

“CREATE NEW USER ACCOUNT” REQUEST

To add a new user to your company IT Systems:

- Complete the form below. Requests must be submitted by an authorized manager or employee.
- Save a copy for your records and attach the completed form to your open support ticket. If you don't have a ticket, then please send to support@icemail.co.uk

- You should receive a confirmation e-mail from our ticketing system without several minutes.

Before the start date for the new account, your technician at Just Computers will contact you with the new user's login and password information.

Preferred lead times for new account requests is three business days.

Your name (authorized requester of new account):		
NEW USER INFORMATION		
Business Name:	Today's date:	Date for new account To become active:
New user first name:	New users last name:	
NEW USER EMAIL OPTIONS		
What kinds of e-mail access should the new user have?		
<p>No email access (skip to next section)</p> <p>Internal email access only (send/receive messages within company)</p> <p>Full (internal/external) email access</p> <p>Allow remote email use through Outlook Web Access and Mobile Phone</p>		<p>**If new user is email only, please save form now and send to: support@icemail.co.uk Remaining questions will not apply.</p>
NEW USER SYSTEMS ACCESS OPTIONS		
Should the new user have internal access to the company network? Yes No		
If yes, which workstation will the user primarily be using?		
Should the new user have remote (external) access to the company network? Yes No		
(If yes) What type of access will be used?		
Remote Web Workplace/Remote Web Access (RWW/RWA): access to his or her workstation via the web		
Which workstation will the user primarily "remote into" (use for remote access?)		
Virtual Private Network (VPN): special network connection to the firewall or internal server		
Remote Desktop Protocol (RDP)/terminal services access: remote access to a virtual server desktop		
Some kind of access, but I'm not sure which – please call me to follow up.		
NEW USER RESOURCE ACCESS OPTIONS		
Is there someone else in your office who has the same network rights that you want the new user to have? (for example, @We want the new user to have access to the same drives and files as Susie.)		
Yes, same as:		
No, If no, which rights, groups, folders, printers and network drives should the new user be able to access (for example, "X:" and y:")		
Anything else we should know?		

Save a copy of the completed form for your records, then send as an attachment to support@icemail.co.uk

Thank you!