

Wharton Technology Onboarding Overview (Staff)

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This article will discuss best practices for technology onboarding and new hire account requests. Purchasing standards for staff laptops and recommendations, prices, and comparisons of each computer are visible.

Table of Contents

- [Staff Technology Onboarding Form](#)
- [PennKey](#)
- [Requesting Hardware](#)
- [Key Information](#)
- [Questions?](#)

Technology Onboarding Best Practices and Information

Please read the items below carefully to make sure you follow Wharton's technology request best practices.

Staff Technology Onboarding Form

After reading this guide, and the [New Technology Procurement Guide](#) for hardware information, complete the [Staff Technology Onboarding Form](#) to submit an official technology request.

Note - Our Technology Procurement Guide is intended to assist staff and faculty in making thoughtful decisions when requesting new technology. For new staff, the default technology detailed in the [Requesting Hardware](#) section below, is intended to help streamline the process by being budget friendly, capable, and reduce lead times.

PennKey

[Top](#)

Most technology onboarding processes cannot begin without a PennKey. Technology requests should be submitted as soon as possible (even without a PennKey and *at least* ten business days' prior to start date) so we can start the process and reduce lead times; however, we ask that you follow up with PennKey information once it is received. Failure to receive a PennKey within 48 hours of the start date may lead to delays in the computer configuration process and inability to deploy a device on a new staff members start date.

Requesting Hardware

[Top](#)

- **Windows/PC** - New staff who choose the Windows platform are provided with option **L5** (green column in the Dell section of the New Technology Procurement Guide)

- **macOS/Mac** - New staff who choose the macOS platform are provided with option **L2** (green column in the Apple section of the New Technology Procurement Guide)
- **Custom** - If you have a use case that our default options do not meet, then please select "**Custom**" in the **Staff Technology Onboarding Form** and advise which configuration code you'd like to use as a starting point, or provide details. Justification and approval may be required.
- **Redeploying existing technology** - Client Support Services often stores computers that are eligible to be redeployed back to departments and open positions are filled. If you are holding on to your own technology that you would like to reuse, please provide details such as the Make, Model, and serial number/service tag so we can confirm eligibility.
- **Existing peripherals and accessories** - For new staff that will be hoteling or utilizing an existing office space, please use the comments section to detail anything unique about the situation, however requesting displays, docks, cameras, etc is not necessary if the space is already outfitted with technology.

[📄Top](#)

Key Information

- **Deployment scheduling** - After receiving your requested deployment time, our team will formally book that time (1 hour) in our scheduling system. If the requested timeslot is unavailable, we will reach out to find a time that works best for everyone.
- **Loaners** - For technology purchases that cannot be procured in time to arrive on the start date, a loaner may be provided (subject to availability). We will collaborate to schedule a follow up deployment when your requested hardware is ready.
- **Specialized software and configurations** - Many departments require software and configurations specific to their workflow. Although we include many widely used software options in our standard configuration and the built-in Self Service portal, please include specifics when completing the 'specialized software' section of the technology onboarding form (to the best of your ability). This will help us plan for any custom configurations that need to happen while the new computer is being deployed. Some examples include - Java (for Ben Financials), Smart View, and Power BI, and various other data warehouse connections. *Note that some access and specialized software may require coordination with other teams and extend turnaround times.*
- **Approvals** - Client Support Services assumes that any internal approval processes for requesting technology or access have been completed before placing a request. Our team may require approvals to be forwarded to us after the request is evaluated.

Questions?

[📄Top](#)

For more recommendations and information, you may reach out to Wharton Computing Client Support Services by emailing support@wharton.upenn.edu.
