# User Account Requests Training (Requestors)

January, 2015

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Service Desk: 802-828-6620, Option 1

VERMONT LANDESK

GO LIVE for ALL LANDesk was DECEMBER 1st !!!!

Training – January, 2015

User Account Request

# Overview

The State of Vermont used various means for processing user account requests. The LANDesk request system is replacing several manual and electronic forms for these collections of systems and will automate 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.

- This training will be focused on the basic steps that are needed to submit a UAR request ticket.

# 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_main/Landesk

### Webinars

- User Account Request Training Webinar (October Training) (approx. 60 min)
- UAR Training Slides (Current Trainings)
- New Hire UAR Tutorial Link (approx. 20 min)
- Termination UAR Tutorial Link (approx. 20 min)
- Changes to Existing UAR Tutorial Link (approx. 20 min)
- User Account Requestors & Approvers PowerPoint Slides

### Report Issues

- How to Take A Screenshot

Submit a "Request Support" ticket within LANDesk. If you cannot do so, then do the following:

- Call 802-828-6620, option 1, or toll free 1-855-828-6620, option 1

### UAR Requestor & Approver Training Guides

- User Account Requestor Guide (updated 12/23/14)
- User Account Request Approver Guide (updated 12/19/14)
- UAR Account Action Form Screen Shots (added 1/7/15)
- Frequently Asked Questions (updated 7/17/14)

### User Account Request Points of Contact

- AHS User Account Requestor Points of Contact
- AOA User Account Requestor Points of Contact

### UAR Quick Steps

- UAR Changes to Existing Quick Click List
- UAR New Hire Quick Click List
- UAR Termination Quick Click List

# 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

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## 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*
- Medicaid Pharmacy Claims* ★
- Medicaid Analytics* ★
- MMIS * ★
- OnBase* ★
- AFG ★
- PEAKS ★
- Other (to be used for PAS/Tiny Term Accounts, ★ and others not configured in workflow that currently come through TrackIt)

***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:**

**<u>Email subject line</u>**

**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**

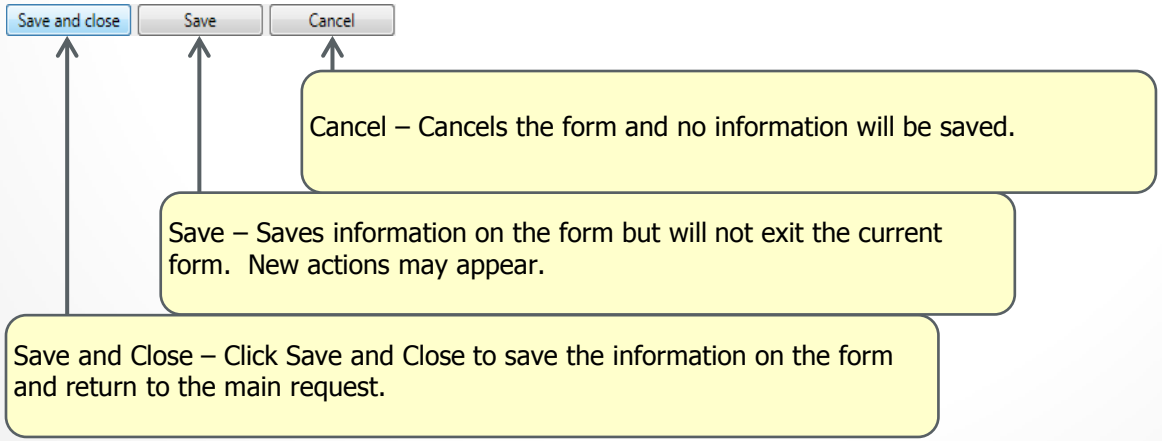
- **Acknowledged** – This is a pass thru status which most requestors will not even see when submitting a completed ticket. If they do see it, they need to re-open the ticket to finish and submit.
- **Awaiting User Completion** – the request form has been started but is not yet complete until an account 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

