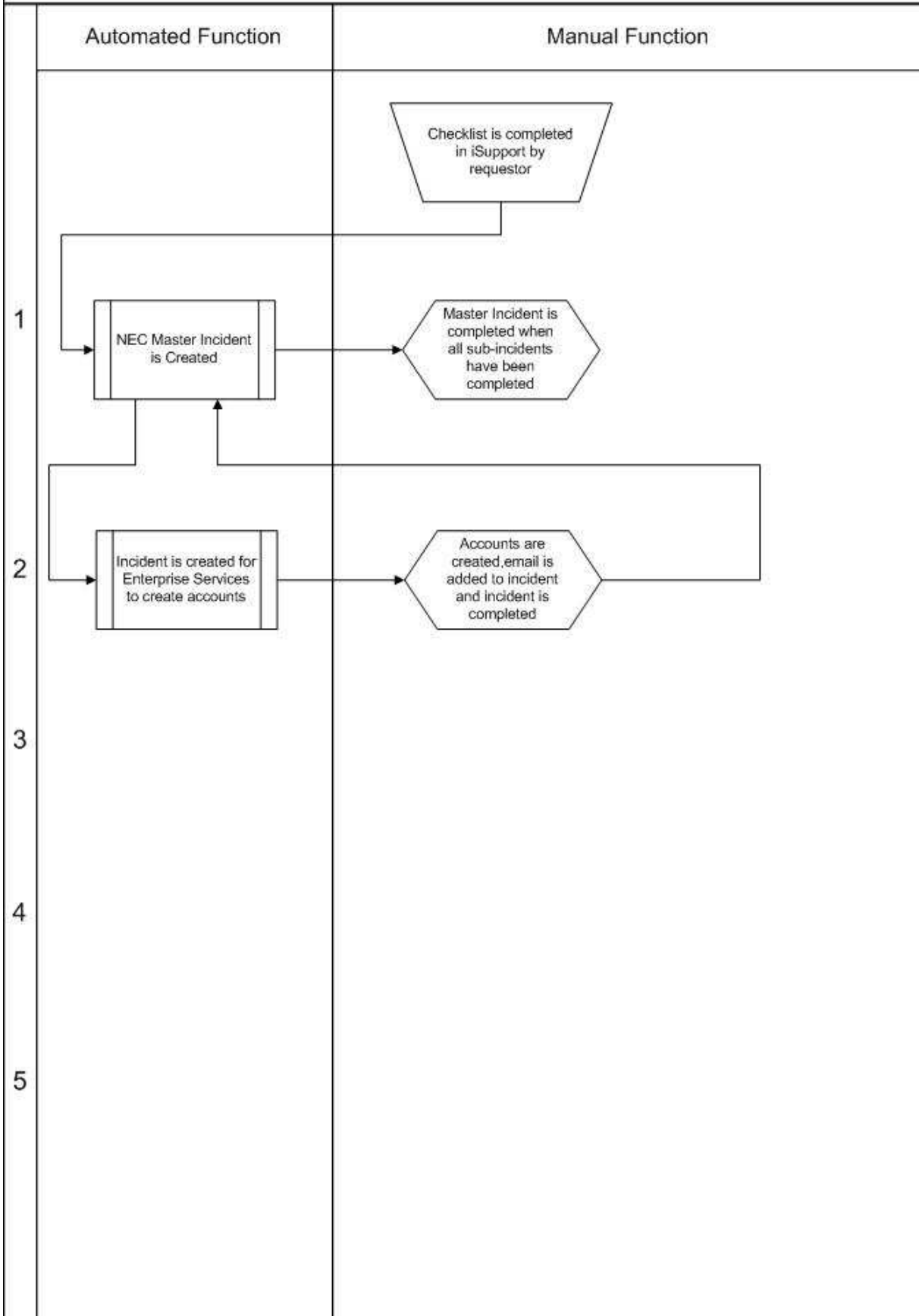


The screenshot shows a dialog box titled 'Update'. It contains a large text input field with the placeholder text 'Enter updated info here then click Send'. A green arrow points from the text input field to the 'Send' button. The 'Send' and 'Cancel' buttons are located at the bottom right of the dialog box.

