



Article	GENERAL: Preparing for a new staff member	Level	BASIC
Symptom	You are expecting a new staff member and require an Arts account		
Cause	The new staff member doesn't currently exist in the FAHSS system(s)		
Resolution	Follow the procedure(s) set out below; prior to their arrival		
Dated	Tuesday, March 17, 2009 2:25 PM		

CONTENT / CHECKLIST

- SUMMARY**
- ASSUMPTIONS**
- RELATED SAFETY GUIDES**
- RESOLUTION**
 - APPOINTING STAFF
 - REQUESTING A CYLLENE EMAIL ACCOUNT
 - ACTIVATING THE PHEME ACCOUNT
 - UPDATING THE EMPLOYEE SELF SERVICE (ESS) DETAILS
 - REQUEST AN ARTS ACCOUNT
 - REQUESTING OTHER ACCOUNTS
 - OTHER POTENTIAL ACCESS REQUESTS
 - Phone and voicemail
 - Mailbag number
 - University Directory
 - Email aliases
 - Email lists
 - CAMPUS CARD
 - DOOR SECURITY: ARTS BUILDING, SOCSCI BUILDING AND MUSIC BUILDING
 - PERSONAL COMPUTER USAGE
 - DIAL-IN/SNAP/VPN ACCESS
 - INDUCTIONS
 - FAHSS SAFETY AND HEALTH
- RELATED INFORMATION**

E&OE: This document extensively covers non-FAHSS systems and procedures, as such it is intended as a guide-only; please ensure you refer to all relevant UWA websites for current policy and procedures before continuing.

SUMMARY

In order for a new staff member ('the user') to use the facilities offered within the FAHSS and the wider UWA community; it is necessary to ensure that relevant accounts are established prior to their arrival. Providing them with a FAHSS computing account ahead of time will make for smoother transition, and lead to a better-organised induction into their new post.

ASSUMPTIONS

- staff accounts only – this document deals with staff-based accounts (including non-paid staff such as visiting academics or students performing unpaid work) who require access to the University's IT infrastructure or Faculty computing resources
- if the staff member has been or is currently employed by UWA it is essential that within the HR system they are recorded against a FAHSS business unit; until this occurs they will not be eligible for an Arts account

RELATED SAFETY GUIDES

- Safety and Health : <http://www.safety.uwa.edu.au/>
- Emergency Procedures – General : <http://www.safety.uwa.edu.au/policies/emergency>
- First Aid Officers : <http://www.safety.uwa.edu.au/people/fao>
- Improving Manual Handling Safety :
http://www.safety.uwa.edu.au/policies/improving_manual_handling_safety_poster
- Working Comfortably with Computers :
http://www.safety.uwa.edu.au/policies/working_comfortably_with_computers
- Electrical Safety : http://www.safety.uwa.edu.au/electrical_safety/electrical_safety_pamphlet

Appointing Staff

	Tuesday, 17 March, 2009
Responsibility	HR Employment Team: http://www.hr.uwa.edu.au/hr/hr_contacts#Employment
Requirement	To ensure the user is recorded as being employed by UWA and has accepted the relevant terms and conditions of employment.
Timeline	Should be done as soon as the position offered has been accepted and the necessary paper work completed.

1. Refer to http://www.hr.uwa.edu.au/hr/forms_placeholder#Appo for further information; ensuring that the appropriate HR form is completed based on the user's role. Currently this will be either:
 - staff who will be paid
This covers the majority of cases.

– OR –

 - staff who will not be paid
This covers visitors, visiting academics, unpaid work by students in situations where their student accounts would not provide sufficient eligibility.

At time of writing ...	Tuesday, 17 March, 2009
	Please be aware that currently a staff record ONLY appears in PHEME on the date they are recorded as commencing in that position (as defined by the entry in the Alesco system). It is only at this point that they can activate their PHEME account and assign a password – Faculty Computing cannot do anything until their account exists in PHEME!

Requesting a cyllene email account

Tuesday, 17 March, 2009	
Responsibility	IT Services: http://www.its.uwa.edu.au/contact
Requirement	To allow email correspondence; Arts account creation; using a personal computer on campus to access non-UWA websites and foreign email; and Dial-in/SNAP/VPN access.
Timeline	IT Services allow online application for a cyllene account prior to their arrival; however the user will still need to complete the paper-based form since they are required to accept the UWA Computer Use Regulations.

