

To: Academic and Administrative Department Heads and Secretaries

CC: Richard Nelson
Director, Information Technology Services

From: Debbie Fisher
Manager, ITS-User Services

Please refer to the following guidelines when requesting access to Citadel on-line systems such as Lesesne Gateway, Email, Class Absence System (CAS), or Special Orders System (SOS) for new or existing employees.

Note: Implementation of new systems is currently underway and these procedures are subject to change as the project moves forward.

1-Departmental Administrative Assistant: Acquire necessary department head approval and then submit the online form below. All payroll and non-payroll employees require access to Lesesne Gateway to update emergency information for BulldogAlert and to check payroll information (if applicable.) An employment record must be added to the college's database before the request can be processed. Human Resources enters records for Citadel payroll employees upon receipt of all appropriate paperwork.

Account Request Form: <http://www.citadel.edu/computing/staff/acctreqform.html>

Non-Payroll Employees Must Contact Patti Becker

After the above form is submitted, new **non-payroll** employees must contact the ITS departmental secretary, Patti Becker, Bond Hall 4th floor; 953-2140 (patti.becker@citadel.edu) before the request can be processed. This step is required for employees who are not currently on Citadel payroll to authenticate with our on-line systems.

2-Direct employee to check personal email account to retrieve login instructions

A "Welcome" message containing login instructions for Lesesne Gateway portal will be sent to the new employee at the personal email address specified in the form. Employee should log in to Lesesne Gateway to access Citadel email and other Citadel systems. If an existing employee who already has Citadel email needs access to an additional system, the instructions and/or notification will be sent to the employee's current Citadel email address.

3-Faculty (and non-payroll faculty) must contact Susan Morris

If teaching classes, the employee must contact Susan Morris, Associate Registrar, Bond Hall 1st floor; 953-6964 (susan.morris@citadel.edu) to register as an instructor and gain access to the student information database.

4-Financial Services - If authorized to manage Citadel finances for the department, employee must contact Patty Fitzgerald, 953-6981 (patty.fitzgerald@citadel.edu) for training in the Banner-Finance system.

5-Personal Identification Number (PIN) – If employee will supervise State employees and submit employee performance reviews and needs to have a PIN or must use Kronos for managing payroll, the employee must contact Vickie Williamson, 953-3128 (vickie.williamson@citadel.edu) in Financial Services for assistance.

6-Leaving The Citadel - To ensure security of Citadel systems and information, always notify ITS expeditiously by entering a Hotline whenever an employee or graduate assistant is terminated, transfers, retires, or otherwise ends employment at the Citadel. Click "Enter a Hotline" in the IT Spotlight channel of Lesesne Gateway to submit a Hotline and include the last date of official employment. Contact the IT Help Center for immediate assistance.

IT Help Center - Bond Hall 253, helpdesk@citadel.edu, IT Spotlight channel chat, or call 953-HELP / 3-4357