WiscStart

NetID Activation for New Employees

November 2009
Overview

APR New Hire NetID Activation Team

• Goal: Obtain timely access to basic IT services such as WiscMail, WiscCal, and UW portal services for new hires.

• Access to these services requires a NetID.
Key Findings

• NetID activations occurred on average 31 days after new hire’s start date.

• The Campus ID needed for NetID activation was not consistently available to new hires.

• Workarounds posing a security risk are used to provide new hires timely access to systems.
Themes

• It is important to move from a "me" perspective to a "we" perspective at least once in a while
• Self-understanding leads to effective leadership
• Leadership is really an action word
• The way you treat other people matters
• Simple strategies can have a great impact

New Hires Access to Core IT Services – Eliminating “White Space”
Solution – The Big Picture

• NetID activation prior to first day of work is now an option.

• Appointment entry no longer needed for NetID activation.

• NetID Activation Key replaces Campus ID.

• MyUW Portal used to generate NetID Activation Key.
New Process Flow – 3 Options

A. Use the new module after PSID entry.

B. Use the new module after APPT entry.

C. Use original method.

1. **Criminal Background Check process completed**
   - **Yes**: Proceed to step 2.
   - **No**: Proceed to step 3.

2. **Does 3270 person record exist?**
   - **Yes**: Proceed to step 3.
   - **No**: Proceed to step 4.

3. **3270 PSID**
   - **Create mainframe person record**
   - **Yes**: Proceed to step 5.
   - **No**: Proceed to step 6.

4. **Create appointment?**
   - **Yes**: Proceed to step 7.
   - **No**: Proceed to step 8.

5. **MyUW Portal**
   - **Enter NetID setj data**
   - **Generate NetID Activation Key**
   - **PEP NetID Instructions (includes NetID Activation Key)**
     - **Employee activates his/her NetID**

6. **Campus ID auto-generated**

7. **Employee gets photo ID card which contains Campus ID**
   - **ID HR gives Campus ID to employee**

8. **Employee activates NetID**
Key Steps

• Create a Person Record. Requires PSID authorization in 3270.

• Generate NetID Activation Key in MyUW module. Requires CPAD authorization in 3270.

• Print and send NetID instructions via US Mail to new hire.
# Workflow Models

<table>
<thead>
<tr>
<th>Model</th>
<th>Create Person Record</th>
<th>Generate Key and Letter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Centralized at Division</td>
<td>At Division</td>
<td>At Division</td>
</tr>
<tr>
<td>Delegated to Hiring Unit</td>
<td>At Department or Hiring Unit</td>
<td>At Department or Hiring Unit</td>
</tr>
<tr>
<td>Distributed between Division and Hiring Unit</td>
<td>At Division</td>
<td>At Department or Hiring Unit</td>
</tr>
</tbody>
</table>
Let’s Get Started!
Step 1 – Create Person Record in PSID

*** NEW PERSON ID *** 90001894

NAME: Badger, Bucky

SSN [Redacted]

SEX m BIRTHDATE 01 01 1970

SENIORITY DATE __ __ ____ (CLASSIFIED PERM ONLY)

NEXT ENTER PERSON INFORMATION ABOVE
1)HELP 2)ERR 3)STOP 4)PAY 5)APPT 6)SHAP

TP EXIT ________

11)EXIT
Step 2 – Note Person-ID Number

PERSON ADD TRANSACTION

BADGER, BUCKY
HAS BEEN ADDED TO IADS FILE

SSN: 90001894
PERSON ID: 90001894

NEXT
TO CONTINUE, ENTER NEW SSN OR SUBSTITUTE ID IN "NEXT" FIELD
1) HELP 2) ERR 5) APPT 6) SHAP

TP EXIT 11) EXIT
Step 3 – Login to MyUW and Add Module – (First-time only)

Click Services > Add/remove content > New Hire NetID Activation > Update
Who Sees the Module?

- Staff authorized for CPAD.
- For CPAD access see:  
  http://www.cio.wisc.edu/itaccess/detail.aspx?sgid=1
Step 4 – Open the New Hire NetID Activation Module

Click *Launch New Hire NetID Activation Module*
Step 5 – Enter the Person-ID

Type Person-ID, Click Submit
When entering the Person-ID

• If Person-ID is not found, retry after a few minutes.

• If not found after 10 minutes, report to DoIT Help Desk, 4-HELP.
Step 6 – Enter Unit and Date Info

Type Unit/Division Value > Adjust Begin/End Dates > Click Save and Continue

New Hire NetID Activation

- Name: [ ]
- Person ID: [ ]
- Unit/Division (e.g. A33): [A33]
- NetID Eligibility Begin Date: [10/14/2009]
- NetID Eligibility End Date: [4/14/2010]

Save and Continue  Remove New Hire NetID Eligibility  Cancel

Must be completed
Defaults to current date
Defaults to 6 months out

Note: Date span can not exceed 1 year!
Step 7 – Receive Activation Key

New Hire NetID Activation

This person has the following NetID Activation Key: 9F49-57CA-5765

Print NetID Activation Instructions  Close Window
Step 8 – Print and Send NetID Activation Instructions

