Gardens & Museums Line Manager:
New Starter Procedure

If you have a new starter about to commence work within GLAM there are number of processes which need to be fulfilled in order to afford access to the various critical systems and services in use across the Gardens & Museums Estate. This page outlines these systems and services, and the process for establishing access.

University Card - request University Card

The application for a University Card is the first step towards accessing a number of key University Services, including Nexus365 Email and Microsoft Teams. Please ensure a University Card is requested as soon as possible to ensure sufficient time for the creation of associated (Single Sign On) accounts, which are automatically created.

University Card requests and associated queries should be directed to the team or persons responsible for Human Resources within your location. If an SSO Activation Code is not supplied with University Card please contact it@museums.ox.ac.uk for assistance.

Computer Request - request computer if one not already available

If you have a new member of staff and require new hardware please write - at least a full month in advance of appointment - to it@museums.ox.ac.uk . Please detail the need for a laptop or desktop and any special requirements, such as number of monitors.

Please be aware that if this person is replacing someone who has previously left then it is expected, where possible, for the same computer to be used.

Please include the following information for new hardware requests:

- Name
- Role
- Location
- Hardware Required
- Start Date
- Any Special Requirements

For the purchase to be made for IT Services provided hardware and software, for example CONNECT Computers and CONNECT based Adobe software, the following information is needed. For all other purchases, associated quotations will be organised and guidance given or how to process via Oracle.

General Ledger Purchase - if a standard purchase, and not linked to a project with its own budget

- Cost Code
- Natural Account
- Source of funds (only necessary if different from default)
- Budget Approver

Project Purchase – if the purchase is linked directly to a project with its own budget/cost centre.

- Cost Centre
- Task and Expenditure type
- Budget Approver

Adobe Software

Adobe software licences are purchased for individual members and associated to the individuals email address. These licences incur annual charges and are renewed each year in the Spring. If your new member of staff will require Adobe please let us know, by emailing it@museums.ox.ac.uk, the following so that the licence can be organised.

- Name of Colleague
- Email address of colleague
- Start Date of Colleague
- Whether a new licence is required or if you want to transfer an existing licence (from an existing or recently left member of staff – please provide details)
- Adobe Product or Products required: Full suite; Photoshop; InDesign, Acrobat etc
- If a new licence is required please provide information below.

General Ledger Purchase - if a standard purchase, and not linked to a project with its own budget

- Cost Code
- Natural Account
- Source of funds (only necessary if different from default)
- Budget Approver

Project Purchase – if the purchase is linked directly to a project with its own budget/cost centre.

- Cost Centre
- Task and Expenditure type
- Budget Approver

CONNECT Account - request CONNECT account

If you have a new member of staff beginning in your department and they will be using a CONNECT Computer or will be accessing the CONNECT File Shares then a CONNECT User Account will be needed in order to gain access.

If this is required Line Managers will need to visit the IT common requests page and select the CONNECT New User option (please see link below). During this process please be sure to enter any CONNECT File Shares the new user will need access to. This request needs to be submitted a minimum of one working week before the start date and is dependent upon a University Card and Single Sign On Account being in place.

Request a new CONNECT account - Service Request

CONNECT File Share Access - request folder access

The CONNECT File Shares are the main location for Gardens & Museums data. The data is segregated into a number of different folders with permission based access - dependant on their location, department or role.

If you need access to a particular File Share which is restricted or unavailable to you, a request for access will need to be made. Please visit the IT common requests page and select Drive/Folder Access (please see link below). Please fill out the requested information, including the details of someone (Line Manager or Data Owner) who can act as an approver for the request.

Request Folder/Shared Drives Access - Service Request

Apple Account Request

If you have a new member of staff beginning in your department who will be using an Apple Computer a request will need to be made to **it@museums.ox.ac.uk** in order for a User Login to be created or the machine to be provisioned for SSO use.

Please supply the following information at least 7 days before the start date so that this can be facilitated and is dependent upon a University Card and Single Sign On Account being in place.Name:

- Name:
- Email Address:
- Department:
- Line Manager:
- Apple Asset Tag or Name (if known):
- Location of Apple:
- Start Date:

CONNECT Remote Desktop Service - request access to CONNECT Remote Desktop Service (if required)

If the new user will be working remotely, but:

- not on a CONNECT computer
- on a personal computer
- on an Apple computer

You may wish to request the CONNECT remote access. This can be done via the link below via: **Request for CONNECT Remote Desktop Service Access.** If CONNECT File Shares are the only requirement these can be configured manually via instructions here: **https://it.museums.ox.ac.uk/file-shares,** therefore the CONNECT Remote Desktop Service *may* not be required.

Shared Mailbox Access - grant delegated access to shared mailboxes

If your team shares a Nexus365 Email Account which you wish this new person to have access to, pre-approved or delegated access to this generic email account can be configured via: **Generic email account delegation Service Request.**

Please note the options below:

- **Full Access:** 'Full Access' (access to read and manage a mailbox) gives the delegated person access to the full mailbox (rather than just some folders or calendars), but not necessarily Send As rights.
- **Automap:** 'Automap' sets the mailbox to automatically appear in the designated users Outlook configuration.
- **Send As:** 'Send As' rights lets them appear as the account owner when sending emails.
- **Send on Behalf:** 'Send on Behalf of' lets them send mail from the mailbox but with their name as the sender.

Access to other Services - request access to any other services

Please contact the relevant department. For example for access to Oracle/R12: **Financial Services/Oracle.**