



These have been approved/pre-approved by the Change Manager/Change Advisory Board (CAB). They are logged in LANDesk Task List, in addition to existing LANDesk tickets.

**Week of 03/14/16 - Changes to be made to LANDesk.**

**The label changes to these UAR action forms are informational changes to help the Requestor better understand what needs to be identified.**

1. On the Active Directory form, we have switched the order of the boxes and relabeled them to help you understand what information is needed in the boxes. See highlighted snapshot below.

The screenshot shows the 'AD Account' form interface. At the top, there are buttons for 'Save and close', 'Save', 'Cancel', and a search icon. Below this is the 'Network User Account' section, which includes a 'Choose One:' dropdown and a checkbox for 'Is a user Home Drive needed? (for example, H: drive)'. The main section is titled 'Security Group(s) - The established Security Group grants access to shared network file folders'. It contains five rows, each with an input field (pre-filled with 'Example: DII - Accounting'), a 'Choose One:' dropdown, and a 'Comments:' field. Below this is the 'Access Needed to Shared Networked Folder - If you are unsure of the Security Group needed above, please provide the complete Path name to the file folder needed' section, which also contains five rows with input fields (pre-filled with 'Example: \Shared\Folder(s)'), 'Permissions:' dropdowns, and a 'Comments:' field. At the bottom, the 'Citrix Access Required: This area does not apply to AHS users' section includes three dropdowns: 'Remote Desktop: false', 'MSOffice Apps: false', and 'Internet Explorer: false'.

2. On the Email form, we have switched the order of the boxes and relabeled them to help you understand what information is needed in the boxes. And a new permission has been added to clarify shared mailbox access. See highlighted snapshot below.

**Email Account**

Save and close Save Cancel 🔍

**EMAIL ACCOUNT INFORMATION AND ACCESS REQUIREMENTS:**

Choose One:

**Outlook - Email Distribution Lists: See Global Address List (GAL) for proper naming convention and enter the name exactly as it appears**

Add/Remove: Add/Remove: Add/Remove: [Clear selection]

**Public Folders/Calendars-Resources/Shared Mailboxes: Type the name exactly as it appears in**

Permissions: Full Access  
Permissions: Full Access with 'Send As' the mailbox ability  
Permissions: Remove Access  
Permissions: Reviewer  
Permissions: Send As

**Mobile Devices:**

Is Mobile Device Access Needed?

**Changes made most recently:**

Please visit our website to view all Changes/Enhancements completed:

[http://dii.vermont.gov/support/service\\_desk/landesk](http://dii.vermont.gov/support/service_desk/landesk)