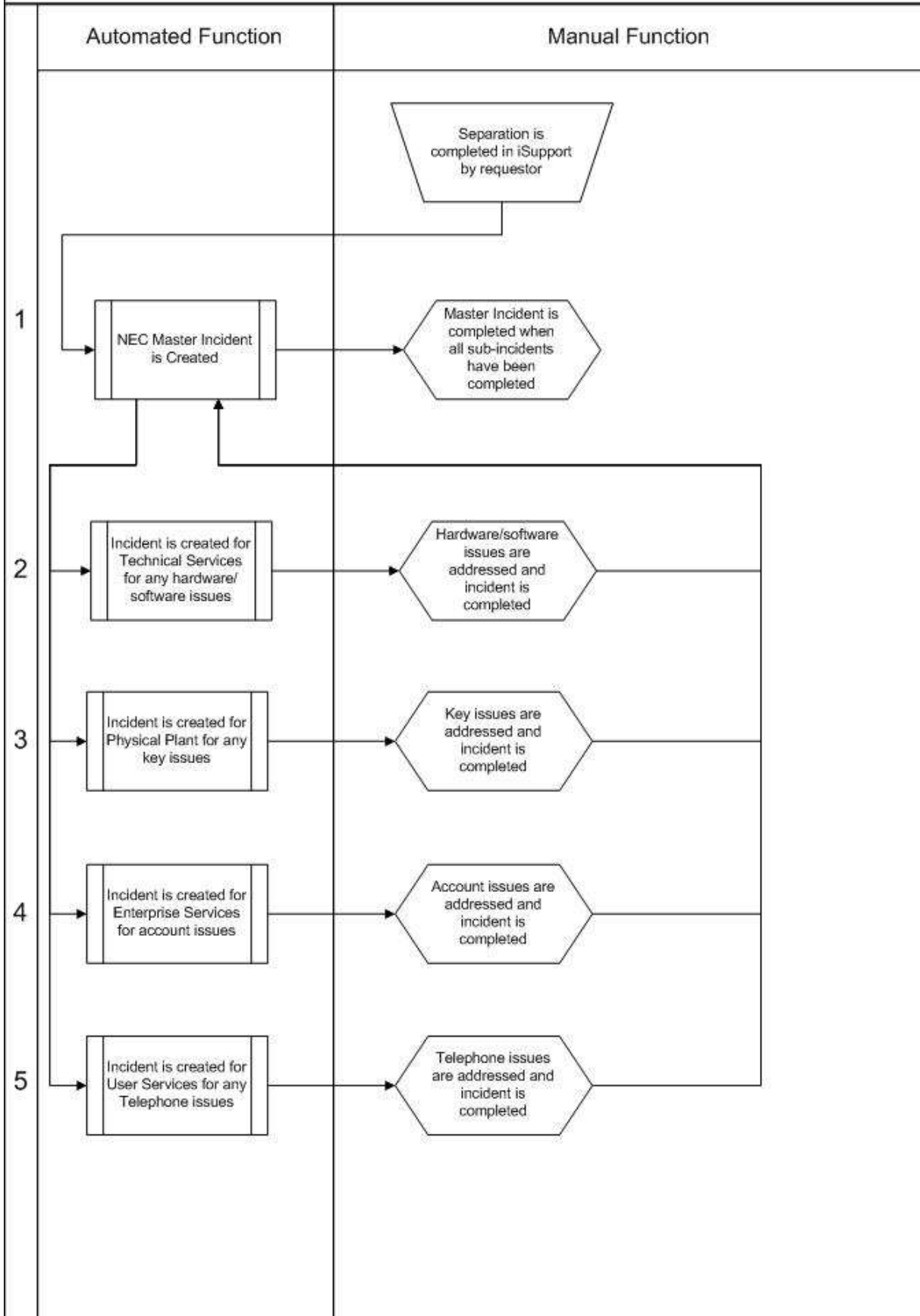
New Employee Checklist-Faculty/Staff Process in iSupport



New Employee Checklist-Adjunct Process in iSupport



Employee Separation-Faculty/Staff Process in iSupport



Employee Separation-Adjunct Process in iSupport

