The START tool is being retired.

• Most START functionality will move to the new IT Service Portal, with some additional functions moving to other systems, such as Workday

• The IT Service Portal will go live on July 5
START requests that are moving to the new **IT Service Portal**:

- Cell Phones/Pager
- Email Alias
- Express Shipping
- Generate PIN
- Legacy Data Warehouse (DWH)/Legacy Oracle EBS
- Legacy SciQuest
- Telephone, Sets, and Lines & Ethernet
- YaleConnect
<table>
<thead>
<tr>
<th>REQUEST TYPE</th>
<th>WHO CAN SUBMIT</th>
<th>WHO CAN APPROVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cells Phones / Pagers</td>
<td>Anyone with a NetID and Supervisory Organization</td>
<td>• Business Partner (Operations Manager)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Strategic Business Partner (Lead Administrators)</td>
</tr>
<tr>
<td>Email Alias</td>
<td>Anyone with a NetID</td>
<td>Not required</td>
</tr>
<tr>
<td>Express Shipping</td>
<td>Anyone with a NetID and Supervisory Organization</td>
<td>• Business Partner (Operations Manager)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Strategic Business Partner (Lead Administrators)</td>
</tr>
<tr>
<td>Generate PIN</td>
<td>All active M &amp; P, and C &amp; T's</td>
<td>• Business Partner (Operations Manager)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Strategic Business Partner (Lead Administrators)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Section HR Support Specialist (Med School)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Department HR Support Specialist</td>
</tr>
<tr>
<td>Legacy Oracle EBS/Data Warehouse</td>
<td>• Business Partner (Operations Manager)</td>
<td>Auto approved based on restriction on who has access to it</td>
</tr>
<tr>
<td></td>
<td>• Strategic Business Partner (Lead Administrators)</td>
<td></td>
</tr>
<tr>
<td>Legacy SciQuest</td>
<td>• Business Partner (Operations Manager)</td>
<td>Auto approved based on restriction on who has access to it</td>
</tr>
<tr>
<td></td>
<td>• Strategic Business Partner (Lead Administrators)</td>
<td></td>
</tr>
<tr>
<td>Telephone, Sets, and lines &amp; Ethernet</td>
<td>Anyone with a NetID and Supervisory Organization</td>
<td>• Business Partner (Operations Manager)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Strategic Business Partner (Lead Administrators)</td>
</tr>
<tr>
<td>YaleConnect (Access request)</td>
<td>Anyone with a NetID and Supervisory Organization</td>
<td>• Business Partner (Operations Manager)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Strategic Business Partner (Lead Administrators)</td>
</tr>
</tbody>
</table>
START requests that are no longer required as they will be part of the **new Workday role assignment process**:

- Disbursement Pending Approval
- Invoice Approval Worklist (IAW)
- START Procurement Vendor Setup Approver Worklist
- Requisition Pending Approval
- IExpense Worklist
START Retirement Crosswalk

Welcome to the START crosswalk page. Below is a listing of requests previously submitted through START, and when applicable, the link to the new request form within the IT Service Portal.

What's New?
- It is no longer necessary to choose a request form based on who you are making the request for. The IT Service Portal forms allow you to submit requests for yourself or others, regardless of who the request is for.
- You may submit multiple user orders on one form.
- Departments are not called out in separate forms.
- To check the status of an IT Service Portal request, visit the My Tickets section of the IT Service Portal.
- IT Support Providers with a Service Provider role may create a report showing request made by and for others. Contact the ITIL Help Desk for assistance.

- Accounts & Access
- Photos & Internet
- Reports, Approvals, Reviewing Requests

Telephone Sets & Lines Request

Use this form to request, modify or move telephone sets or lines.

Requested By

Request Details
- Drawing For
  - Myself

For Reference: Visit the Telephone Service Page

- Telephone Request Type
- Add
- Change
- Move
- Delete

- Telephone Line Type
- [Select]

- Is the current location an existing Yale building?
  - Yes
  - No

Effective Date

Changing Information
- ECA Type
- [Select]

Special Instructions

Comments

Submit

Add attachments
START Retirement Crosswalk

Welcome to the START Crosswalk page. Below is a listing of requests previously submitted through START, and when applicable, the link to the new request form within the IT Service Portal.

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- Accounts & Access
- Phones & Internet
- Reports, Approvals, Reviewing Requests
This section will display when the request initially displays. Additional fields will display based on selection made in the **Ordering For** field.

Additional fields may display based on field selections.
Dear [Name],

This email is to confirm your request for ITS support. A support provider will resolve this request or escalate it to the appropriate group for resolution. A short description of the original request is provided below.

These are the items in your request:
- Item Number: RITM0208399
- Requested For: [Redacted]
- Short Description: Use this form to request a PIN for another user.
- State: Open
- Approval: Requested

You can view the status of your ticket here, including any approvers: RITM0208399

Thank you.

Information Technology Services
Yale University
Dear [Recipient],

Your approval is requested on the below request:

Short Description: Use this form to request a PIN for another user.
Business Service: Web and Application Services > IAM Authentication Services > NetID and Password Management
Category: Access

Click here to approve RITM0208399
Click here to reject RITM0208399

Click here to view Approval Request and the other approvers: LINK
Click here to view Requested Item: LINK

Information Technology Services
Yale University
• Web page references to START and Training Access Coordinator (TAC) will be updated.

• IT Service Portal Quick Guides

• FAQs
Preparing for Go-Live

Cutoff Dates

• Submit requests - June 26

• Approve requests - June 29