**FAQ on New Employee Hire information**
**(or change to existing)**

Q1.) **How do new employees get their A numbers and employee email?**

A1.) After HR receives the information needed to create a new employee in Banner, the employee is created in Banner. Banner automatically creates an A number and the employee email address. HR then sends an email to the new employee and their supervisor (or their designee) with information on the new employee's A number, SUNYORANGE email and information on how to access their MYSUNYORANGE.

Q2.) **How do I create a Banner Security Access for a new employee?**

A2.) Create a helpdesk ticket, SUPERVISORS: System Access Request (SAR):

https://servicedesk.sunyorange.edu/WorkOrder.do?reqTemplate=3601&requestServiceId=1202

Select Supervisor Catalog: When creating the ticket you must have the following information:

Employee Name:
Employee A #:
Should replace former employee:        Name of Former Employee:


Q3). **How do I get my employee access to Banner budget?**

A3.) An email will be sent to Cynthia Richichi, Comptroller, from the Helpdesk, with the information you submitted on the Help desk ticket.

Q4.) **How do I get Purchasing Training?**

A4.) An email will be sent to Renee Arnold, Purchasing, from the Helpdesk, with the information you submitted on the Help desk ticket.

Q5) **How do I get my faculty access to Blackboard?**

A5.) Once HR creates a new employee in Banner, they immediately have access to Blackboard.

Q6.) **How do I get a course shell set up in Blackboard?**

A7.) All faculty are added to Blackboard (through Banner), will receive a practice course shell once they are in the Banner system.  The synchronization occurs hourly.

Q8.) **How do I get my faculty into Banner so they can now advise?**

A8.)  An email will be sent to Sasha DeNeve, AVP officer, from the helpdesk, with the information you submitted on the Helpdesk ticket.

Q9.) **How does my employee information appear on the employee on-line phone directory?**

A9.)  Once a new employee is created in Banner then HR processes the information so that it is automatically picked up by the phone directory online.