NetID Activation Instructions

Activation Key: 9F49-STCA-576S
Expiration Date: 4/30/2010

TO:

Welcome to UW–Madison! As a newly hired employee we would like to support your transition to UW–Madison by providing access to the following Information Technology services prior to your actual start date:

- Email (WiscMail)
- Calendar (WiscCal)
- UW–Madison Portal (MyUW)
- Central Web & File storage (MyWebspace)
- Network Services (UWNet and WiscVPN)

These services are provided on a campus–wide basis. (However, please note that some departments choose to use their own products or systems in place of, or in addition to, those listed here.) These services are available to you through the use of a unique campus identifier called a “NetID”. To set up your NetID, go to the following address:

http://www.mynetid.wisc.edu/activate

You will be prompted to enter the NetID Activation Key listed at the top of this document and your date of birth. You may activate your NetID any time after the receipt of this letter until the expiration date listed above.

For assistance with any part of the NetID activation process, contact the DoIT Help Desk at (608) 264-4357. Detailed instructions for the activation process can be found on the DoIT Help Desk website at:

http://helpdesk.doit.wisc.edu/helpdesk/page.php?id=1140

After you have activated your NetID, please inform your UW Human Resources office of your newly created UW email address.

For Office Use Only 90001875
Steps 7 and 8 are different if

- the person already HAS an active NetID.
- Step 7 prompts to “Print NetID Modification Instructions” rather than receiving a NetID Activation Key.
- Step 8 displays the “NetID Modification Instructions” letter to print.
Step 7 – Receive Modification Info

**New Hire NetID Activation**

Name:  
Person ID:  

This person has a NetID already but may need to follow the NetID Modification instructions to allow authorization of the IT Core Services needed by a UW-Madison new hire.

[Print NetID Modification Instructions]  [Close Window]
Step 8 – Print and Send NetID Modification Instructions

NetID Modification Instructions

Print this Page  Close Window

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OUR RECORDS INDICATE THAT YOU ALREADY HAVE AN ACTIVE NETID. However, all of the above–listed IT services may not have been activated. To activate these services, go to the following address:

http://www.mynetid.wisc.edu/modify

You will be prompted to enter your username (i.e., NetID) and password. On the NetID Account Modification page, click on “Activate NetID Services”.

For assistance with any part of the NetID activation process, contact the DoIT Help Desk at (608) 264–4357. Detailed instructions for the activation process can be found on the DoIT Help Desk website at:

http://helpdesk.dot.wisc.edu/helpdesk/page.php?id=1140
Features of the Module

• Enter, change or delete the three NetID-related fields.
  – Unit/Division
  – NetID Eligibility Begin Date
  – NetID Eligibility End Date

• Generate or view a NetID Activation Key.

• Print the NetID activation or modification instructions for the new hire.
## Troubleshooting Guide

<table>
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<tr>
<th>PROBLEM</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person-ID not found in module.</td>
<td>Retry entry in 5 minutes.</td>
</tr>
<tr>
<td>Errors displayed in module.</td>
<td>Call Help Desk, 4-HELP.</td>
</tr>
<tr>
<td>Wrong person info entered in module.</td>
<td>Choose “Remove NetID Eligibility “button.</td>
</tr>
<tr>
<td>Employee did not activate NetID before End Date, but NetID is still needed.</td>
<td>Extend the NetID Eligibility End Date. Note: Date span can not exceed one year.</td>
</tr>
<tr>
<td>Employee is a no-show but already activated a NetID.</td>
<td>System will check every 6 months and deactivate based on NetID Eligibility End Date.</td>
</tr>
<tr>
<td>Employee is a no-show but has not yet activated a NetID.</td>
<td>Eligibility is removed based on NetID Eligibility End Date.</td>
</tr>
<tr>
<td>Employee is not eligible for NetID, but activates a NetID prior to their appointment entry.</td>
<td>Appointment entry WILL override their eligibility and their NetID will be deactivated.</td>
</tr>
<tr>
<td>Employee lost their NetID Activation Key.</td>
<td>Look up Activation Key in new MyUW module.</td>
</tr>
<tr>
<td>Employee can not activate NetID.</td>
<td>Refer to Help Desk, 4-HELP.</td>
</tr>
</tbody>
</table>
Process Support

• System is available now.

• The new process is optional and units can begin using system on their own timeline.

• Training instructions and documentation will be provided on the OHRD site.

• DoIT Help Desk (4-HELP) can assist HR reps with NetID Activation module and new hires with NetID activation.
Questions?

• Your role or authorizations? Contact the HR representative for your unit.

• Technical questions? Contact DoIT Help Desk, 4-HELP.

• Project questions? Contact Rhonda Thompson, rthompson@doit.wisc.edu
References

- APR site, http://www.vc.wisc.edu/apr/
- OHRD site, http://www.ohrd.wisc.edu/home/
Special Thanks to DoIT

- Dorothy Gertsch
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Team Members

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- Rhonda Thompson, DoIT