

On & Offboarding with ServicePro

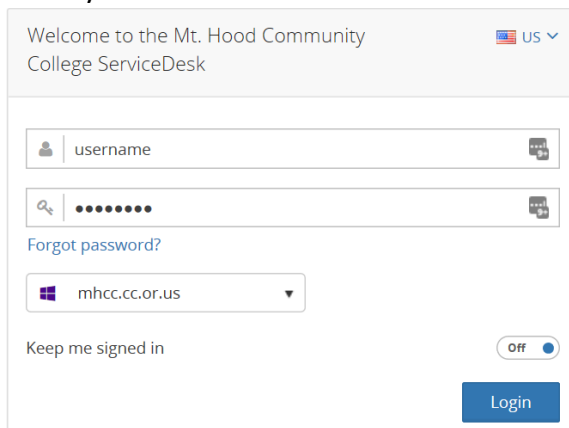
When employees leave the College it is necessary for managers to notify Human Resources and IT of the employee's departure (Offboarding). The College uses ServicePro to partially automate this process. In addition, the ServicePro Offboarding tool provides checklists to assist managers in completing all of the necessary offboarding tasks:

Log in to Service Pro:

Use the following link to access the ServicePro Login Page:

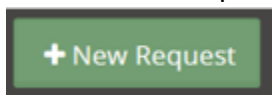
<https://servicedesk.mhcc.edu/servicedesk/Account/Login?ReturnUrl=%2Fservicedesk%2F>

- Enter your MHCC Email Username and Password



Start On/Offboarding Request

- Click "+ New Request" in the upper right corner of the page

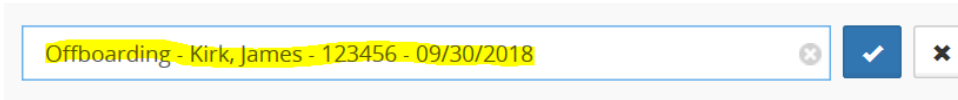


Click "Enter Title"

Specify Request Title

Title: Enter title

- Enter the title in the following format: “Offboarding – [Employee’s Name] – [Employee’s ID #] – [Employee’s Separation Date]”

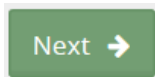


Offboarding - Kirk, James - 123456 - 09/30/2018

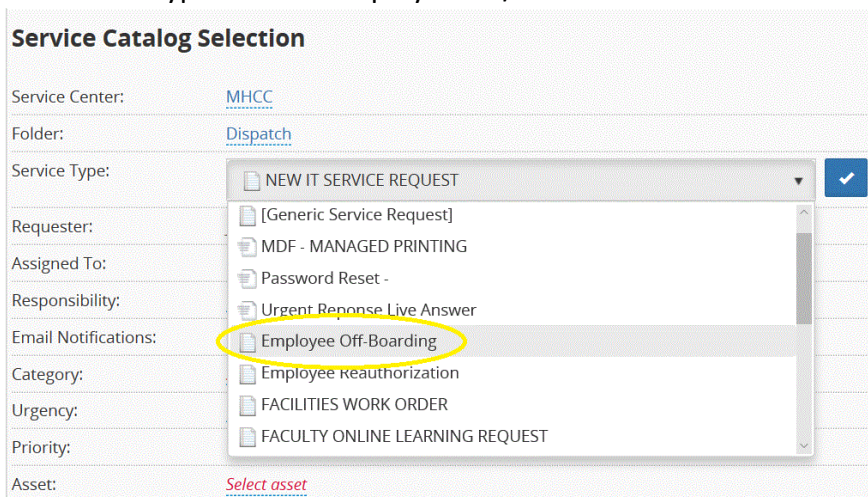
- Click the blue check



- Click the green “Next” button



- In “Service Type” select “Employee On/Off-



Service Catalog Selection

Service Center: [MHCC](#)

Folder: [Dispatch](#)

Service Type: NEW IT SERVICE REQUEST

Requester:

Assigned To:

Responsibility:

Email Notifications: Employee Off-Boarding

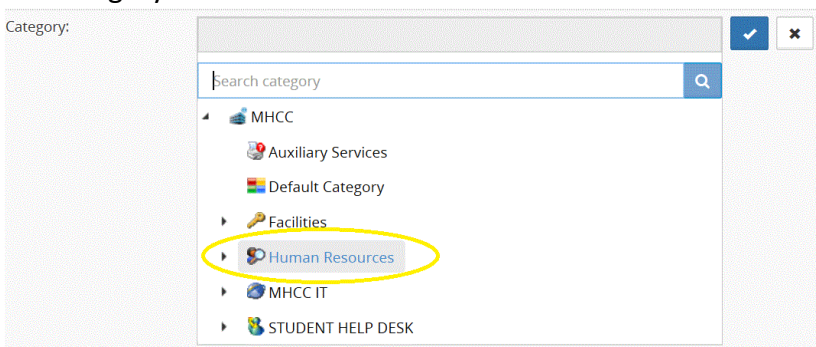
Category:

Urgency:

Priority:

Asset: [Select asset](#)

- In “Category” select “Human Resources & new hire”

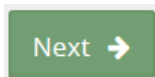


Category: Human Resources

Search category

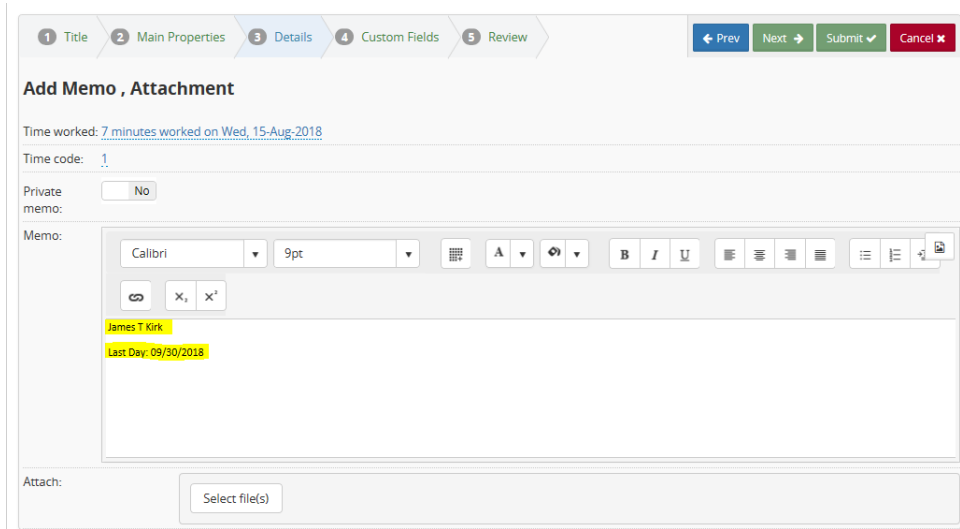
- MHCC
 - Auxiliary Services
 - Default Category
 - Facilities
 - Human Resources**
 - MHCC IT
 - STUDENT HELP DESK

- You have entered everything required on this page. Click the green “Next” button



Add Memo, Attachment page

- This page requires input before you can proceed. At a minimum, enter the employee's name and last intended work day.

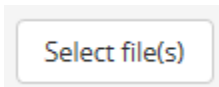


You can also upload documents to this page. Documents to upload can include:

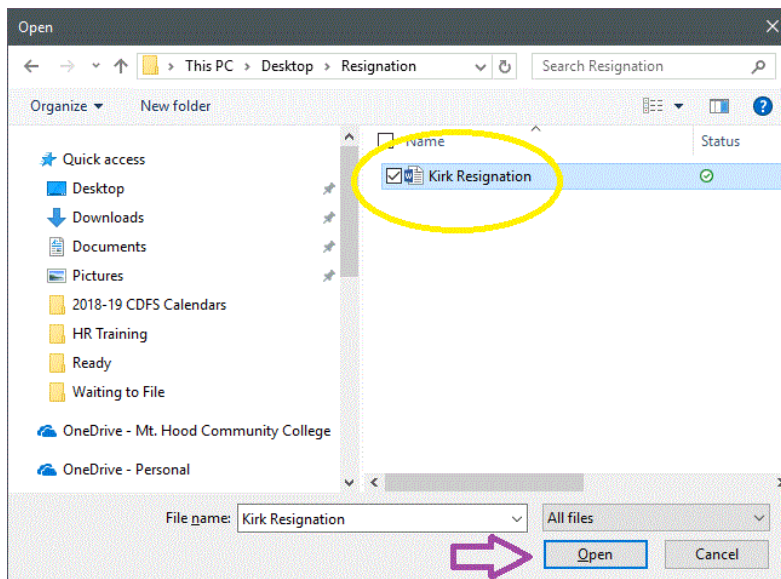
- Letter of resignation
- Final full-time attendance
- Final part-time timesheet

To upload a document,

- click the Select file(s) button

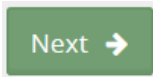


- Navigate to the location or the file to be uploaded, click on the file, and click the Open button



The file you selected will be added to the Offboarding request.

