

# Add a CAMP Record for a NEW Staff-Faculty-Contractor etc.

How to enter a new CAMP record:

## First Start CAMP and look for an existing account

- Click on **New Account**



Staff Directory Report

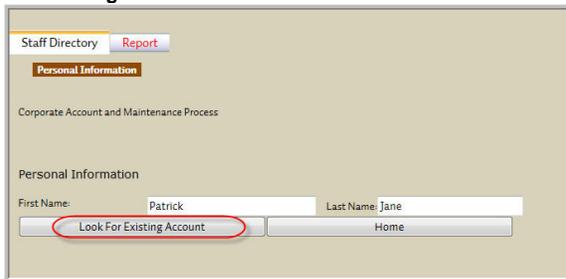
Search for:  Go

Search Department/Division: All

(Include Inactive Accounts in search results)

[\[Edit My Account\]](#) [\[Phone Directory\]](#) [\[Alphabetical Listings\]](#)  
[\[New Account\]](#) [\[Edit Groups\]](#)  
[\[HR Account Approval Page\]](#) [\[Finance Account Approval Page\]](#) [\[CAMP User Guide\]](#) [\[CAMP Admin Guide\]](#)

- Enter the first and last name of the person for whom you wish to enter a record, then click **Look For Existing Account**



Staff Directory Report

Personal Information

Corporate Account and Maintenance Process

Personal Information

First Name: Patrick Last Name: Jane

[Look For Existing Account](#) [Home](#)

## Related articles

- [Technical Support - Frequently Asked Questions \(FAQ\)](#)
- [Keep a CAMP Account Up To Date](#)
- [CAMP - Table of Contents](#)
- [Add a CAMP Record for a NEW Staff-Faculty-Contractor etc.](#)
- [Software Requests](#)

## Get Help

Still need help?

[Submit a Request.](#)

### Very Important

When looking for a previous account please check for variations of names like Bob vs Rob vs Robert. Did they use their maiden/married name the first time they worked here?

If they previously worked here **you must re-activate the previous account**. If a second account is created accidentally, you will be requested to close the second account because we cannot have 2 accounts for the same person. This can cause confusion for the returning employee.

The only exception is with Students. Student accounts must be separate from a Staff /Faculty/Associated Faculty/Temp/Volunteer so a CAMP request must be created and they should be treated as "New to RRU".

If there had been a match found, then you would click on the **Use this Account** button. You will then be shown the existing CAMP information. Correct and update the information as required.

Once the information is correct, you will be required to click on the **Change Termination Date** button and specify a new termination date.

Also, since this account is currently inactive, please click on the **Re-Activate Account** button, and then take one of two available options.

[Detailed instructions can be found here.](#)

**No matter what else you change here, no automation exists.** It will be necessary for you to submit a ticket to IT Services via <http://computerservices.royalroads.ca>. Say that you just reactivated a CAMP record for so-and-so and you'd like to arrange for... and give us all the information covered in the "Providing all the right information" section below.

If their name has changed since they were last employed at RRU, please proceed with re-activating the existing CAMP request as instructed in "I found a match: above, but notify Computer Services as soon as possible. Name changes are very time consuming but a lot faster to complete if we can do the name change BEFORE their account is created (approximately 2hrs or less after the CAMP record is approved)

If no match is found, and you have checked all variations of their name, please click to the second step **Proceed with New Account Request** and confirm you are certain there is no other account by clicking **OK**

## Second, creating the new account

You will now use these tabs to identify the requirements for the new employee

- Enter the **Account Type** (used for the Computer Account)

### **Account Type Changes the Tabs**

If the Account Type is "Staff", you'll see an "HR Information" tab. If the Account Type is "Contractor/Associate Faculty", you'll see a "Finance Information" tab. If the Account Type is neither of those, then you won't see either tab

- Enter the **Primary Group** (Used to decide which default O: drive location is provided)
- **Camp Supervisor** (who will get the CAMP updates and warning of account expiration - Not to be confused with the actual supervisor, although it could be the same person. The *Manager or Reports To* field in Outlook is actually populated by the Payroll department)
- **First Name** (Legal name, NOT used for Computer Account or email address in Outlook)
- **Last Name** (used for Computer Account and Email address in Outlook)
- **Preferred Name** (used for Computer Account and Email address in Outlook)

### **Correct Spelling is Extremely Important**

A name change after the account is created is a very tedious and time consuming process that includes at least 3 teams to complete. Please check and double check the spelling of the First, Preferred and Last Name.

