

User Account Request

Accounts - Action Screen Shots

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Employee Information (non AHS employee)- This is a screen shot of the first form that gets completed to identify what type of request is being made and whom the request pertains to. The fields are blank and the requestor adds the employee information. Then click on the Save button and the Actions appear on the left side of the screen for the requestor to then choose which accounts are for the employee/user. Depending on which *Domain is chosen will determine which Action accounts will appear (non-AHS account actions are shown below). See User Account Requestor Guide for more in-depth information at http://dii.vermont.gov/support/service_desk/Landesk_main/Landesk. The following Pages are alphabetical snapshots of the Action forms that open up when selecting that particular action account (non-AHS domain).

The screenshot shows a web-based form titled "Request - 12475". At the top, there are buttons for "Save and close", "Save", and "Cancel". On the left side, there is a vertical menu titled "Actions" with several options: "Cancel Request", "Submit", "ACD Phone", "Active Directory", "Email", "LANDesk Account", "RACFID/TSO/VM", "Other", and "Remote Access". The "ACD Phone" through "Remote Access" items are enclosed in a red hand-drawn box. The main area of the form is titled "EMPLOYEE INFORMATION -- Fields in Blue and marked with an asterisk (*) and must be filled in. (Mandatory fields subject to change based on information entered.)". A yellow callout box with an arrow points to the "Choose a Type" dropdown menu, which is currently set to "New Hire". The dropdown menu is open, showing three options: "Changes to Existing", "New Hire", and "Termination". The form contains several input fields and dropdown menus, all marked with an asterisk to indicate they are mandatory. The fields are: "Choose a Type" (New Hire), "Domain" (VSMS - Vermont State Managed Services), "First Name" (Billy), "Middle Name" (R), "Last Name" (Joel), "Employee ID", "Billing Code", "Department" (BGS - Property Management), "Phone Number (xxx)xxx-xxxx" (802-828-1234), "Physical Address" (10 Baldwin St), "Town/City" (Montpelier), "Manager/Supervisor" (Cloud, Alice), "Effective Date (mm/dd/yyyy)" (1/12/15), "Permanent/Temp/Contractor" (Permanent), and "Transfer from Department". At the bottom of the form, there is a "Request Details" section with a "Summary" field containing "B. Joel - New Hire - 1/12/15" and a "Description" field.

ACD Phone account form - Automatic Call Distribution (ACD) is a system that can recognize, answer and distribute incoming telephone calls. When the ACD system receives an incoming call it will look for specific instructions as to how the call is to be handled. This form is applicable for requesting a new user be added to the system, deleting a user from the system or making changes to an existing users account.

New ACD Phone

Save and close Save Cancel 

AUTOMATED CALL DISTRIBUTION (ACD) PHONE 

ACD Account (if required):

ACD Account Username (if requesting change or deletion):

DID # (Extension):

MAC Address from VOIP Phone (*if no phone - please indicate):

User Workstation Name:

Building Name:

Street Address:

Town:

Floor:

Suite/Room Number:

Comments:

Roles: Choose one per line for multiple Roles 

Choose One:

Choose One:

Workgroups: Choose one per line for multiple Workgroups 

Choose One:

Choose One:

Skills: Choose one per line for multiple Skills (DMV ONLY): 

Choose One:

Choose One:

Active Directory account form - Active Directory (AD Account) is the manner to service ALL who login to a computer or application upon accessing the State's network. It supports some of our shared enterprise systems for State employees (i.e., Windows database, Email, SharePoint). This is the account form where you indicate the new or existing employee's need for Shared Network Folders and/or Security Group memberships by typing the name of folder or group in the text fields. If the employee is terminating, you choose this form to have them removed from the State's computer network. Does user require Citrix access and if so which applications should be available. This Citrix access is a billed service so business approval should be sought before requesting.

The screenshot shows the 'AD Account' form with a dropdown menu open over the 'Choose One:' field. The dropdown options are 'Existing', 'Needs to be created', and 'Needs to be removed'. A blue arrow points from the 'Existing' option to the 'Permissions:' dropdown in the 'Access Needed to Shared Networked Folder' section. The 'Permissions:' dropdown is currently open, showing options: '[Clear selection]', 'Full', 'Read', 'Remove Access', and 'Write'. The 'Citrix Access Required' section at the bottom shows 'Remote Desktop: false', 'MSOffice Apps: false', and 'Internet Explorer: false'.