- You have entered everything required on this page. Click the green “Next” button



Employee Information/Supervisor Checklist page

Employee Information section

- In the Employee Information section, you are required to enter information in all the areas with **red text**.

Employee Information			
Employee Name:	<u>Name</u>		
Employee ID#:	<u>"Please enter a valid numeric value"</u>	Date of Separation:	<u>"Please enter a valid date value"</u>
Current Mailing Address:	<u>"Please enter a valid text value"</u>		
Current Supervisor:	<u>Supervisor</u>		

- Enter the **Employee Name** and Click the blue check



- Enter the **Employee ID#** and Click the blue check



- Enter the employee’s **Current Mailing Address** and Click the blue check



- Enter the employee’s **Date of Separation (Last work day)** and Click the blue check



- Select the employee’s **Current Supervisor** from the list. To do this enter at least the supervisor’s first initial and the list will populate. Click on the Supervisor name and the field will fill in.

Final Attendance and Final Check Statement Section

This section is a reminder that final attendance sheets **MUST** be turned in to Human Resources at least two days in advance of the employee's final day. Final checks are **NOT DIRECTLY DEPOSITED**. paper checks are available in the Payroll Office on the last day of work by 1:00pm. If final checks are not picked up by close of business of the employee's last day, the check will be mailed to the employee's current mailing address on file with Human Resources.

Items to Be Returned Section

This section is the supervisor's checklist of Items that must be collected from the employee upon separation. The supervisor is responsible for the return of College property from employees.

- Check all of the applicable boxes for items that the employee has and that you will be collecting prior to the employee separating.

Items To Be Returned

Check all applicable items that NEED TO BE RETURNED

Current Supervisor accepts responsibility for the return of the indicated items:

Please refer to Information Technology for the following items:

Electronic Equipment

Magnetic Access Card

Printer Card

Please refer to Facilities Management for the following items:

Keys, locks, etc.

Art Work

Please refer to the Library Services for the following items:

Library Materials

Please refer to the Business Office for the following items:

Credit Cards

Please refer to division lead or supervisor for the following items:

MHCC Photo-ID Card

Parking Pass

Business Cards

Work Materials

(Manuals, Instruction Books, Uniforms, Gear/Tools, Job Accessories/Instruments, etc.)

(Cell Phone, Pager, Laptop Computer, Mobile Device, iPad/Tablet)

Other

Other List

Check this document for whom to contact to see if the employee has a particular item

<http://home.mhcc.edu/HR/forms/offboarding/propertyclearance.doc>

- If after completing this section you would like a physical checklist you can click on the link at the bottom of the section for the current Property Clearance Form:
<https://servicedesk.mhcc.edu/ServiceDesk/NewRequest/AddRequest#>

Technology Access Section

- Select the accounts you want IT to disable for this separating employee. In some circumstances you may not want to disable all access. For example, if a full-time faculty is retiring but returning as a working retiree you may not want to disable Email, Network, Portal, or CX access but you will want to disable the Telephone.

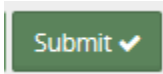
Technology Accesses

Check all applicable accesses to be disabled

Email & Network Access :	<input type="checkbox"/>	Telephone Voicemail / Directory Listing	<input type="checkbox"/>
CX Account Access	<input type="checkbox"/>	PaperCut Account	<input type="checkbox"/>
Portal Account Access	<input type="checkbox"/>		
Other	<input type="checkbox"/>	"Please enter a valid text value"	

Submitting the On/Offboarding Request

- Once you have fully completed the Employee Information/Supervisor Checklist page, click the Submit button in the upper right corner of the page.



Once submitted the employee separation process will begin in HR and IT. The supervisor will be contacted if there are any questions.