



User Account Requests Training (Requestors)

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Service Desk: 802-828-6620, Option 1

Overview

LANDesk Training Information Site provides other materials that will be very helpful to review after attending this Webinar:

http://dii.vermont.gov/support/service_desk/landesk/training/UARTraining

UAR Requestor and Approver Training Guides

- [User Account Requestor Guide](#) (updated 1/26/16)
- [UAR Choosing a Type](#) (added 3/30/15)
- [User Account Request Approver Guide](#) (updated 8/4/15)
- [UAR Account Action Form Screen Shots](#) (updated 8/3/15)
- [Frequently Asked Questions](#) (updated 1/30/15)

UAR Webinar

- [User Account Request \(UAR\) Training Webinar \(January 2015\)](#) (approx. 60 min)
- [UAR Training Slides \(12/4/15 UAR Training\)](#)

UAR Quick Steps

- [UAR Changes to Existing Quick Click List](#)
- [UAR New Hire Quick Click List](#)
- [UAR Termination Quick Click List](#)



Overview

The State of Vermont used various means for processing user account requests. The LANDesk request system replaced several manual and electronic forms for these collections of systems and automated the account request process.

- As an Authorized requestor, you will be logging into LANDesk and making requests for **newly hired employees, changes to existing employee information, or removing terminated employees** from computer accounts. You are tasked to make sure that a request is appropriately approved before submitting.
- This training will be focused on the basic steps that are needed to submit a UAR request ticket.

When to ask an Authorized Requestor to submit a ticket

Authorized Requestors are the only ones that have a User Account Request button on their LANDesk homepage.



- An individual wants access/permission/removal to an existing shared folder, security group, and/or email distribution list.
- An individual requires a change to an account such as adding or removing an account due to changes in job duties.
- An individual has a name change that would affect their account(s).

The Request Support form is not to be used for “new hire” accounts, transferring employee accounts, changes to permissions and accesses of accounts, terminating employee accounts.

When to use Request Support ticket for IT issues...

Some Examples:

- Something “IT” is broken or doesn’t work
 - Printer will not print. Or clear the queue
 - Outlook email/Calendar issues such as it won’t open/freezing, emails are missing, password resets.
 - Computer connection issue like the Network/internet is down, computer won’t turn on
 - Unable to open or close a program – an error message appears
 - Cannot login to Citrix, locked out
- Need an “IT” service performed
 - Create/Remove an IT Active Directory group or folder
 - Create/Remove an email Distribution List or shared mailbox
 - Add an employee to an already created distribution list.
 - Software update/install is needed – Adobe / Java / Brower upgrade
 - Simple Outlook Global Address Book changes such as, phone number change, location address changes.



Submit a User Account Request

Log into LANDesk

- Go to <https://itsupport.vermont.gov> if your domain is VSMS, TAX or AHS.
 - Your Windows login credentials will automatically pass through to LanDesk, and it should log you in automatically
- Go to <https://itsupport.vermont.gov/logon> if your domain is different from above (example DPS, LABOR). This is an explicit login.
 - Use your email address as your user name to open LANDesk.
- NOTE: To access LANDesk Self Service from a remote location, connect via VPN or Citrix first.

LANDesk Account Workflows



Generic Accounts for Most State Users

- Active Directory
- Email
- ACD Phone
- LANDesk Account
- RACFID/TSO/VM
- Remote Access
- Other

Accounts specific to AHS Users

- ACCESS*
- Care Management*
- Medicaid Pharmacy Claims* ★
- Medicaid Analytics* ★
- MMIS * ★
- OnBase* ★
- AFG ★
- PEAKS ★
- Other ★ (to be used for other accounts not configured in workflows above)

***Requires business approval**

Accounts with a Blue Star are also dependent on Active Directory creation to be completed prior to those accounts being created.



Interaction with LANDesk Requests

Interaction via email:

Email subject line

Never change the subject line of a notification from LANDesk because that is how LANDesk identifies with the request. Any changes made to the subject line may result in a lost email response.

