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**KB Article # CSX On – Boarding Process**

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| --- | --- | --- | --- | --- |
| **Version History** | | | | |
| **Version #** | **Reviewed By** | **Approved By** | **Revision Date** | **Description of Changes** |
| 1.0 | Ramani Kumar R | Nagarajan | 15-06-2023 | Document Creation |
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|  |  |  |  |  |

1.Should raise a Service Request at least 4 business days prior to joining date <https://gsc.brillio.com/>

2. Select “**Digital Workplace services”** as highlighted**.**

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3. Click on **“Create a Service Request”** as highlighted below**.**

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4. Fill the fields with the below information

* Requested for will always be **Rosie Karakusevic or HR Team**
* Title will be: **New Joiner (Brillio CSX)**
* Emp Name (First name, Last name, Display Name)
* Emp type (Associate/ CWs/FTE)
* CSX Email ID (if available)
* Date of joining
* Shipping Address with Mob no.
* Laptop required (Yes/ No)
* AVD access required (Yes/ No- already laptop requested)
* Laptop type if needed (Lenovo Thinkpad T14, Apple Macbook Pro, Lenovo X1 carbon, Microsoft Surface)

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5. Always make sure to mention the below comment

**Schedule a 30 mins calendar meeting b.w GSC and user for IT onboarding on/after joining date. It's not related to GSC ticket.**

**6. In case of any queries please contact GSC from the below numbers.**

**Phone Support:**

|  |  |
| --- | --- |
| **UK** | **+44 20 81587959** |
| **India** | **000 (800) 0404049** |
| **USA & Canada** | **+1 669 721 1449** |
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