

**ARRANGING IT ACCESS: STANDARD OPERATING PROCEDURE**

1. When the new member is registered with HR, an employee number printout document is created. This form is required by the IT Division to create an email address and provide access to the standard software on the new staff member’s computer. The mentor should ensure that this has been arranged by the departmental administrator or secretary using the following email address (contact: [support@ru.ac.za](mailto:support@ru.ac.za) ).
2. If access to any specialised IT system is required, an email request from the Head of Department stating the desired system/ package should be forwarded to IT using the email address indicated above. Any VIP access requests should be forwarded to [dmu@ru.ac.za](mailto:dmu@ru.ac.za). These requests can only be submitted after an employee number has been issued by HR and once IT has created a user account for email correspondence.