- Once the request has been submitted, LANDesk will generate emails related to the following: User Account Request (UAR) number. The email may:
 - requesting more information,
 - inform the requestor that a note has been added to the request
 - the account has been created
 - the request has been approved or rejected, etc.
- The requestor can reply to the email at any time and it will be added to the “notes” section of the request.



Common Navigation & Tips

Dashboard Request Statuses

Common Dashboard Status

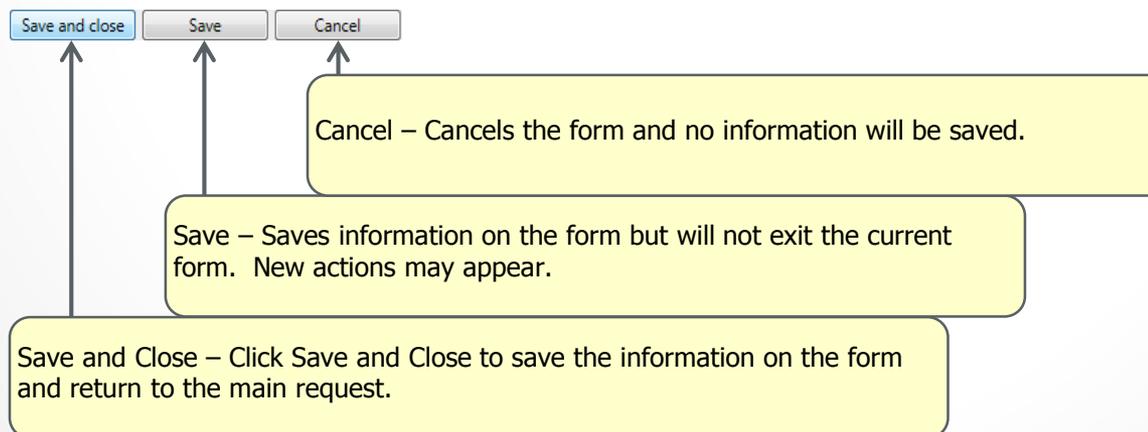
- **Acknowledged** – This is a pass thru status which most requestors will not even see when submitting a completed ticket. If they do see it, they need to re-open the ticket to finish and submit.
- **Awaiting User Completion** – the request form has been started but is not yet complete until an account request has been entered and submitted. (Nothing gets forwarded until “submit” is clicked by the requestor)
- **Open** – The “child” request has been created, and is waiting for an analyst to be assigned.
- **In Progress** – the request has been submitted and waiting for accounts to be created.
- **Awaiting Authorization** – the request requires prior approval and is waiting for an approving authority to approve.
- **Out with Customer** – the analyst has asked for more information; the request is waiting for a response or action from the requestor.
- **Awaiting Child Request** – the “parent” will have this status until all the “child” requests have been completed and closed.
 - Parent/Child Requests will be described.

Common Navigation & Tips

Save & Close, Save or Cancel

When to choose “Save and close”, “Save”, or “Cancel”

When finished with any form, the requestor will have the following options; **NOTE: none of these options will submit the request – they only save or cancel the form you are currently on.**





Submit a User Account Request

Choosing a Type:

Changes to Existing - (For a User/Employee/Vendor/Contractor/Partner)

- Name Change to a current user. Identify user's current existing name, then in description box, detail what the new name should be changed to. This will require account actions be picked to identify what account's the user has that will need the name change.
- Current user requires change in access/permission to an existing folder or account (i.e. for example: need to be added to an existing Active Directory network folder, removed from a security group, and/or shared email box or calendar)
- Current user requires change to add/remove a program account **due to changes in duties**. (i.e. add OnBase, AFG, Peaks application if user did not have it previously OR remove ACD phone, OnBase, OMS).
- Current user is **moving positions within the same department/division** and minor changes to their accounts need to be made such as location, supervisor, job duties, folder access and distribution list changes. If their email and H:drive do not need to be archived since they are not moving out of their division, then a "changes to existing" can be used to add and remove them from permissioned accounts.