Email account form - This service is accessible via the Microsoft Outlook application available on user's desktops, mobile computer devices, and the Internet through Outlook Web Access (OWA): <https://webmail.state.vt.us/>. Most State employees, including temps/contractors/vendors, get assigned an email account. This form is applicable for requests to new or existing employees for email and *Outlook Public Folders and Outlook Distributions lists* for addition or removal. This form is also used to indicate if mobile device access is needed.

The screenshot shows the 'Email Account' form with a dropdown menu open over the 'Choose One' field. The dropdown menu contains three options: 'Existing', 'Needs to be created', and 'Needs to be removed'. The form is divided into several sections:

- EMAIL ACCOUNT INFORMATION AND ACCESS REQUIREMENTS:** Includes a 'Choose One' dropdown menu.
- Outlook - Email Distribution Lists:** Includes a header 'See Global Address List (GAL) for proper naming convention and enter the name exactly as it appears' and three rows of input fields with 'Add/Remove' dropdown menus.
- Public Folders/Calendars-Resources/Shared Mailboxes:** Includes a header 'Type the name exactly as it appears in the Global Address Book' and four rows of input fields with 'Permissions' dropdown menus. A blue arrow points to the 'Permissions' dropdown menu.
- Mobile Devices:** Includes a header 'Mobile Devices:' and a dropdown menu 'Is Mobile Device Access Needed?'.
- Personal Mobile Device Waiver Section:** Includes a header 'Personal Mobile Device Waiver Section:' and a section 'Upload Waiver Here:' with a 'Browse...' button and the text 'No file selected.'

LANDesk Account form – If an employee needs to become an authorized LANDesk requestor/approver/analyst, then complete this account request form and explain why they need to have LANDesk rights.

New LANDesk Account

Save and close Save Cancel 🔍

LANDesk ServiceDesk Account

Account Requestor:

Account Approver:

Analyst License:

Please explain why this account is required:

Mainframe account form

New Mainframe

Save and close Save Cancel 

Details

RACF ID Account:

If existing, RACFID:

CICS7 (State Test):

of sessions:

TERMID Prefix:

CICS9 (State Production):

of sessions:

TERMID Prefix:

For DMV?

TSO Account Required?

TSO Account for OASIS/ZEKE Required?

Department ID/Default Group?

VM Required?

What OS will be used for VM?

Comments:

VPN Account form -

New VPN Account

Save and close Save Cancel 🔍

Remote Access: ⬆

Role Name:	<input type="text"/>	Add/Remove:	<input type="text"/>
Role Name:	<input type="text"/>	Add/Remove:	<input type="text"/>
Role Name:	<input type="text"/>	Add/Remove:	<input type="text"/>

AHS Employee Information - This is a screen shot of the first form that gets completed to identify what type of request is being made and to whom the request pertains to. The fields are blank and the requestor adds the employee information. Then click on the Save button and the Actions appear on the left side of the screen for the requestor to then choose which accounts are needed for the employee/user. These are the AHS Domain accounts that available to choose. See User Account Requestor Guide for more in-depth information at <http://dii.vermont.gov/sites/dii/files/PDF/Support/User-Account-Request-Guide.pdf>. The following Pages are alphabetical snapshots of the Action forms that open up when selecting that particular action account.

The screenshot displays a web-based form titled "Request - 72282". At the top, there are buttons for "Save and close", "Save", and "Cancel". On the left side, there is a vertical "Actions" menu with a red box around it, containing the following items: ACCESS, ACD Phone, Active Directory, AFG, Care Management, Email, LANDesk Account, Medicaid Analytics, Medicaid Pharmacy Claims, MMIS, Offender Management System, OnBase, Other, PEAKS, and VHC. Below the "Actions" menu is a "History" section. The main form area is titled "EMPLOYEE INFORMATION -- Fields in Blue and marked with * information entered." and contains several fields: "Choose a Type" (dropdown menu with "Changes to Existing" selected), "Domain" (dropdown menu with "AHS - Agency of Human Services" selected), "Existing User" (dropdown menu with "Cloud, Alice" selected), "Username" (text field with "Alice.Cloud"), "Employee ID" (text field), "Billing Code" (text field), "Department" (dropdown menu with "AHS - DCF FSD" selected), "Phone Number (xxx)xxx-xxxx" (text field with "802-828-0000"), "Physical Address" (text field with "133 State St"), "Town/City" (dropdown menu with "Montpelier" selected), "Manager/Supervisor" (dropdown menu with "Leclerc, Angela"), "Effective Date (mm/dd/yyyy)" (text field with "4/1/2016"), "Permanent/Temp/Contractor" (dropdown menu with "Permanent" selected), "Transfer from Department" (dropdown menu), and "Office 365 License Requested" (dropdown menu with "NA" selected). There is also an "ADExchange Use Only" section with an "Email Address" field containing "Alice.Cloud@vermont.gov". At the bottom, there is a "Request Details" section with a "Summary" field containing "Test for screen shots" and a "Description" field.