Does Robert want to be called Bob? The preferred name is how the email /account will be created. Robert might want to be called Bob. Doug, might prefer to be called Douglas. Please ensure this is entered correctly, because a change after the account is created is also considered a name change with the same tedious procedure.

- **Job Title** (displayed in Outlook)
- **Office Location** (important for inventory and displayed in Outlook).
- **Home Address and related fields** (not displayed anywhere but in CAMP)
- **Work Phone** (displayed in contact page, displayed in email, used in inventory)
- **Home Phone** (not displayed anywhere but in CAMP)
- **Cell Phone** (not displayed anywhere but in CAMP)
- **Fax Number**(displayed in contact page, displayed in email, used in inventory)
- **Personal Email** (This is used to create ZZ contact required for password reset)

### **Personal Email Address is important and must be unique**

Having a personal email address on file allows for someone to reset their password themselves 24hrs a day, 7 days a week. This can be a lifesaver on a weekend.

The email address **MUST** be unique. If the email address is in use (ie. already used with their student account or by their spouse) then we suggest using another email address. **Tip:** Gmail address ignore any "." before the @ symbol. So if dbrown@gmail.com is used by a student account, try [d.brown@gmail.com](mailto:d.brown@gmail.com). Our system will think the email address is unique, by Gmail treats both [dbrown@gmail.com](mailto:dbrown@gmail.com) and [d.brown@gmail.com](mailto:d.brown@gmail.com) as the same email address.

**Special Note:** If you create the account first, and then add or change the personal email address after, you **MUST** notify Computer Services. Changes made to this field after the CAMP account is created do not replicate to any other system.

- **Exclude from WWW Directory** and **Exclude from Internal Directories** should not be checked unless agreed to by Human Resources. The default is to leave the boxes unchecked.

The "System Identification" tab is not available to everyone so do not be alarmed if you do not see it on your screen

This tab can be skipped

Operational Needs

**IMPORTANT:** Please note changes to operational needs will only be distributed to @RRU-ArrivalsAndDepartures at the time when the account is first requested. Any subsequent changes WILL NOT be forwarded. The purpose of this form is to document training requirements at the time the account is first requested. If you wish to make changes to training requirements, please remember to forward your training requirements to the Computer Helpdesk.

Keys Required:  Yes  No Key Details:

Start Date: February 4 2020

Computer Account Expires: February 4 2022 Ongoing?  Yes  No

Is there a phone already in place for this person?  Yes  No

If no, does this person require a phone?  Yes  No

Is there a requirement for a Long Distance Code?  Yes  No

If yes, please complete the [Long Distance Code Request Form](#)

Is there a computer already in place for this person?  Yes  No

If no, does this person require a computer?  Yes  No

Identity Card Required?  Yes  No

Create Account Home

- **Keys Requested and Keys Details** (used by Security)
- **Start Date** (important for scheduling installation of hardware and software but does not affect account creation)
- **Computer Account Expires** (This date can be only a maximum to 2 years in the future. Account Supervisor will be notified in the weeks leading up to the account expires date)
- **Is there a phone already in place for this person?** and **Do they require one?** (This can be a confusing question. We need to know if the person already has an extension or not, and if they do, what is the extension? You can add this info to the Comments field later on)
- **Is there a requirement for a Long Distance Code?** (no longer necessary on campus)
- **Is there a Computer already in place for this person?** and **Do they require one?** (This can be a confusing question. We need to know if the person already has a computer or not, and if they do, what are the tag number(s)? You can add this info to the Comments field later on)
- **Identity Card Required?** (used by Campus services)

This tab is only available if you are entering a record for an account type of "Staff".

**HR would prefer that nothing is entered into these fields for privacy reasons**

(Competition number can be entered as this is not private, but is not required)

Personal Information System Identification Operational Needs **HR Information** Corporate Applications and/or Training Comments

Corporate Account and Maintenance Process

HR Information

Competition Number:  (Required Field: enter "Unknown" if not known)

Initial Rate of Pay:  (Required Field: enter "Unknown" if not known)

Location Allotment:  (Required Field: enter "Unknown" if not known)

SIN Number:

HR Comments:

Create Account Home

This tab will only appear if you are entering a record for an account type "Contractor/Associate Faculty".

