

Quick Reference for TEA Managers

As of this release of the TEA Help Desk, the On/Offboarding process has been simplified.

This quick reference provides managers instructions for onboarding and offboarding access for TEA employees and contractors.

Forms related to computer access must be filled out and signed electronically, and then submitted online through the TEA Help Desk. This process also alerts other key staff so that building access, parking, and equipment can be arranged.

What Is the TEA Help Desk?

The TEA Help Desk is TEA’s tool for handling requests online for assistance at TEA. Requests for access to and support of desktops and computer resources now go through the TEA Help Desk.

Onboarding Access for New Employees

To avoid problems obtaining resources, begin the onboarding process two weeks before the new staff start date. If you do not have that much time, begin as soon as possible after the person has accepted the position.

Prepare the Appropriate Forms

To assure that your new employee has computer access, you must complete a [Computer Access Request \(CAR\) form](#). If the employee is to work from home or another remote location, you must also complete a [Remote Access Request](#). The access request forms are all located on the T: drive under Agency Forms\ITS=On & Offboarding Access Help Desk eSignature Forms.

To prepare the forms, do the following:

1. Open and complete the form.
2. Sign the form electronically. (See the “eSignatures” section.)
3. Save the form to your computer.
4. Circulate the form by email for the required electronic signatures.
5. Save the form with the signatures to your computer.

Once the forms are complete, you will open a request in the TEA Help Desk and ultimately attach the forms to the request.

There are several other forms used for specific situations in the Onboarding process, including the Information Resources Security Acknowledgment and a Contractor On-Boarding Packet. These forms are located on the T drive under Agency Forms.

Note: Access to TEAL must be requested separately through the TEAL web applications. It cannot be done using the CAR form.

Log In to the TEA Help Desk

Once they are signed, submit CAR and Remote Access Requests online via the TEA Help Desk.

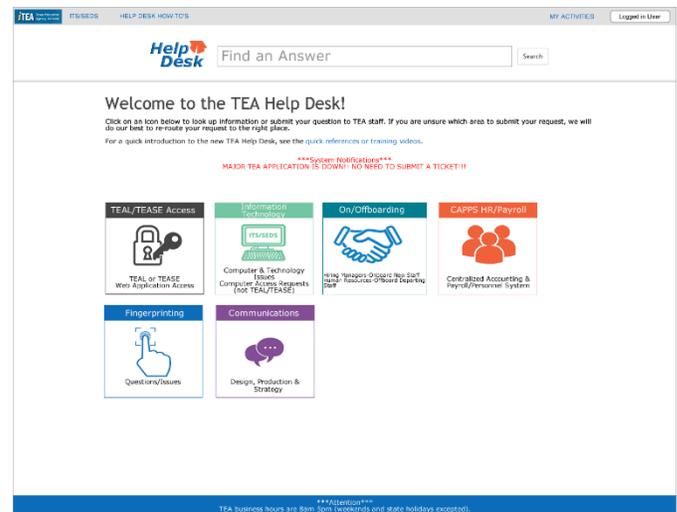
When you have the signed forms ready, open the [TEA Help Desk](#).

You may have to sign in if you are using a browser other than Internet Explorer. If so, sign in with your regular network credentials.



After logging in the first time, you should not have to log in again.

If you are using Internet Explorer, your name should be set up in Active Directory. If so, you will come straight to the Help Desk.



Submit a TEA Help Desk Request

Either receipt of the new hire email from HR or confirmation of contracted resources is the signal to begin the onboarding process.

1. Open the [TEA Help Desk](#).
2. Click **On/Offboarding**.



3. Click **Submit a Request** under **Onboarding**.



4. Type a **Subject**, worded as follows: “Onboarding <New Hire Name> <Hire Date>.”
5. Complete the information requested.
6. Click **Add file** to attach the CAR, SDAR, or any other required forms.
7. Find and select the file on your computer.
8. When you have attached all the appropriate files, click **Submit**.

Note: Arrange for facilities through your department coordinator. Do not submit phone or office space requests through this ticket.

As the request is processed, the TEA Help Desk sends you notification emails reporting its progress. The request may have to be processed by several people before it is complete.

Offboarding Requests

Note: HR will initiate all offboarding requests for full-time employees (FTEs). The division is responsible for offboarding contractors, temporary employees, and interns.

Offboarding is crucial for protecting TEA resources. Submit the offboarding request as close as possible to the termination date but no later than 30 days after termination.

1. Open the [TEA Help Desk](#).
2. Click **On/Offboarding**.
3. Click **Submit a Request** under **Offboarding (HR Use Only)**.
4. Type a **Subject**, worded as follows: “Offboarding <Staff Name> <Termination Date>.”
5. Type the contact information requested.
6. Check the appropriate boxes to get a copy of the employee’s or contractor’s H: drive or Outlook files.
7. Click **Add file** to attach any applicable documentation.

Note: The Disable Computer Access form is no longer required for offboarding requests.

8. Find and select the files on your computer.
9. When you have attached all the appropriate files, click **Submit**.

Note: Arrange for facilities to be released through your department coordinator. Do not submit phone or office space release requests through this ticket.

As the request is processed, the TEA Help Desk sends you notification emails reporting its progress. The request may have to be processed by several people before it is complete.

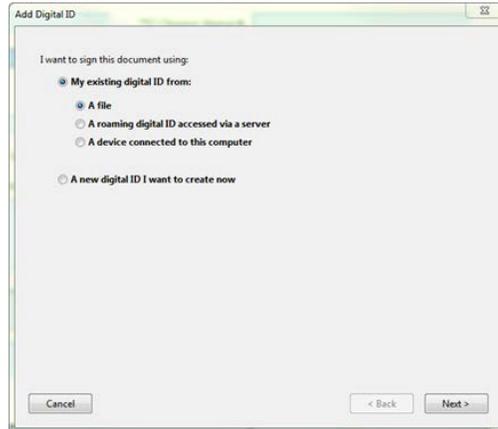
Once an employee has departed, be sure to turn in the employee’s badge and parking termination form to Agency Services (Room G-100).

e-Signatures

If you already have an eSignature, it is easy to e-sign a document. All you have to do is click in the signature box of a form and log in, and then click **Sign**. Below are quick instructions for creating an eSignature if you don’t have one.

For more complete instructions on creating an eSignature for yourself or someone else or for e-signing, see the [eSignature Quick Reference](#).

1. Click in the signature box of the document.



2. Click **A new digital ID I want to create now** and click **Next**.
3. Click **New PKCS#12 digital ID file** and click **Next**.
4. Type your name, organizational unit, organization name, and email address. Leave everything else the same and click **Next**.
5. Find a location for the file or let the file be saved to the default location. Type and retype a password and click **Next**. (Be sure to make note of the password! It will be needed each time you use your electronic signature in the future.)
6. Click **Finish**. The box that appears is your electronic signature box, which appears each time you e-sign a document.