Changes to Existing
New Hire
Termination

must be filled in. (Mandatory fields subject to change based on

* Choose a Type: Changes to Existing

* Domain: AHS - Agency of Human Services

* Existing User: Cloud, Alice

Username: Alice.Cloud

Employee ID:

Billing Code:

* Department: AHS - DCF FSD

* Phone Number (xxx)xxx-xxxx: 802-828-0000

* Physical Address: 133 State St

* Town/City: Montpelier

* Manager/Supervisor: Leclerc, Angela

* Effective Date (mm/dd/yyyy): 4/1/2016

* Permanent/Temp/Contractor: Permanent

Transfer from Department:

* Office 365 License Requested: NA

ADExchange Use Only

Email Address: Alice.Cloud@vermont.gov

Request Details

* Summary: Test for screen shots

Description:

AHS ACCESS account Form – This is a computer software system used by DCF and DVHA to track program eligibility information. On this form, you can request a new access account, terminate the account, or ask for changes to the account for the “employee”. The **Comments box** at the bottom of the form is a free text box where you can verbalize changes to the account that don’t have specific fields above such as requests for “notices” and other access related information.

Change Existing ID:
New, requested ID (if Known)
Terminate ID:

The screenshot shows the 'AHS Access Accounts' form. At the top, there are buttons for 'Save and close', 'Save', and 'Cancel', along with a search icon. The form contains several sections: a dropdown menu for 'Is this account for DVHA, ESD or OCS?'; two columns of dropdown menus for account types (Access Account, RACF ID Account, CICS1, CICS3, CICS5, CICS9); a 'For DMV?' checkbox; text input fields for 'User Roles' and 'Printers'; dropdown menus for 'TSO Account Required?' and 'TSO Account for OASIS/ZEKE Required?'; a dropdown for 'Please enter the Department ID:'. On the right side, there are input fields for 'What is the Access ID:', 'What is the RACF ID:', and three rows of '# of sessions:' and 'TERMID Prefix:'. At the bottom is a large 'Comments:' text area. A callout box with three options is positioned above the form. Three blue arrows point from the callout box to the 'Access Account?' dropdown, the 'RACF ID Account?' dropdown, and the 'Comments:' text area.

ACD Phone account form- Automatic Call Distribution (ACD) is a system that can recognize, answer and distribute incoming telephone calls. When the ACD system receives an incoming call it will look for specific instructions as to how the call is to be handled. AHS has numerous call centers, and this form is applicable for requesting a new user be added to the system, deleting a user from the system or making changes to an existing users account.

The screenshot shows a web form titled "New ACD Phone". At the top, there are buttons for "Save and close", "Save", "Cancel", and a search icon. Below the title bar is a section header "AUTOMATED CALL DISTRIBUTION (ACD) PHONE". The form contains several input fields: "ACD Account (if required):" (a dropdown menu), "ACD Account Username (if requesting change or deletion):" (a text box), "DID # (Extension):" (a text box), "MAC Address from VOIP Phone (*if no phone - please indicate):" (a text box), "User Workstation Name:" (a text box), "Building Name:" (a text box), "Street Address:" (a text box), "Town:" (a dropdown menu), "Floor:" (a text box), "Suite/Room Number:" (a text box), and "Comments:" (a large text area). A context menu is open over the "ACD Account" dropdown, showing three options: "Change Existing", "Create", and "Delete". A blue arrow points from the "Change Existing" option to the dropdown menu. At the bottom of the form, there are three sections: "Roles: Choose one per line for multiple Roles" (with two "Choose One:" dropdowns), "Workgroups: Choose one per line for multiple Workgroups" (with two "Choose One:" dropdowns), and "Skills: Choose one per line for multiple Skills (DMV ONLY):" (with two "Choose One:" dropdowns).