1. In preparation for the user's arrival complete, online, the IT Services cyllene application form.
Refer to <http://www.its.uwa.edu.au/staff/accounts/cyllene> for the relevant forms. Should the user already have an alternative UWA email address (such as admin.uwa.edu.au) a cyllene account may still be required; in such instances please discuss with Arts-Help prior to completing the cyllene form(s).
2. Once you have completed the online form, print and complete the printed form in preparation for the user's arrival and signatures.
3. Ensure the form(s) are authorised by the appropriate authoriser.
Refer to <http://www.its.uwa.edu.au/staff/accounts/cyllene/authorisors> for further information.

Activating the PHEME account

Tuesday, 17 March, 2009	
Responsibility	ITS Help (Admin): http://help.ams.uwa.edu.au/pheme/help/staff
Requirement	To allow staff to manage a single account (and password) for a range of UWA facilities, such as central email, WebCT, Lectopia, dialin access and Staff Connect.
Timeline	Once their PHEME account has been activated and their 'enrolment' in a FAHSS business unit is completed their Arts account is automatically activated using the same password as their PHEME password.

1. Upon the staff members arrival they should ensure their PHEME account has been activated by selecting the **Staff** option on the following website
<https://www.pheme.uwa.edu.au/default.aspx>.
PHEME will complain if it doesn't have a valid email address recorded for this staff member – if so they will need to enter an appropriate email address through ESS (see below).
The staff PHEME password will need to be reset every 90 days; staff will be reminded of this reset via the email address entered in ESS. Failure to reset this password will automatically disable their PHEME account and their Arts account. If this occurs the staff member must re-activate their PHEME account before they can continue to use Macintosh computers and/or access SHARES.

Updating the Employee Self Service (ESS) details

Tuesday, 17 March, 2009	
Responsibility	Human Resources: http://www.hr.uwa.edu.au/
Requirement	Employee Self Service (ESS) allows you to view payslips, leave balances, payroll information and you can also edit your personal and emergency contact details.
Timeline	Not directly related to a user's Arts account, however the lack of a valid email address will prevent the staff member using aspects of PHEME.

1. Upon the staff members arrival they should ensure they login to ESS and record a valid email address – this will ensure any PHEME correspondence will be delivered in a timely fashion.

Requesting an Arts account

Tuesday, 17 March, 2009	
Responsibility	Faculty Computing (Arts-Help): http://www.fc.arts.uwa.edu.au/labhelp/fag
Requirement	To allow use of Macintosh computers (staff office and/or student lab); access to printing and other network resources such as SHARES.
Timeline	Once the staff member has activated their PHEME account, their Arts account is automatically enabled with the same password. Faculty Computing require at least 5 (five) working days to setup and configure new or existing computers. Please ensure adequate notice is provided to allow the computer and/or accounts to be ready for the staff members arrival!

1. Email Arts-Help the following information:
 - staff members full name (as recorded in HR)
 - staff number
 - cyllene email address

If appropriate, indicate that no cyllene address has been requested and provide an alternative email address (to be used for contact purposes only, if required)

 - the room number they will be located in
 - the asset number of the computer they will be using (so the computer can be configured as required)
 - what level of access they will require to SHARES (if any)
 - whether they will need access to the central Meeting Maker calendaring system

We can then check to see if the staff member has been setup correctly and has the relevant SHARES access; in preparation for their arrival.

Upon the staff members arrival:

Have the staff member activate their PHEME account; their Arts account will be automatically activated and they can then use their staff number and PHEME password to log onto any Macintosh desktop computer in FAHSS or access SHARES from the laptop or Windows computer allocated to them.

Should the user encounter any problems once they have followed the above procedures please have them contact Arts-Help on extension 1523; detailing the asset number of the computer they are trying to login to.

Completing the Arts Account setup:

Once the user has successfully logged in they should contact Arts-Help so that their email and other FAHSS specific settings can be established.

