

SOM Facilities Planning — New Hire Reference Guide

Updated May 2026

NEW HIRE CHECKLIST

1

Submit New Hire Form

Complete the New Hire Form on the Facilities ServiceNow portal.
Do not send the HR Recruitment Form.

2

Zoom Phone Setup

Submit a Zoom Phone request through the SOM IT ServiceNow portal.
We no longer process Zoom Phone requests.

3

Name Sign Installation

Name signs are installed 1-3 business days before the start date.

4

Office Keys

Key pickup will be coordinated by Facilities Planning with the requestor unless other arrangements have been made. The Key Authorization Form will be issued on the employee's start date and must be completed following key pickup.

5

Space Allocation

Review Office Eligibility Guidelines before requesting space. All assigned seating must be confirmed by Facilities Planning before the start date.

6

Questions?

Contact Facilities Planning at planning@medsch.ucr.edu for additional questions or concerns.

EMPLOYEE SEPARATIONS

→ Notify Facilities Planning

Email Facilities Planning immediately upon receiving a separation notice.

→ Return Keys

All keys must be returned within 5 business days. If not returned, a Change of Authorization (COA) will be requested for replacement costs.

→ Secure Workspace

All cabinets must be locked before keys are returned.

→ Name Sign Removal

Facilities Planning handles all signage removal. **Please Do not remove name signs.**

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SEAT MOVES & SPACE MANAGEMENT

Seat Swaps / Shuffles Are Not Permitted

All seat moves and desk swaps require a ServiceNow ticket submitted to SOM Facilities.

Unapproved moves:

- Disrupt space tracking
- Delay key assignments
- Create occupancy system confusion

Submitting a ticket allows Facilities to:

- Update office signage
- Reassign keys correctly
- Maintain accurate space records

Keys & Mobile Cabinets

Keys are tracked by SOM Facilities.

Please do not:

- Swap keys between employees
- Exchange mobile cabinets
- Transfer desk storage without notice

To reassign keys:

- Submit a ServiceNow ticket to SOM Facilities
- Facilities updates the ownership log
- New documentation will be issued

VACANT WORKSTATIONS — Do not use vacant cubicles for storage. Clear desks allow Facilities to onboard new hires quickly, maintain accurate vacancy tracking, and support department needs.

MOVES, PROMOTIONS & HOW TO SUBMIT

Internal Moves & Promotions

For internal moves, name changes, promotions, interns, or limited hires, contact Facilities Planning directly:

planning@medsch.ucr.edu

Facilities will update all signage to reflect the new position or location.

Submit All Requests via ServiceNow

Use the SOM Facilities Planning Request Form in ServiceNow for:

- New hire space requests
- Seat moves and desk swaps
- Key reassignments

Do not send HR Recruitment Forms to Facilities.