



# **Installations and Logistics (I&L) Marine Corps Installations Command (MCICOM)**

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## **New Employee Information Technology Guide**

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*This FOUO guide will address the most common useful information technology for our new employees. The information contained within is informational only and may become superseded by policy and technological changes unforeseen during the creation of this document. It does not create any right or benefit, substantive or procedural, enforceable at law by a party against the United States. Consult your Human Resources Specialist for more specific information if you have questions.*

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## Information Services Process

1. DD Form 2875, System Authorization Access Request (SAAR) must be submitted for each network system that access is required. Coordinate with your supervisor for access to the online form.
  - a. Two training certificates must accompany the SAAR.
    - i. Training website can be accessed through any computer.
    - ii. Personal Identification Information: <http://iase.disa.mil/eta/piiv2/launchpage.htm>
      1. Save the **Cyber Awareness Training** certificate
    - iii. Information Assurance Awareness: <http://iase.disa.mil/eta/cyberchallenge/launchPage.htm>
      1. Save the **Identifying and Safeguarding Personally Identifiable Information (PII)** certificate
  - b. SF Form 50 – Personnel Action
2. Fill in the personal information on the SAAR and submit to supervisor electronically.
3. Have your supervisor digitally sign it.
4. Supervisor sends the SAAR to the Security Representative via email.
5. Security Representative will conduct a briefing, digitally sign and submit the SAAR to Logistics Support Services (LSS).
6. LSS will create a request for account action; creation, move or deletion to Asset Resources (AR).
7. AR creates a tracking ticket that has a format like (INCxxxxxxx), where x=numbers.
8. AR personnel (MITSC Help Desk) verify appropriate documentation and perform action on the account.
9. MITSC Help Desk notifies LSS of the creation of the account.
10. LSS will notify the supervisor that the account has been created.
11. Supervisor sends employee to Pentagon Building Pass office for CAC card.

## Process steps Timeframes

Step	Action Office	Timeframe	Worked Prior to Step	Comment
1	Individual	1-3 hours	Yes, especially training	Training Certificate must have exact title.
2	Individual	1 hour	Yes	Individual can sign by hand during security in-brief
3	Supervisor	½ hour	No	No information can be added above signature once signed
4	Supervisor	½ hour	No	Email to security representative
5	Security Rep	1-3 Days	No	Briefing by appointment (3 hours)
6	LSS	1-2 Days	No	LSS only tracks SAAR
7	MITSC Help Desk	1-2 Days	No	LSS will have ticket number and can provide status
8	MITSC Help Desk	1-5 Days	No	Account is moved into appropriate container. Email address will appear in GAL
9	LSS	1 Days	No	First attempt by phone. Second by email.
10	Supervisor	1 Day	No	Employee should test CAC and return to Pass Office if necessary.

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## Information Systems Coordinator (ISC)

The ISC has a little more training than the average user; however, the ISC has no administrative functional capabilities. Each division has its own ISC. If you have computer problems, first contact the ISC for your division. If your ISC is unavailable, please contact LSS office. Users are computer savvy these days, so the ISC may not be able to fix the problem any better than the user. In these cases, call the MITSC Help Desk.

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## MITSC Help Desk – (703) 614-1721 Option 1

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### Computer Hardware

Each Principle Staff Director has determined the asset requirements for your Billet Identification Code (BIC), sometimes referred to as your Job. These items may include desktop, laptop, monitor(s), multi-function machine access, software, Blackberry phones and Air Cards depending on the requirements of the BIC.

### Computer Software

Each Principle Staff Director has determined the software asset requirements for each BIC in their respective division. Software has a license requirement, which is managed through the MITSC Help Desk. Your ISC and LSS have no administrative access to the computer to install software.

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### Email Setup:

Microsoft Outlook is the desktop application used for email services. The steps for setting up your account in Outlook on your computer are:

1. Select Start | All Programs | Microsoft Office | Microsoft Outlook
2. Window opens; Enter your name and initials
3. Select OK

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### Telephone VoIP Services

The phone system uses Voice over Internet Protocol (VoIP) services. There is a cable from the wall to your phone and another cable to your computer. Like the computer, you have to login the phone. There are instructions available: <http://voip.hqda.pentagon.mil> or Help Desk Support (703) 571-4482 Option 1

For voice mail assistance: (703) 571-4482, Option 3

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### Accessing SharePoint <https://il.usmc.mil/org/IL/default.aspx>

For SharePoint access, a MCW account is required. Submit a request to [LSR@usmc.mil](mailto:LSR@usmc.mil)

Once you have received confirmation that your MCW account has been created, contact SharePoint Manager for access.

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### VTC/ Conference Rooms – See SOP VTC Conference Room

HQMC I&L Conference rooms are available for use only when not in use by I&L Executive Staff.

VTC Room scheduling contact: [landlconfreq@usmc.mil](mailto:landlconfreq@usmc.mil)

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