

IT and equipment setup request email template

Ask IT and facilities for laptops, accounts, badges, and access early enough that day one works.

Updated October 15, 2026. Written and reviewed by the HRTally Research Team.

When to use this template

Use this internal email to request equipment, system access, and facilities setup for a new hire, a transfer, or a role change. It goes to IT, facilities, and sometimes security. Most first-day disasters, such as no laptop, no email account, no building badge, come down to this request going out too late or missing details.

Send one complete request with the start date, role, manager, location, and a specific list of what's needed, rather than piecemeal asks. If you have an HR service delivery or ticketing tool, use it so the request can be tracked. If you are a small company without one, this email is your checklist.

Version 1: New hire setup request

SUBJECT Setup request: [New hire full name], starting [Date]

Hi [IT and facilities contacts],

We have a new hire starting soon. Please set up the following by [Date, at least two business days before the start].

Name: [Full legal name] (preferred name: [Preferred name])

Job title: [Title]

Team and manager: [Team], [Manager name]

Start date: [Date]

Work location: [Office and desk, or remote with shipping address on file]

Employment type: [Full time, part time, contractor]

Equipment: [Laptop model or standard build], [monitor, headset, phone, other]

Accounts: email, [Slack or Teams], [HRIS], [role-specific systems, such as CRM or finance tools]

Access level: [Same as role template, or specific permissions approved by Manager name]

Facilities: building badge, desk or locker, [parking permit]

Please confirm when each item is done, or tell me if anything can't be ready in time.

Thanks,

[HR contact]

[Company]

Version 2: Role change or transfer request

SUBJECT Access change: [Employee full name], effective [Date]

Hi [IT contact],

[Employee full name] is moving from [Old role and team] to [New role and team], effective [Date].

Please:

- Add access to: [Systems and permission levels]
- Remove access to: [Systems they no longer need]
- Update manager in [Systems] to [New manager name]
- Move equipment or desk: [Details]

[New manager name] has approved these changes. Let me know if anything needs a separate approval.

[HR contact]

Subject lines to try

- Setup request: [New hire full name], starting [Date]
- New hire equipment and access for [Date]
- Access change: [Employee full name], effective [Date]
- Action needed by [Date]: new hire setup
- IT setup for [Team] new hire

How to personalize it

- Send the request as soon as the offer is accepted.
- Include the preferred name for email and directory displays.
- Specify access by role template so you don't over-grant permissions.
- Ask IT to confirm completion by a set date.

Mistakes to avoid

- Requesting access the role doesn't need.
- Sending the request the Friday before a Monday start.
- Forgetting to remove old access when someone changes roles.
- Including sensitive data like Social Security numbers in the email.

When to send it

As soon as the offer is accepted, and no later than five business days before the start date for laptops that need shipping. Role changes should go out a week before the effective date. Many HRIS platforms , including Rippling , can trigger device and app provisioning automatically from the hire record.

Before you hit send

- The start date, time, and address match the offer letter and the manager's calendar.
- Form I-9 instructions point to the official document list without naming specific documents.
- The manager and the buddy have seen the message and know their part.
- Portal links work from a personal email account, since the new hire has no company login yet.
- Nothing asks a nonexempt new hire to do unpaid work before day one.

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