Examples for summary box or description box of departing location: UserName "is transferring to a new district within FSD and needs to be removed from some DLs and calendars at the end of the day on ?/?/??" and the hiring location would then do a ticket to add user to the DLs and Calendars needed.



Submit a User Account Request

Choosing a Type:

New Hire

- A new employee to State Government (permanent, part-time, temp or limited service) that has or will have an employee ID payroll number
 - A new vendor/partner/contractor/intern that is not paid by an employee ID payroll number
 - A Current user moving within State Government from one department/division to another
 - Transferring from a different department/division
 - Changing from a Temp State employee or Vendor from one department into a permanent state employee of a different department
- A LANDesk UAR Request is done by Hiring Agency/Department to request accounts to be created and identify file folder/application access plus any distribution lists they should be added onto and/or accounts specific to the new position. If a transfer, please complete the box called “Transfer from Department”.



Submit a User Account Request

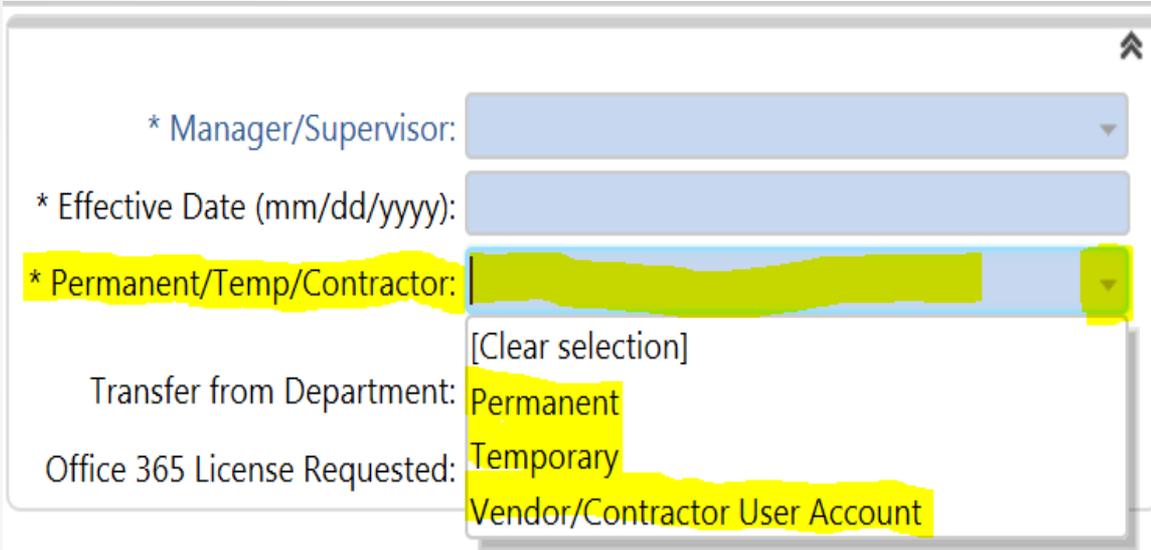
Choosing a Type:

Termination

- An employee who has terminated employment and must be removed from ALL SOV accounts that you identify
 - A vendor/partner/contractor account who no longer needs SOV accounts that you identify
 - A Current user moving within State Government from one department/division to another
 - Transferring to a different department/division
 - Changing from a Temp State employee or Vendor from one department into a permanent state employee of a different department
- A LANDesk UAR Request / Termination is done by the Departing Agency/Department to remove all current accounts which includes archiving of email account and H:drive home folder. Since the archived accounts are the property of the departing department, authorization and permission for a user to have access to the mailbox and files is should be noted in the description details, if permitted.

Submit a User Account Request

State Employee OR Non-State Employee:



* Manager/Supervisor: [Dropdown menu]

* Effective Date (mm/dd/yyyy): [Text input]

* Permanent/Temp/Contractor: [Dropdown menu]

[Clear selection]

Transfer from Department: Permanent

Office 365 License Requested: Temporary

Vendor/Contractor User Account

State employee choose **permanent** or **temporary** = employee is assigned an employee ID number from the VTHR system, logs into VTHR to submit timesheets.

