**MCU IT INTERN AND VOLUNTEER CHEATSHEET**

1. **Sponsor** initiates a service request by emailing the below provided information to [helpdesk@usmcu.edu](mailto:helpdesk@usmcu.edu)

FName: \_\_\_\_\_\_\_\_\_\_\_

MName: \_\_\_\_\_\_\_\_\_\_\_

LName: \_\_\_\_\_\_\_\_\_\_\_

Role at University: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Status: INTERN or VOLUNTEER

GS Sponsor Name & Tele: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Helpdesk** will assign ticket to the Information Assurance (IA) Department to request an Alt Token.
2. **Intern** or **Voluntee**r, while waiting for Alt Token, will log in to *MARINENET* at: [*https://www.marinenet.usmc.mil*](https://www.marinenet.usmc.mil) and register if not registered.
   1. Once registered, the **Intern** or **Volunteer** willsearch for and complete the CYBERCtraining modules. This includes the Cyber Awareness and PII training.
   2. Print or save a copy of the CYBERC certificate to provide to the Helpdesk.
3. **IA** will notify the sponsor or user when the Alt Token is ready to be picked up.
4. **Intern** or **Volunteer** will bring 2 forms of identification to IA and receive the Alt Token.
5. **IA** willopen aservice requestand assign it to the Helpdesk group for SAAR creation and account creation.
6. **Intern** or **Volunteer** will go to the Helpdesk, Bldg. 2044 Rm. 1124 and have the below items.
   1. CYBERC certificate
   2. Alt Token
   3. Copy of background investigation issued from MCB Quantico PMO
7. **Helpdesk** will process the SAAR create account once SAAR is complete.
8. **Helpdesk** will notify sponsor when account is created and provide Email address.