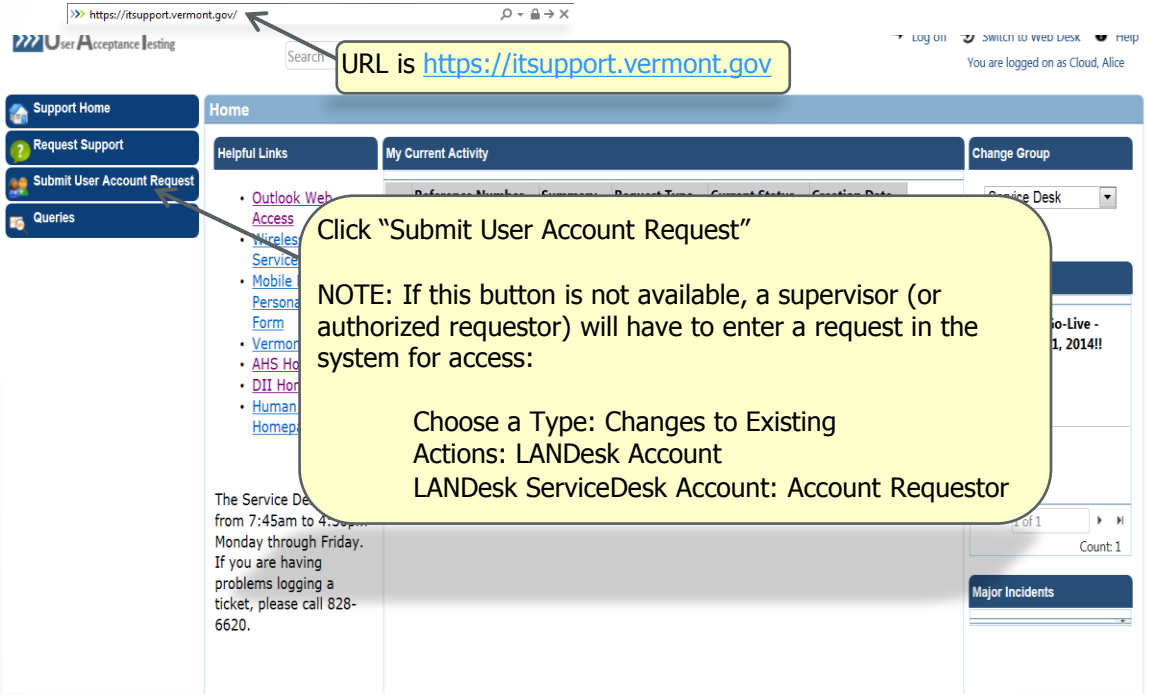
**When to choose "Save and close", "Save", or "Cancel"**

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

**Submit User Account Request** (New Hire/Termination/Changes to Existing)




URL is https://itsupport.vermont.gov

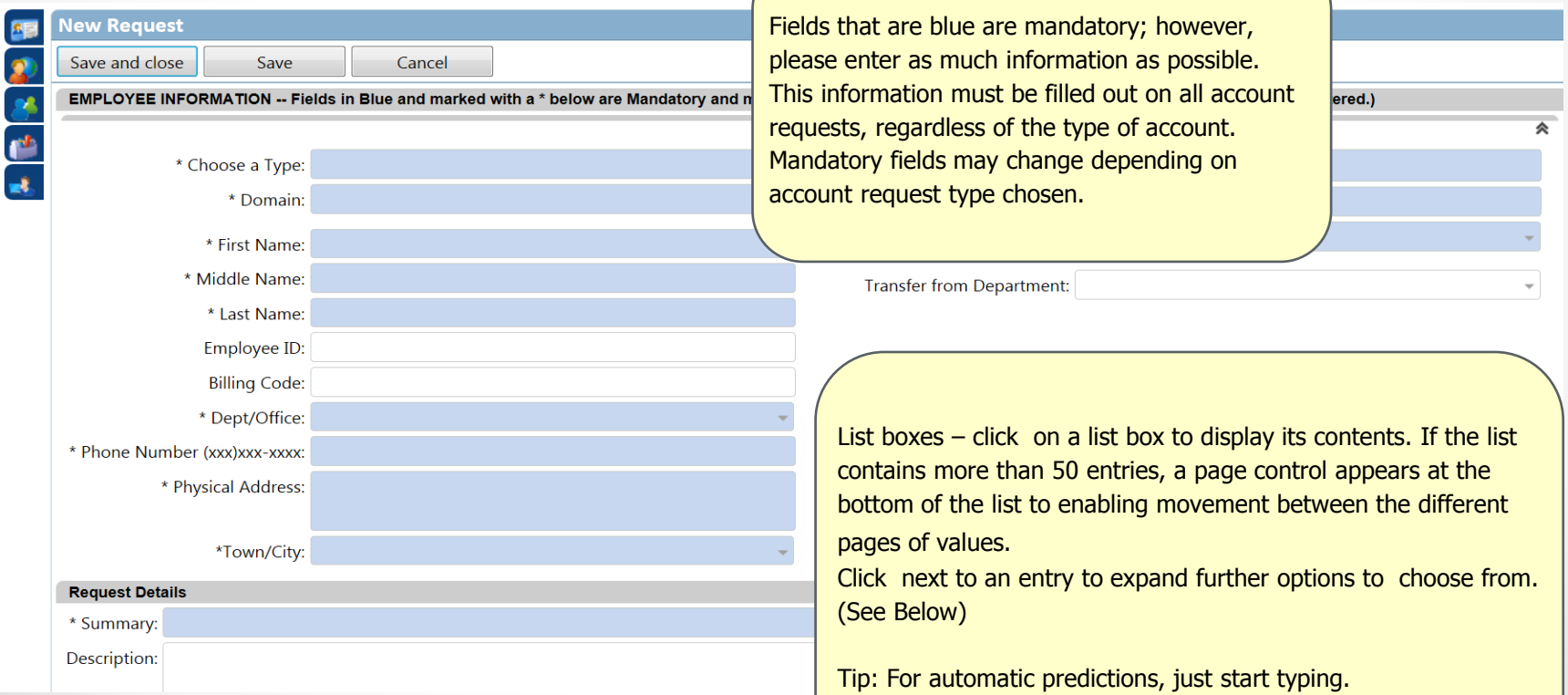
Click "Submit User Account Request"