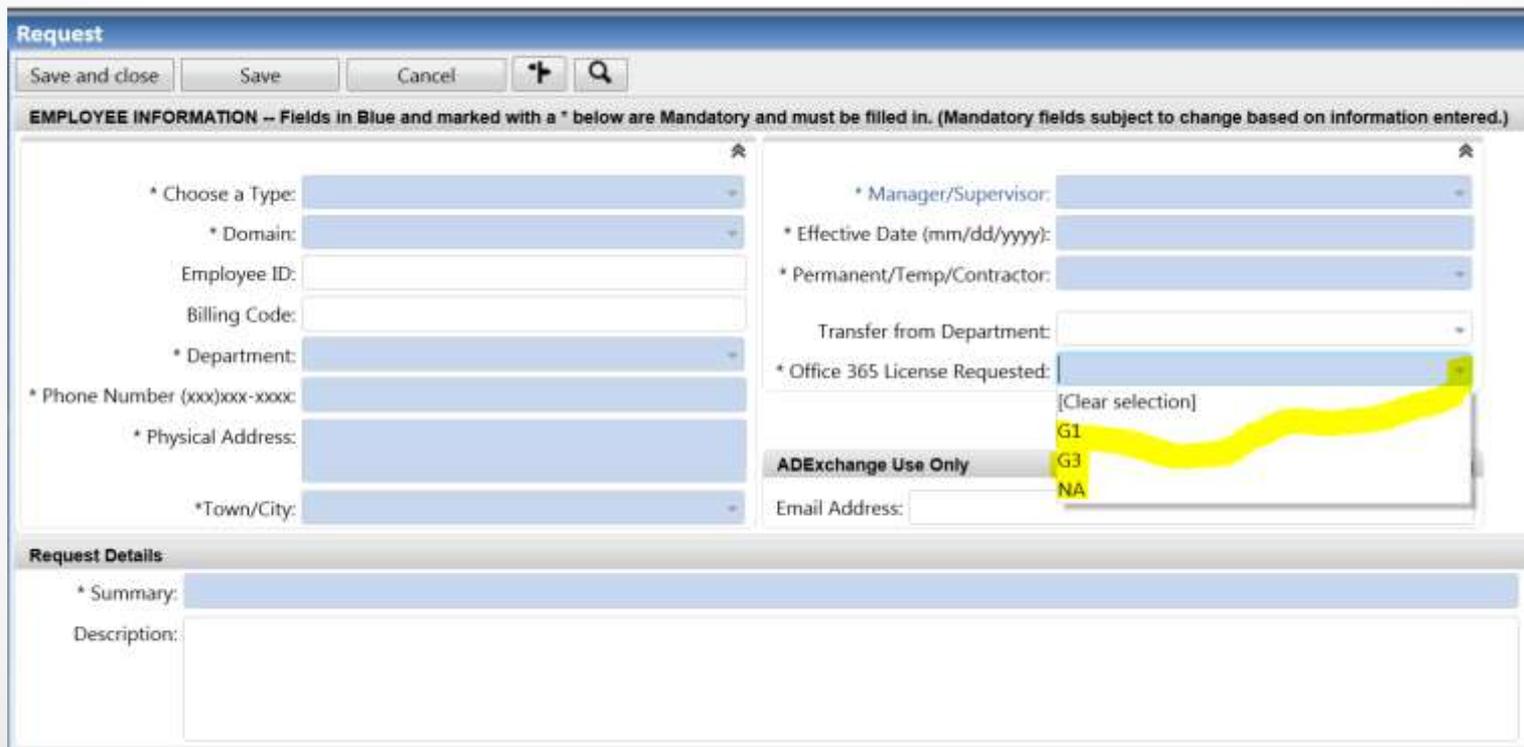
Non-State employee choose **Vendor/Contractor User Account** (this also includes a

Partner/Intern account) = employee **DOES NOT** have a state employee ID number and cannot log in to the State's VTHR system to enter time, or view paychecks. This employee (regardless of their duties) should be considered a Vendor/Contractor User Account.

