

USER ACCOUNT REQUEST “New Hire” QUICK CLICKS HIT LIST

New Hire

- A new user who currently does not have an account with the State of Vermont (new employee to State Government)
- A new vendor/partner/contractor account who currently does not have a State of Vermont account
- A Current user moving within State Government (i.e. being hired into a different position by terminating from previous position)
 - A LANDesk UAR Request is done by Hiring Agency/Department who submits a UAR request to add new security groups and/or accounts specific to the new position

1. Login to LANDesk - instructions for login here if needed:

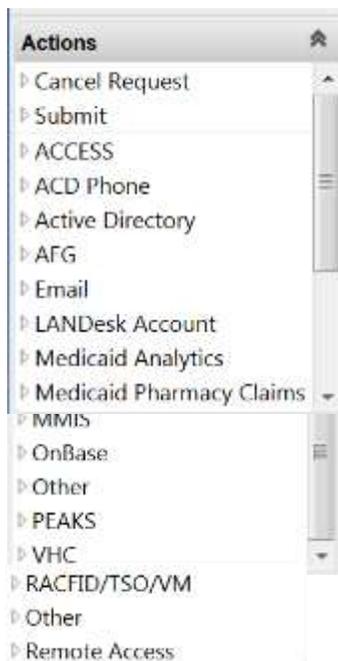
http://dii.vermont.gov/support/service_desk/landesk/training

2. At Dashboard, Click on Submit User Account Request

3. At Employee Information, click in Type field and choose “New Hire”

4. Fill in employee information fields... NOTE:

- In Department field, this is an auto-prediction field that you can start typing the department’s call letters and it narrows choices for you to pick.
- In Summary field, we recommend typing employee’s name and the request type. (Example: Jane Doe – New Hire)



5. Click SAVE button and this brings up account Actions to choose (see Screenshot)

6. Click on Active Directory account action – fill in form – Click SAVE & CLOSE which brings you back to action items

7. Click Email account action (if needed) – fill in form – Click SAVE & CLOSE which brings you back to action items

8. Click on any of the other Action accounts that this employee will need in their new position – fill in form – Click SAVE & CLOSE which brings you back to action items

9. When finished choosing accounts, Click on Submit in the Actions. This saves the total request and creates child requests to be worked on.

10. Notice that the Actions go away. Click on SAVE & CLOSE to get back to your Dashboard, which releases the ticket for analyst assignment.