**Finance would prefer that nothing is entered into these fields for privacy reasons**

The information on this page is already provided using the "Contractor Information Form"

Personal Information System Identification Operational Needs **Finance Information** Corporate Applications and/or Training Comments

Corporate Account and Maintenance Process

Finance Information

Short Name:  (This field is populated automatically)

Company Name:

Cheques Payable To:

Status:  Corporation  Partnership  Individual

SIN Number:  Single Business Number:

Registered with WCB:  Yes  No WCB Number:

Collects GST:  Yes  No GST Number:

Address Type:  General

Supplier Group:  Canadian Suppliers

Pay Method:  Cheque

Finance Comments:

Create Account Home

This section is intended to identify application requirements.

Please note that if "training is required" is selected, in certain cases training is provided by peers and not the Computer Services department.

Corporate Applications and/or Training

\*All training will need to be booked by the new employee using the online Learning and Training Calendar.

**IMPORTANT:** Please note changes to training requirements will only be distributed to @RRU-ArrivalsAndDepartures at the time when the account is first requested. Any subsequent changes WILL NOT be forwarded. The purpose of this form is to document training requirements at the time the account is first requested. If you wish to make changes to training requirements, please remember to forward your training requirements to the Computer Helpdesk.

Agresso Financial:  Requires Training

Agresso Student:  Requires Training

Avanti:  Requires Training

Course Evaluation Survey Admin:  Requires Training

CRM:  Requires Training

CTET:  Requires Training

EMS:  Requires Training

JIRA:  Requires Training

Library resources:  Requires Training

Other:  Requires Training

PCI Training:  Requires Training

Raisers Edge:  Requires Training

SharePoint:  Requires Training

Create Account Home

- **Agresso Financial** (now called Unit4 Financial. You may select this or contact *Business Planning* directly. This must be approved by them and a non-disclosure agreement signed. Once approved BP will contact us to provide permissions. Training provided by peers or arranged through BP)
- **Agresso Student** (now called Unit4 Education. You may select this or contact *ASW Administrator* directly. This must be approved by them and a non-disclosure agreement signed. Once approved ASW will contact us to provide access and permissions. Training provided by peers or arranged through ASW Administrators)
- **Avanti** (Please provide computer name in comments tab. Training provided by peers)
- **Course Evaluation Survey Admin** (now called SurveyMonkey. Training provided by peers)
- **CRM** (Please provide computer name in comments tab. Training provided by peers)
- **CTET** (no longer provided)
- **EMS** (Basic EMS access is provided to all staff for booking resources. Only check off if you require additional access like:
  - **EMS Campus Admin** (Only available to Academic Scheduling, Campus Services Schedulers and Admin, some Production, IT Helpdesk, Media Tech, Security and Habitat. If you need this access please identify later in the Comments tab)
  - **EMS Web User Group** (If you need this access please identify the group later in the Comments tab)
  - **EMS Process Template** (If you need this access please identify room or resource later in the Comments tab)

Just like the title suggests, add any comments here. Please note that to save time, enter the information noted on the previous tabs like computer name, existing extension, EMS groups, EMS Room or Resource,, or any additional requirement not listed on other pages are already provide with the computer.

A list of other things you could request can be found [here](#).

**Finally after the comments have been entered and you've verified all the information provided, you can click the "Create Account" button to start the ball rolling.**

What happens now?

Depending on the account type, the CAMP account request can go through a number of steps.

**Staff and Faculty accounts** go to HR for approval, and the Finance for approval. Once approved, an email is sent to "Arrivals and departures" and the account is automatically created within 2 hours, Monday to Friday from 8am to 4pm. The account info is sent to the Account Supervisor

HR normally verifies the following:

Personal Information tab

- confirming the individual is indeed being hired as an employee and therefore the account type is correctly noted as 'Staff'
- the correct supervisor is noted
- the correct position title is noted
- double checking all the name fields are correct and perhaps address too (although address is less important and ultimately is private personal information that also should be removed from CAMP – currently under review by IT security staff)

Operational needs

- confirming the start date is correct
- perhaps a 'courtesy' double-checking of some of the phone/computer requirements if it is a new position (not a replacement employee for an existing position/workspace)

Comments

- might glance for information and to confirm no private information disclosed

**Volunteer and Temp accounts** will go to Arrivals and Departures immediately. The account is automatically created within 2 hours, Monday to Friday from 8am to 4pm. The account info is sent to the Account Supervisor

**Associate Faculty accounts** will go to Arrivals and Departures immediately. The account is automatically created within 2 hours, Monday to Friday from 8am to 4pm. The account info is sent to the Account Supervisor and to the Associate Faculty.



**Contact Computer Services for assistance**

As always, should you need further assistance, please contact Computer Services by phone, [e mail](#) or [Online Request Form](#)