The bottom line is if the employee doesn't have a state employee ID number, they are considered a Vendor/Contractor User Account.

Submit a User Account Request

The Employee Info page: Use dropdown box to indicate which Office 365 license type G1 vs. G3 or N/A (if not applicable to the request being submitted)



Request

Save and close Save Cancel

EMPLOYEE INFORMATION -- Fields in Blue and marked with a * below are Mandatory and must be filled in. (Mandatory fields subject to change based on information entered.)

* Choose a Type: [Dropdown]

* Domain: [Dropdown]

Employee ID: [Text]

Billing Code: [Text]

* Department: [Dropdown]

* Phone Number (xxx)xxx-xxxx: [Text]

* Physical Address: [Text]

*Town/City: [Dropdown]

* Manager/Supervisor: [Dropdown]

* Effective Date (mm/dd/yyyy): [Text]

* Permanent/Temp/Contractor: [Dropdown]

Transfer from Department: [Dropdown]

* Office 365 License Requested: [Dropdown]

[Clear selection]

G1

G3

NA

Request Details

* Summary: [Text]

Description: [Text Area]



Submit a User Account Request

Office 365 Licensing Information

Office 365 License Type explained below or N/A if not applicable to this request. Recommended that you consult your department's IT Manager for licensing needs for contractors/vendors/partners.

- G1 is a light user with Online email and MS Office applications which includes SharePoint contributor rights. As a curtesy, state computers have had the 2013 MS applications installed until MS stops supporting the product.
- G3 is a user with full desktop 2016 MS Office applications installed or current version, SharePoint Administrator rights and the Online MS Office applications (same as G1).



Submit a User Account Request

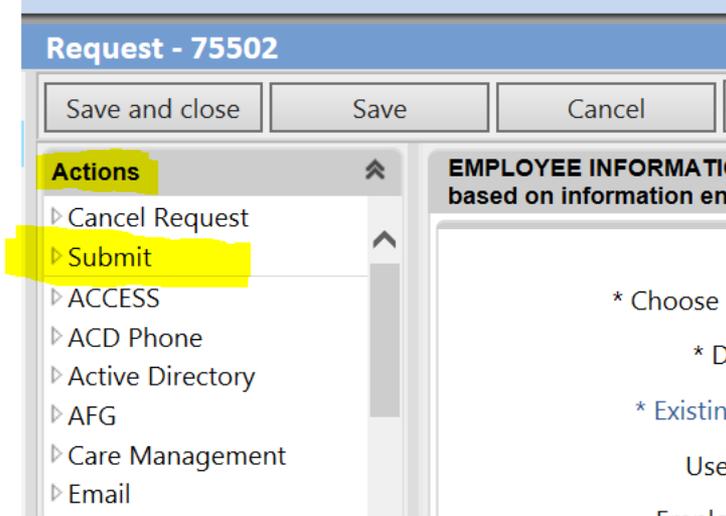
Office 365 Licensing Information

- Link that brings you to a licensing FAQ with very helpful information and a table outlining the basics of the G1 and G3 licenses:
<http://dii.vermont.gov/application/desktop/ms365/licensing>
- Link to area of the O365 FAQ that pertains to costs associated with the license types:
<http://dii.vermont.gov/application/desktop/ms365/faq#Cost>
 - Reviewing the rest of this FAQ could also give you some additional insight to the Office 365 migration.



Submit a User Account Request

When done filling out the UAR, REMEMBER TO click the SUBMIT Action





Submit a User Account Request

Walk through filling out a LANDesk UAR.





Questions/Report Issues/Changes

DII Service Desk:

- Issues with LANDesk - put in a Request Support ticket.
- Call 802-828-6620, option 1, or toll free 1-855-828-6620, option 1
- **New LANDesk Change Request form.** If you have a suggestion for a LANDesk enhancement, fill out a “LANDesk Change Form” found at DII Website - http://dii.vermont.gov/support/service_desk/landesk and sent to our new mailbox noted on the site.