

MONTCLAIR STATE UNIVERSITY

Requesting a Renewal (Asset) Through the Computer Lifecycle Replacement Program

The University offers a standard PC laptop to full-time faculty and staff. Additionally, the University has specific computer configurations for computer labs and adjunct spaces under its Computer Lifecycle Replacement Program. To understand the program in detail, please visit the University's Information Technology [Website](#). This document will guide you in filling out the **Asset Request Form** for a New Hire.

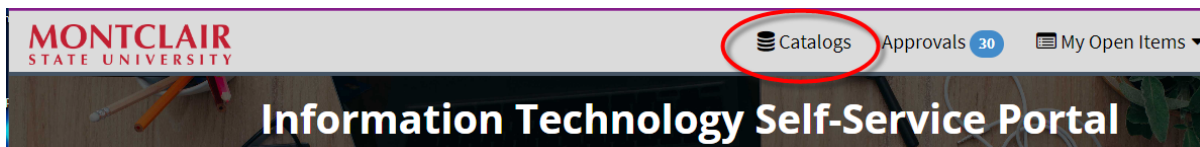
The University has negotiated standard configurations for PC and MAC laptops and desktops. The default model is a PC laptop, but if it doesn't meet your business needs, you can provide **additional justification** during the request process for approval. Thank you.

PLEASE NOTE: You **CANNOT** request a new computer for a New Hire until they have claimed their NetID. The NetID is required for logging in to all machines on campus. If the new hire has not yet claimed their NetID, you must wait until they do so before completing the Request Form.

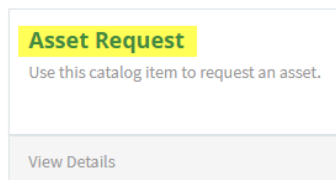
After approvals, the computer distribution will be based on what we have in stock and how long it takes to image and deploy. Therefore, we recommend that you **request new hire equipment 2-4 weeks before** their start date, to ensure timely delivery.

New Hire Computer Request

1. Log into the service portal at: <https://montclair.service-now.com/ditportal>
2. Click the 'Catalogs' button at the top of the screen.



3. Click on 'Asset Request' to open the Asset Request Form.



Asset Request

Use this catalog item to request an asset.

* Indicates required

Please check here if you are requesting an asset on someone else's behalf.

* Is this request for a New Hire?

* Please choose device(s) assignment

* Type of Request

* Device

* Location

* I have read the Policies listed above and agreed to the terms.

PLEASE NOTE: For any Computer Peripherals such as Monitors, Additional Power Adapters, Computer Docks, etc., please visit the Lenovo Punch-out that is set up in WorkDay for our recommended standard equipment.

4. Fill out the Asset Request form for your New Hire. All fields are required. The steps below walk you through the fields from top to bottom.

* Indicates required

Please check here if you are requesting an asset on someone else's behalf.

* Request on behalf of (only active MSU NetID)

* Is this request for a New Hire?

* New Hire start date

5. Because you are filling the form in on your New Hire's behalf, you must check off the box to declare so.
6. Enter the New Hire NetID/Name.
7. Designate 'Yes', this request is for a New Hire.
8. Enter the New Hire start date.

* Please choose device(s) assignment

* Type of Request

9. Most likely, you will be filling in the 'Device Assignment' as 'Primary Machine'. However, review the choices available to be the most accurate for your type of New Hire.
10. For 'Type of Request' choose 'New Asset'.

* Device
 PC - Standard Laptop

* Location
 UNIV-5018

For de
 SBU|

Pleas
 SBU-080
 SBU-080A
 SBU-080C
 SBU-170

11. Under 'Device', 'PC – Standard Laptop' or 'PC - Standard Desktop' do not require additional justification (See Step #13*). Look through the drop-down menu to find the best choice.
12. For 'Location', enter the building and room number for your New Hire. You can start typing building names letter by letter, like 'UNIV', 'SBU', and 'COLE' to find the right spot. ([Buildings Code List](#))
13. ***PLEASE NOTE:** Any 'Device' choice other than 'PC – Standard Laptop' or 'PC - Standard Desktop' (example shown below), will require you to enter an additional justification for requesting that type of asset. Fill in this field appropriately. You can also add attachments to the form (See Step #18) to support your request. Justifications will follow specific approvals based on the College/School Division.

* Device
 PC - Ultraportable Laptop

* Location

* Please provide justification for the chosen device type request.

14. Once all these fields are filled in, you will need to review some final documentation at the bottom of the form.

For details on this device, please refer to [Computer Hardware Configurations webpage](#).


Please read the following polices and acknowledge below that you have read them:

- [Computer Lifecycle Policy](#)
- [Nondefault Workstation Request Process](#)
- [Protocol for Workstation Approval](#)
- [Data Retention Policy](#)

* I have read the Policies listed above and agreed to the terms.

PLEASE NOTE: For any Computer Peripherals such as Monitors, Additional Power Adapters, Computer Docks, etc., please visit the [Lenovo Punch-out](#) that is set up in WorkDay for our recommended standard equipment.


PLEASE NOTE: Since you are submitting this request on someone else's behalf it is your responsibility to inform them in the outlined above policies.

 Add attachments

15. Notice there are hyperlinks available to review asset configurations, if you are unsure of what device type you want or need to request. There are also links for various IT policies & procedures you should review.

16. ***PLEASE NOTE:** In **RED** above (screen shot), since you are submitting this request on someone's behalf it is **YOUR** responsibility to inform them of the outlined policies & procedure.
17. When ready, check the box stating you have read and agree to the terms and policies. Policies can be found [here](#) if you would like to review them prior to submission.
18. Take note at the bottom right corner you can add any attachments to state or support your additional justification, or add any pertinent info you feel is necessary. Attachments are not required.



19. Once complete, look back to the top right section of the form for the  button to submit your form for review!

Home > Submitted Request

Search

REQ0219198 - Use this catalog item to request an asset.

Type your message here... Send

SW

Steve Wallis
01/11/2024 03:14:24 PM
REQ0219198 Created

Start

Requested Items

Use this catalog item to request an asset.
RITM0219208
 Request Approved (Approved)
 Waiting for Approval (Completed)
 Request Approved (Pending - has not started)
 Fulfillment (Pending - has not started)
 Completed (Pending - has not started)

Estimated completion 01/12/2024

Number	State
REQ0219198	Open
Priority	Created
5 - Best Effort	just now
Price	Updated
\$0.00	just now

Requests are picked up within
 4 hours (M-F 9-5)

20. After you click SUBMIT, in the resulting window shown above, you will receive your request ticket number (REQ). You can use this to track the status of your request. If you call the Service Desk about this request for ANY reason, PLEASE refer to your open active REQ number to avoid confusion and duplicated efforts.

You will also receive an email confirmation that your request has been submitted.

You will be contacted by the [IT Service Desk](#) or your [local academic technology team](#) to move the request forward as necessary.