Requesting a Computer Through the Computer Lifecycle Replacement Program

The University provides a standard laptop for all Fulltime Faculty and Staff and approved specific computer configurations for computer labs and adjunct spaces under our Computer Lifecycle Replacement Program. For a full understanding of the program, please go to our Information Technology website. The University has standardized across the board on a standard PC Laptop. In some cases, an additional justification can be submitted for review.

- New Hire Computer Requests
- Replacement of Current Computers (Asset Renewals)
- Submitting a Justification for Non-Standard Computer
- Department Purchases
- Asset Approvals (For Approvers)

New Hire Computer Requests

Please Note: You cannot request a computer for a new hire until they have claimed their NetID. A NetID is required to log into all machines on campus. If they do not have a NetID, please wait before following the steps below.

1. Go to: https://montclair.service-now.com/css/
2. Select “Hardware Requests” on the Service Now page.
3. Click on “Asset Request”.

1. Go to: https://montclair.service-now.com/css/
2. Select “Hardware Requests” on the Service Now page.
4. Fill out the asset form. (Please Note: If you are filling out a request on someone’s behalf, you will have to check off the box to declare this and then enter a current, active NetID in the field that appears.)

If the request is for a New Hire, you must enter their Start Date. The device assignment will auto-populate to Primary Machine and New Asset Request. You will only then have to choose the type of device and location the equipment will primarily be in.
5. Once you have selected the Asset type of your choosing, you will need to scroll down to read them and acknowledge our policies. (Please Note: If you request a non-standard computer, the justification process will need also need to be completed. Directions for non-standard can be found below.)

6. Once you finish completing the location, select Request this Asset. and it will start the approval process.

7. Upon completing the form, you will receive a REQ#. You can use this to track the status of your order.
8. You will also receive an email confirmation that your request has been submitted as shown below.

```
Dear John Osnak,

Your request RITM0182625 has been successfully submitted. You will be notified once this request has been advanced to the next step of the process.

If you have any questions, please feel free to contact the IT Service Desk at 973-655-7971, option 1 and reference this request.

Thank you,

IT Service Desk

Ref: MSG2269403
```

9. You will be contacted by the IT Service Desk or someone from your local academic technology team to move forward with the request.

**Please Note:** After approvals, the computer distribution will be based on what we have in stock and how long it takes to image and deploy. Please request at least 2-4 weeks prior to the New Hire starting.
Replacement of Current Computers (Asset Renewals)

1. Go to: [https://montclair.service-now.com/css/](https://montclair.service-now.com/css/)
2. Select “Hardware Requests” on the Service Now page.

3. Click on “Asset Request”.

4. You must click the magnifying glass to select the current equipment you wish to renew from the list of assets assigned to the person requesting the renewal.
Please Note: You can check your equipment status here: https://montclair.service-now.com/ess/order_asset_info.do. **If there are no assets assigned or the asset you believe is due for replacement does not appear, please contact the IT Service Desk at itservicedesk@montclair.edu or call (973) 655-7971, option 1 to ensure that your information is updated.**

5. Once you have selected the Asset type of your choosing, you will need to scroll down to read them and acknowledge our policies. (Please Note: If you request a non-standard computer, the justification process will need also need to be completed. Directions for non-standard can be found below.)

6. Once you finish completing the location, select Request this Asset. and it will start the approval process.

7. Upon completing the form, you will receive a REQ#. You can use this to track the status of your order.
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Dear John Osmak,

Your request RTM0182625 has been successfully submitted. You will be notified once this request has been advanced to the next step of the process.

If you have any questions, please feel free to contact the IT Service Desk at 973-655-7971, option 1 and reference this request.

Thank you,

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Ref: MSG2269403
```

9. You will be contacted by the IT Service Desk or someone from your local academic technology team to move forward with the request.

**Please Note:** After approvals, the computer replacement will be based on what we have in stock and how long it takes to image and deploy. Please request at least 2-4 weeks before your end date.
Submitting a Justification for Non-Standard Computer

You will need to provide justification for anything outside of a standard PC laptop. You must do this even if you have a non-standard computer. Examples of non-standard are PC Desktops, Ultraportable PC Laptops, Apple equipment, tablets.

1. To specify the requested device, click on the drop-down menu for **Device**. A justification is required for all fields outside of standard PC Laptops. The additional field will appear and you can either manually type in the justification or upload/attach a document to the request.
For the security of the devices and our network, we require all department purchased equipment to have our secure windows or Apple image on them. Please use the below process to request your devices to be imaged.

**Department Purchases:**

1. Go to: [https://montclair.service-now.com/ess/](https://montclair.service-now.com/ess/)
2. Select “Hardware Requests” on the Service Now page.

3. Click on **Department Purchased Asset**.
4. Fill out the form with the Asset Information and Submit the Request.
5. Upon completing the form, you will receive a REQ#. You can use this to track the status of your order.

6. You will also receive an email notification letting you know your request has been submitted like below:

![Email Notification]

1. You will be contacted by the IT Service Desk or someone from your local academic technology team to move forward with the request.
Asset Approvals (For Approvers)

1. If a client requests anything besides a standard PC laptop, the request will need to be approved by either the TC Group, the Dean, an Immediate Supervisor, or the VP. Final approval must be provided by TSS. A notification will be sent to the approver. Notifications that are emailed to the approver will have an option to approve via email or via a link to the approval record in SNOW portal (as shown below).

   Dear Meredith Cohen,
   
   You have an Asset Request that requires your approval.
   
   Opened By: John Onasix
   Type of request: Lease Renewal
   Device assignment: Secondary machine
   Device Type: Advanced PC Desktop
   Device Location: UNIV-3100
   
   Justification: Supporting apple assets.
   
   Please choose from the following actions:
   
   Approve/reject via email:
   
   Click here to approve RITM0182625
   Click here to reject RITM0182625
   
   Log into ServiceNow and and take an appropriate action on RITM0182625:
   
   Click to view Approval Request: LINK
   Click to view Requested Item: LINK
   
   If you have questions, please contact IT Service Desk at 973-655-3532, option 1 or send an email to itservicedesk@montclair.edu.

   Thank you.
   
   IT Service Desk

   Unsubscribe | Notification Preferences
   
   Ref: MSG2269465

2. If you choose not to use the link, the approver can go to the “My Approvals” area in ServiceNow to locate the RITM. A user can reach this area by typing “Approvals” into the filter navigator in the left-hand column and then selecting the appropriate option under the Service Desk category. Click on the “Requested” state to enter the request item and either approve or reject the request.
3. Once inside the RITM, review the request and justification that was provided. Please expand the link under the **Description** section to view the full details of the request. The **Approve** and **Reject** buttons can be located in two spots: either on the top right corner of the window or the bottom left. Both locations work as intended.

![Image of RITM approval interface](image)

4. If approved by the TC Group, the Dean, an Immediate Supervisor, or the VP, the RITM will be forwarded to TSS for final approval.

5. **If the request is approved by TSS**, a TASK will be generated and assigned to the IT Desktop Team.

6. **If the request is rejected**, the workflow will end and the client will receive a final rejection notification.