



Information Technology Services

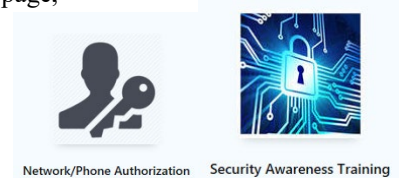
College Network/Phone Account Requests

Purpose: These are the steps to gain access to college network resources (network, phone, and email for GCSC Faculty, staff and adjuncts. All users must have an up to date Campus Network / Phone Authorization for the current position.

NOTE: New employees must process through HR to obtain their identification number and third party ID.

1. The supervisor requests an account by filling out the Network Authorization and Security Training request items (Additional items required for the position may be requested at this time).

- a. Log in to the Freshservice ticketing system through myGCSC login page, <https://mygcsc.gulfcoast.edu>.
- b. Select "Submit a Request" to locate the Network/Phone Authorization.
- c. Complete in detail the request item, "Network/Phone Authorization" along with any additional services required e.g. Security Training, ARGOS, and/or Application Xtender.



2. The completed Network Authorization request along with other requests items generate work orders for Technical Support where all approval requests of immediate supervisor or chair and further notifications are addressed.
 - a. Security training accomplished online through SANS Advance Cybersecurity Learning Platform.
 - i. Employees can go to any campus computer to take the Security training.
 - ii. The employee must pass the SANS Security training with 100% to obtain a certificate of completion. Multiple tries are allowed.
 - b. After completing the SANS Security Training, email the certificate of completion directly to the security awareness ticket from the email notification received. A printed copy of the certificate can be printed to show completion of the course to the department or division.
3. Upon receipt of security awareness completion, network authorization User Acknowledgement and approvals from supervisor and the final approval by the Manager of Network Services, Technical Support, will set up Network and Email user accounts for the new user.
4. If the new employee is assigned a workstation, Technical Support will generate a work order to have a technician set up the user profiles on the new users PC.

NOTE: Allow three business days from the date the user completes the Security Awareness Training to receive approvals and reassign to Computer Technicians for the setup of the user's profile.