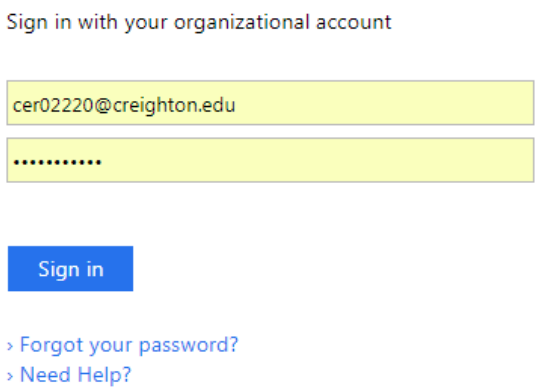
Creighton
UNIVERSITY
Division of Information Technology

Title of Knowledge Base Article
Departing employee computer process

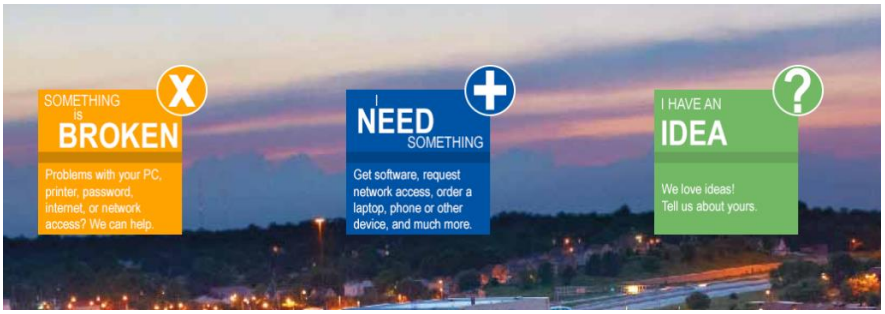
Brief description or summary of the document
Steps to recover a computer when an employee leaves the University or moved departments

Contents

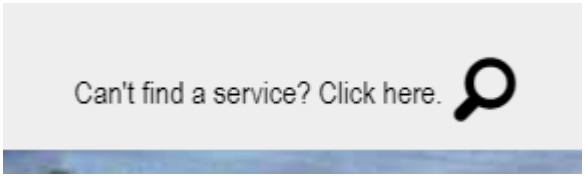
- Prerequisites
  - Computer must be owned by Creighton University
- End State
  - Ticket created and submitted into Easy Vista for processing
  - Computer recovered or renamed
- Procedure
  - To request a computer be recovered or repurposed
    - Open any browser and visit http://myit.creighton.edu
    - Log in with your NetID and password
    - Click Sign In



- From the main page click on “I Need Something”



- At the bottom of every Choose a Category and Search page is a link labeled “Can’t find a service? Click here.”
- Click this link



- Cannot find what you need? window opens

- Provide a brief summary of your request (for example: Staff member has left, please reimage Lenovo desktop, or Employee has retired, and we need the computer removed)
- In the Who is this for? field, you can keep the selection as “me”
- Provide a contact number
- Provide any additional details (for example: Department and office of where the computer is located. What exactly needs to be done – reimage the computer for other use, pick up the computer for redeployment, etc., plus any additional details that will assist the CSA with this request such as listing any licensed software that is currently installed on the computer
- Click OK
- The ticket is now created and will be sent to the Service Desk queue in Easy Vista (the IT ticketing system). The Service Desk will dispatch the CSA who supports the area making the request.

freeFurther Resources:

See Also: ***Provide Keywords for other related articles***
Keywords:

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