USING THE ACCOUNT MANAGER

Use the Account Manager to request the following account types:

- Guest (up to 5 accounts) ