Onboarding user guide

Overview

Whenever a new employee starts or when a state employee changes positions, the hiring agency must submit an onboarding request to ensure the employee receives the necessary equipment, access and software to perform their job. This guide walks through the process of completing the onboarding form.

Steps

Step 1: Go to the following website: oklahoma.gov/servicedesk

Step 2: Select the Login link within the Support Portal section.

Step 3: The ServiceNow login page will appear. Enter your state email address and select the Submit button.
**Step 4:** Login with your organizational account.

The Service Desk Home Page appears.

If you do not see the screen above when you login, it means you have a different level of access. You need to go to the following website:

https://oklahoma.service-now.com/sp
Step 5: Locate the Employee On and Offboarding box. Select Employee Onboarding.

The OMES Onboarding Request screen will appear. This is where you will enter the information for the onboarding employee.

**Note:** Fields with a red asterisk are required.

Step 6: Enter the onboarding employee’s first name, middle initial and last name into the appropriate fields.

Step 7: Enter or select the employee’s start date.

Step 8: Select the employee type from the dropdown. Are they a state employee or a contractor?
Step 9: If they are a state employee, enter their employee ID.

Step 10: Select their agency from the dropdown. If you type part of the agency name, the system will populate or narrow down your selections.

* Agency

Step 11: Select their department from the dropdown.

Department

Step 12: Does the employee need printer access? Select Yes or No from the dropdown.

Printer Access Needed

-- None --

If Yes is selected, a Printer IP Address field will appear. Enter the printer’s IP address. This can be found on your computer’s Printer Properties screen.

* Printer IP Address

Step 13: Does the employee need a scan folder? Select Yes or No from the dropdown.

Scan Folder Needed

-- None --

If Yes is selected, enter the IP address for the scanner or multifunction device. This could be the same as the Printer IP Address above.

Scanner IP Address

Step 14: Does the employee need a phone setup? Select Yes or No from the dropdown.

Phone Setup Needed

-- None --
If Yes was selected, additional phone-related fields will appear. Select the type of phone from the dropdown. This includes a desk phone, a Teams soft phone or In Contact. If there is a phone number that needs to be reassigned, enter it into the Phone Number field. Any other instructions or details regarding the onboarding employee’s phone situation can be entered into the Special Phone Instructions field. Examples of special instructions include needing phone calls forwarded to a phone number or adding the employee to a call group.

**Type of Phone Service**

Teams Soft Phone

**Phone Number**

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**Special Phone Instructions**

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**Step 15:** In the Workstation Inventory Type field, select whether the employee will use an existing workstation, if a new one is needed, virtual workstation or None. Select None if you do not need any type of support in getting the workstation setup, i.e. printer drivers/software installed. Select Use Existing and you will be contacted by a computer support technician to install print drivers and/or software.

If **Order New Computer** was selected, a pop will appear reminding you to use the DSO portal to place a new order.
Once you have a DSO number from the DSO portal, enter the DSO number into the appropriate field.

Enter DSO Number

Please make sure you use the DSO portal to place a new order. If requesting for New workstation, please fill DSO number from DSO portal.

Step 16: Does the new employee need to have their active directory account setup similar to a current employee? This means they will require similar permissions. This does not apply to email groups, SharePoint sites or calendars. Select Yes or No from the dropdown.

Setup like Another User

If Yes was selected, enter the name of the current employee whose setup should be copied into the Setup User to Copy field.

Step 17: Does the employee need network folder access? If yes, enter the specific server name and folder name.

Network Folder Access

Please provide specific server name and folder name. Default permissions is Read Only. If you need read / write, please indicate as such.

Step 18: Does the new employee need access to a shared mailbox? Select Yes or No from the dropdown. If Yes was selected, enter the mailbox into the What Mailbox field.

Shared Mailbox needed?

* What Mailbox?
Step 19: Does the employee need any software outside of the standard image? The standard image includes Microsoft Office 365 and Adobe Reader. If additional software is needed, enter it into the Requested Software field.

Requested Software

Step 20: The Please Provide Any Special Instructions field is a free form field allowing you to enter in anything else that is needed. Examples include being added to a special active directory group, shared calendar access, email distribution groups or needing access to a software application that requires permissions not listed above.

Please Provide Any Special Instructions

Note: If a new employee/contractor needs an admin account, please submit a separate request for this permission. It will have to be vetted.

Step 21: Does the employee need mobile device management? This is required if a state cell phone will be provided. Select Yes or No from the dropdown.

Needs Mobile Device Management?

-- None --

Step 22: Does the employee need a VPN connection? Select Yes or No from the dropdown.

Needs VPN connection?

-- None --

Step 23: Select the Add attachments link at the bottom of the form to add any necessary attachments to the onboarding request.

Step 24: When complete, select the Order Now button to submit the onboarding ticket to be created and routed to the proper team for processing.
Step 25: An Order Confirmation popup will appear. Enter any necessary delivery information or special instructions. Then select the **Checkout** button.

You will receive a confirmation that your request was submitted, including your request number and estimated delivery date.