Requesting other accounts

Tuesday, 17 March, 2009	
Responsibility	Various non-FAHSS
Requirement	Dependent on the user's' duties they may need access to other UWA based systems for administrative or financial purposes.
Timeline	As required.

These systems include, but are not limited to those listed on the following web site:

- <http://www.its.uwa.edu.au/staff/accounts>

Other potential access request

The user may also require information on the following:

Phone and voicemail:

Usually completed by the school administration office; refer to <http://www.its.uwa.edu.au/staff/phone> for further information.

Mailbag number:

Usually available from the school administration office, or it is available from the web; refer to http://www.admin-services.uwa.edu.au/administrative_services/mail_room/mail_service/mbdp for further information.

University Directory:

Usually done by the user themselves by emailing directory@uwa.edu.au the following details:

- staff number
- full name, including title (Mr/Ms/Dr, etc.)
- position and department name
- phone (and fax) number
- e-mail address
- position and department name

Email aliases:

The normal email address is of the form `username@cyllene.uwa.edu.au`. When a user's contact details are entered into the UWA Directory an alias of the form `firstname.surname@uwa.edu.au` is automatically created. If this alias already exists for a similarly named staff member, you will be contacted, via your normal email address, to establish an alternative.

The email alias is only available to University staff; an alias cannot be allocated unless a staff number is provided.

Email lists:

A number of email lists exist that will enable you to keep the user touch with various groups. Refer to <http://www.its.uwa.edu.au/staff/email/maillists> for further information.

Campus Card

Tuesday, 17 March, 2009	
Responsibility	UWA Campus Card: http://www.campuscard.uwa.edu.au/UWA_Campus_Card
Requirement	The University uses a "smart card" for a number of functions (library, room and building access, photocopying).
Timeline	As required.

Door Security: Arts Building, Social Sciences Building and Music Building

Tuesday, 17 March, 2009	
Responsibility	Faculty Computing are responsible for door security when related to accessing the various student laboratories in these buildings. Access that relates to general staff access to these buildings should be directed to the person(s) managing that buildings door security. http://www.campuscard.uwa.edu.au/UWA_Campus_Card/administrators
Requirement	Access to the building(s) outside of normal operating times.
Timeline	As required.

Personal Computer Usage

Tuesday, 17 March, 2009	
Responsibility	<i>The user:</i> http://www.fc.arts.uwa.edu.au/labhelp/faq#privatecomputer
Requirement	Access to the on-campus network for intranet, internet and email.
Timeline	As required.

Dial-in/SNAP/VPN Access

Tuesday, 17 March, 2009	
Responsibility	<i>The user:</i> http://www.its.uwa.edu.au/staff/internet
Requirement	Dial-in: http://www.its.uwa.edu.au/staff/internet/notUWA/otherways/uwadialin SNAP: http://www.its.uwa.edu.au/student/accounts/snap VPN: (http://www.its.uwa.edu.au/student/internet/atuwa/laptops/connectingsnapww/config/winxp#vpn) (WinXP) (http://www.its.uwa.edu.au/student/internet/atuwa/laptops/connectingsnapww/config/macintosh10.3) (Macintosh OS X)
Timeline	As required.

Inductions

Tuesday, 17 March, 2009	
Responsibility	School and/or discipline
Requirement	The school and/or discipline should then complete their normal induction procedures as appropriate.
Timeline	Upon the new staff members arrival.

For further information on inductions refer to the following websites:

(http://www.induction.uwa.edu.au/for/managers-supervisors/welcoming_a_new_staff_member_to_your_school)

<http://www.fc.arts.uwa.edu.au/guidelines/induction>

FAHSS Safety and Health

All members of the Faculty have a responsibility to co-operate with their colleagues to achieve a safe and healthy workplace, and to take reasonable care of themselves and others.

Please refer the new staff member to the **FAHSS Safety & Health Handbook** for guidelines and procedures:

http://intranet.uwa.edu.au/arts/staff/guides_and_procedures/safety

RELATED INFORMATION

- (http://www.induction.uwa.edu.au/for/managers-supervisors/checklists/checklists/supervisors_checklist)
- (http://www.hr.uwa.edu.au/policy/toc/appointment_and_employment/staff_development/new_staff_induction)