NOTE: If this button is not available, a supervisor (or authorized requestor) will have to enter a request in the system for access:

Choose a Type: Changes to Existing
Actions: LANDesk Account
LANDesk ServiceDesk Account: Account Requestor

# Submit a User Account Request

Some common navigation on the main form:




Fields that are blue are mandatory; however, please enter as much information as possible. This information must be filled out on all account requests, regardless of the type of account. Mandatory fields may change depending on account request type chosen.

List boxes – click on a list box to display its contents. If the list contains more than 50 entries, a page control appears at the bottom of the list to enabling movement between the different pages of values.
Click next to an entry to expand further options to choose from. (See Below)

Tip: For automatic predictions, just start typing.

# Submit a User Account Request

## Choosing a Type:

- Changes to Existing - **who is in same position**
  - Current user requires change to add new account or change permissions to an existing account. (i.e. add OnBase account, if did not have it previously OR a change to Tiny Term headcount location).
  - 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 folder or removed from a security group or email distribution list)
  - 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 all account actions be picked to identify the accounts the user has that will need the name change.

# Submit a User Account Request

## Choosing a Type:

- New Hire
  - A new user who does not currently have an account with the State of Vermont.
  - An Employee who has transferred from another State of Vermont department/agency.
    - 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.

# Submit a User Account Request

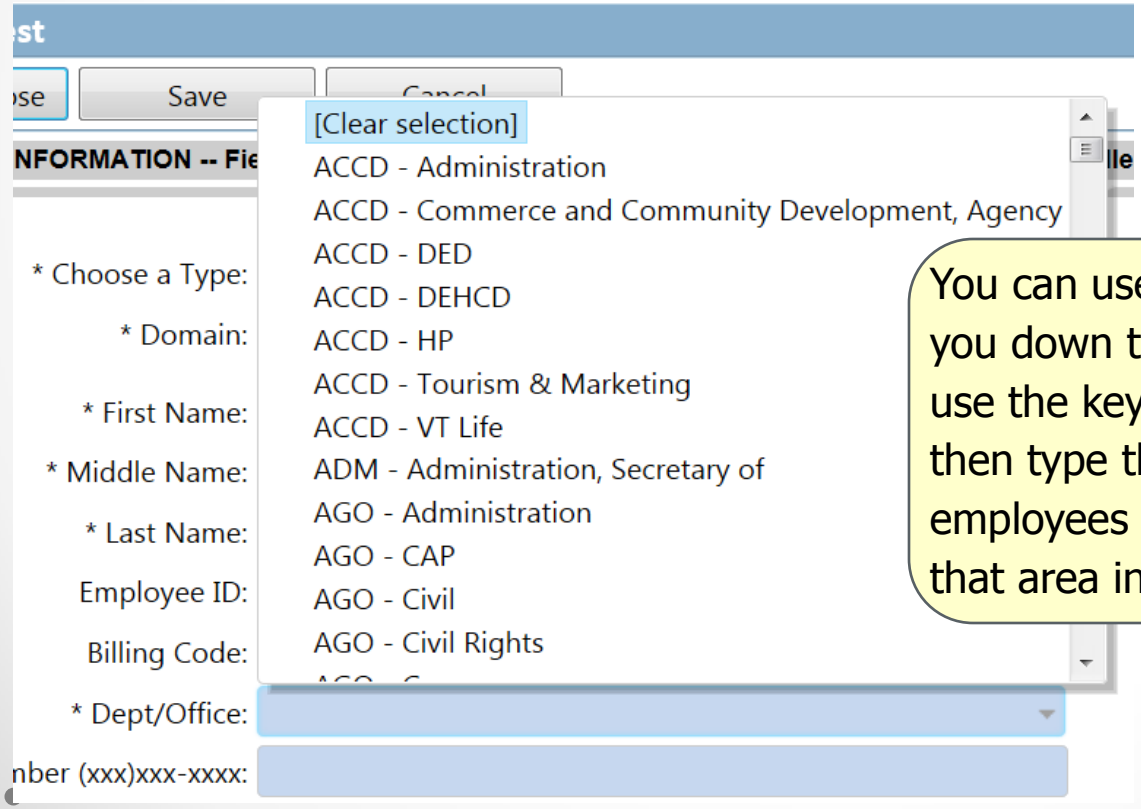
## Choosing a Type:

- Termination
  - A user who has terminated from or been terminated from their State of Vermont position.
  - An employee transferring to another State of Vermont department/agency.
    - A Current user moving within State Government (i.e. terminating from a position and being hired into a different position)
      - A LANDesk UAR Request / Termination is done by the Departing Agency/Department to remove all current security groups and other account accesses that are no longer needed. This is also where it would be noted that authorization is given for user to have access to existing mailbox and files.

# Submit a User Account Request

## Choosing a Department/Office:

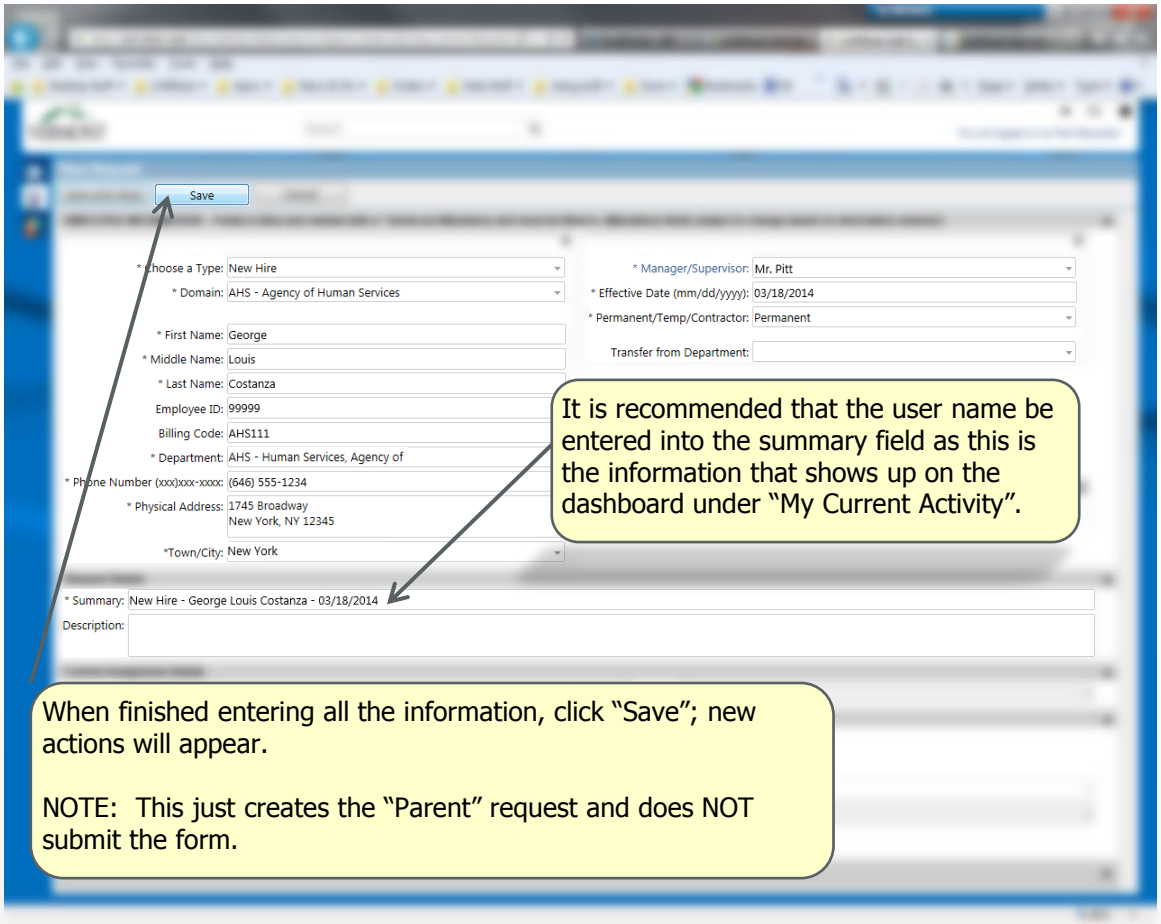
**In the Department/Office field, you must expand the selection (the drop down arrow ) to indicate which department/office the employee works.**




You can use the scroll bar to bring you down to the area in the list or use the keyboard down arrow and then type the first letter of the employees department to drop to that area in the list.

# Submit a User Account Request

Filling out the main employee information form



# Submit a User Account Request

Walk through filling out the main employee information form for a New Hire.

# Information – 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_main and sent to our new mailbox noted on the site.