Active Directory account form - Active Directory (AD Account) is the manner to service ALL who login to a computer or application upon accessing the State's network. It supports some of our shared enterprise systems for State employees (i.e., Windows database, Email, SharePoint). This is the account form where you indicate the new or existing employee's need for Shared Network Folders and/or Security Group memberships by typing the name of folder or group in the text fields. If the employee is terminating, you choose this form to have them removed from the State's computer network.

The screenshot shows the 'AD Account' form with a dropdown menu open for account status. The menu options are 'Existing', 'Needs to be created', and 'Needs to be removed'. The form includes sections for 'Network User Account', 'Security Group(s)', 'Access Needed to Shared Networked Folder', and 'Citrix Access Required'.

AD Account

Buttons: Save and close, Save, Cancel, Search (magnifying glass icon)

Network User Account

Choose One: [Dropdown] Is a user Home Drive needed? (for example, H: drive) [Dropdown]

Security Group(s) - The established Security Group grants access to shared network file folders

Example: DII - Accounting	[Text Field]	Choose One:	[Dropdown]
Example: DII - Accounting	[Text Field]	Choose One:	[Dropdown]
Example: DII - Accounting	[Text Field]	Choose One:	[Dropdown]
Example: DII - Accounting	[Text Field]	Choose One:	[Dropdown]
Example: DII - Accounting	[Text Field]	Choose One:	[Dropdown]

Comments: [Text Area]

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

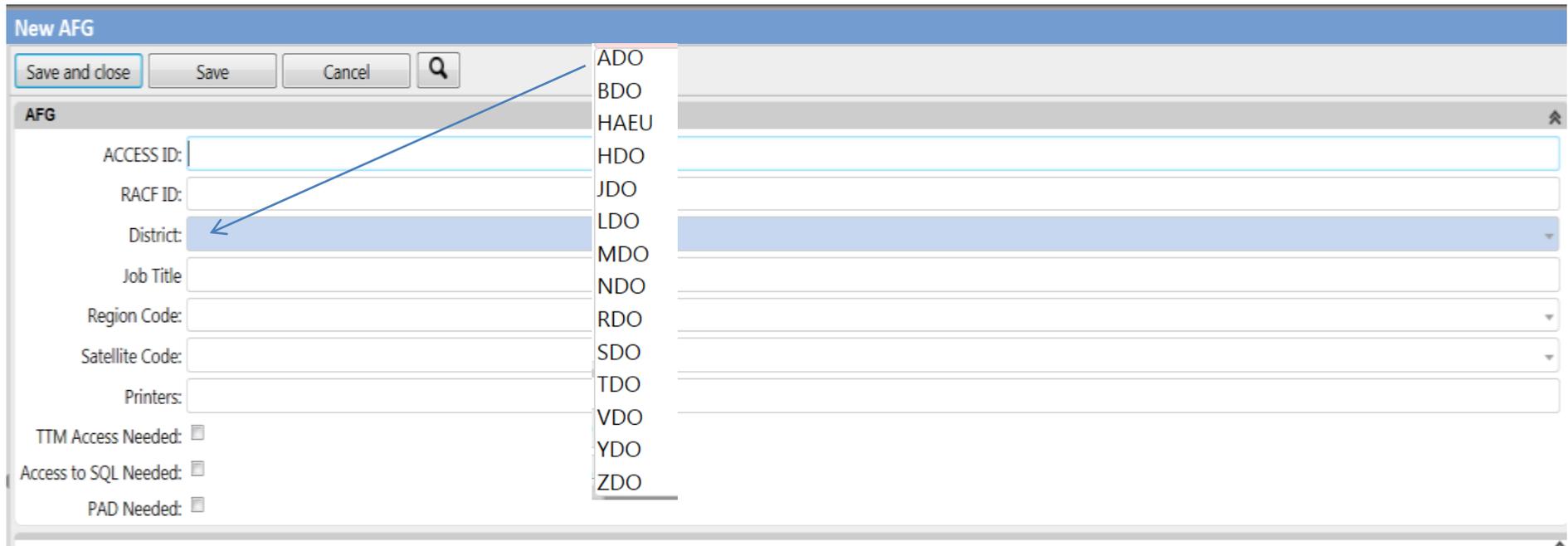
Example: \Shared\Folder(s)	[Text Field]	Permissions:	[Dropdown]
Example: \Shared\Folder(s)	[Text Field]	Permissions:	[Dropdown]
Example: \Shared\Folder(s)	[Text Field]	Permissions:	[Dropdown]
Example: \Shared\Folder(s)	[Text Field]	Permissions:	[Dropdown]
Example: \Shared\Folder(s)	[Text Field]	Permissions:	[Dropdown]

