



## Information Technology Services

### *College Network/Phone Account Requests*

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**Purpose:** These are the steps to gain access to college network resources (network, phone, and email for GCSC Faculty, staff and adjuncts).

1. NOTE: All new employees are processed through HR to obtain their identification number and third party ID. Once the request is received from HR, Technical Support will begin processing the account.
2. The completed Network Authorization request along with other requests items generate work orders for Technical Support where all approval requests of immediate supervisor or chair and further notifications are addressed.
3. Upon receipt of security awareness completion, Technical Support will set up Network and Email user accounts for the new user. Additional access, i.e. appXtender, SS access, is granted by request only by submitting a work order via the ticketing system.
4. If the new employee is assigned a workstation, Technical Support will generate a work order to have a technician set up the user profile on the new users PC.

NOTE: Allow three business days from the date the employee completes the Security Awareness Training to receive an email and login instructions.