Permissions dropdown options: [Clear selection], Full, Read, Remove Access, Write

Citrix Access Required: This area does not apply to AHS users

Remote Desktop: false MSOffice Apps: false Internet Explorer: false

AFG account form (Automatic Forms Generation) – This account is used by AHS OCS departments to automatically print various letters and documents in an overnight batch process and certain day processes. This form is used to add, remove or change the account of a user. The employee information page indicates what type of request is being made (new hire, termination, or change) that will affect how the completed AFG form is treated by the technicians.



The screenshot shows the 'New AFG' form interface. At the top, there is a blue header bar with the text 'New AFG'. Below the header, there are four buttons: 'Save and close', 'Save', 'Cancel', and a search icon. The main form area is titled 'AFG' and contains several input fields: 'ACCESS ID:', 'RACF ID:', 'District:', 'Job Title', 'Region Code:', 'Satellite Code:', and 'Printers:'. Below these fields are three checkboxes: 'TTM Access Needed:', 'Access to SQL Needed:', and 'PAD Needed:'. A dropdown menu is open for the 'District:' field, showing a list of department codes: ADO, BDO, HAEU, HDO, JDO, LDO, MDO, NDO, RDO, SDO, TDO, VDO, YDO, and ZDO. A blue arrow points from the 'District:' label to the 'LDO' option in the dropdown menu.

Email account form - This service is accessible via the Microsoft Outlook application available on user's desktops, mobile computer devices, and the Internet through Outlook Web Access (OWA): <https://webmail.state.vt.us/>. Most State employees, including temps/contractors/vendors, get assigned an email account. This form is applicable for requests to new or existing employees for email and *Outlook Public Folders and Outlook Distributions lists* for addition or removal. This form is also used to indicate if mobile device access is needed.

The screenshot shows the 'Email Account' form with several sections and open dropdown menus. At the top, there are buttons for 'Save and close', 'Save', and 'Cancel', along with a search icon. A dropdown menu is open above the 'EMAIL ACCOUNT INFORMATION AND ACCESS REQUIREMENTS' section, showing options: 'Existing', 'Needs to be created', and 'Needs to be removed'. Below this is a 'Choose One:' dropdown menu. The 'Outlook - Email Distribution Lists' section contains three rows, each with an input field and an 'Add/Remove:' dropdown menu. The 'Public Folders/Calendars-Resources/Shared Mailboxes' section contains four rows, each with an input field and a 'Permissions:' dropdown menu. A dropdown menu is open for the first 'Permissions:' dropdown, showing options: 'Editor', 'Full Access', 'Full Access with 'Send As' the mailbox ability', 'Remove Access', 'Reviewer', and 'Send As'. A blue arrow points to the 'Full Access' option. Below this is the 'Mobile Devices' section with a dropdown for 'Is Mobile Device Access Needed?'. The 'Personal Mobile Device Waiver Section' at the bottom has an 'Upload Waiver Here:' label, a 'Browse...' button, and the text 'No file selected.'

Care Management form

Care Management

Save and close Save Cancel 

Choose the account required:

Care Management: Roles:

UAT Care Management: Roles:

LANDesk Account form – If an employee needs to become an authorized LANDesk requestor/approver/analyst, then complete this account request form and explain why they need to have LANDesk rights.

New LANDesk Account

Save and close Save Cancel 

LANDesk ServiceDesk Account

Account Requestor:

Account Approver:

Analyst License:

Please explain why this account is required:

Medicaid Analytics form, Medicaid Pharmacy Claims form, MMIS form (Medicaid Management Information System) are all AHS business forms that need to be completed if applicable to the employee for a new account, removing account or changes to the account.

New Medicaid Analytics

Save and close Save Cancel 🔍

HP Vermont Title XIX Medicaid Analytics Access Request Form

Medicaid Analytics

Request Type: Deactivate User - License is no longer required
New User - Request new named license
Transfer - Move license within same Department to a new user

Please explain what job duties require the need to access EVAH/Business Objects:

New Medicaid Pharmacy Claims

Save and close Save Cancel 🔍

Medicaid Pharmacy Claims

Choose the Account(s) Required:

Pharmacy Medicaid: Roles for User:

GHS BOBI: Roles for User:

New MMIS

Save and close Save Cancel 🔍

MMIS

Choose the Account(s) Required:

MMIS: Roles for User:

OnDemand: Roles for User:

MAPIR: Roles for User:

OnBase account form – This form refers to the Document Imaging by department. When completing the form, check the pertinent boxes needed for the employee’s department and needs. If there is no specific option below for the required needs, use the Comments box and write in the particulars of what that employee needs. Example: ESD – Case Manager rights, Team Lead, BPS, Interviewers...

New Onbase

Save and close Save Cancel 🔍

OnBase User Information

Choose the Group that will be approving this account:
 DVHA Account Liaison
 OCS Account Processor

OnBase User Add/Change/Delete:

License Type:
 Named

ESD

Supervisor: ESD District1:

LTC: ESD District2:

Disconnected Scanning: ESD District3:

Dispatcher: ESD District4:

ESD District5:

If UDEA, Load Balanced?

FSD **OCS** **CDD** **BO** **DVHA**

FSD

- Resource Coordinator:
- District Administrator:
- Scanner:
- Auditor:
- Central Office:

OCS

- Standard User:
- Indexer:
- Scanner:
- Disconnected Scanning:

CDD

- Indexer:
- Scanner:
- Auditor:
- Standard User:
- View Only User:

BO

- Foster Care:
- Payroll:
- Vision:
- AR Food Stamps:
- Payroll Expense:
- Medicaid:

DVHA

User Group:

Comments:

FSD	OCS	CDD	BO	DVHA
Resource Coordinator: <input type="checkbox"/>	Standard User: <input type="checkbox"/>	Indexer: <input type="checkbox"/>	Foster Care: <input type="checkbox"/>	User Group: <input type="text"/>
District Administrator: <input type="checkbox"/>	Indexer: <input type="checkbox"/>	Scanner: <input type="checkbox"/>	Payroll: <input type="checkbox"/>	
Scanner: <input type="checkbox"/>	Scanner: <input type="checkbox"/>	Auditor: <input type="checkbox"/>	Vision: <input type="checkbox"/>	
Auditor: <input type="checkbox"/>	Disconnected Scanning: <input type="checkbox"/>	Standard User: <input type="checkbox"/>	AR Food Stamps: <input type="checkbox"/>	
Central Office: <input type="checkbox"/>		View Only User: <input type="checkbox"/>	Payroll Expense: <input type="checkbox"/>	
			Medicaid: <input type="checkbox"/>	
			Scanner: <input type="checkbox"/>	
			EBT: <input type="checkbox"/>	
			AR Unit: <input type="checkbox"/>	

Comments:

Offender Management System – This is the new Dept. of Corrections system. If an employee needs to be added/removed from this system,

please complete this form.

New OMS

Save and close Save Cancel 🔍

Offender Management System Access Request Form

Please explain what job duties require the need for the permission levels in the Offender Management System or other change request need:

“Other” account form - The OTHER category was created to handle some accounts that might have been missed by the AHS business workflow. Currently this handles the accounts for VDH Starlims & LITSplus and ESD for the EBT program. This is NOT a catch-all category to be used when other account actions should be used instead.

New Other

Save and close Save Cancel 🔍

Other Account

System Name:

Role:

Description:

PEAKS form (Performance Enhancement and Knowledge System) – If an employee needs access or removal to the reports in PEAKS, complete this form.

New PEAKS

Save and close Save Cancel 🔍

PEAKS Access Required:

BO_DCF_OCS_ReportDevelopers:	<input type="text"/>	Add Remove
BO_DCF_OCS_ReportReaders:	<input type="text"/>	
BO_DCF_OCS_ReportTesters:	<input type="text"/>	
Comments:	<input type="text"/>	

VHC form (Vermont Health Connect) – If an employee needs access or removal to the VHC Seibel Accounts.

New VHC

Save and close Save Cancel 🔍

VHC

Required Access Level:

Read: Add

Read/Write: Remove

WebCenter Capture:

Training Date Completed:

Comments/Roles: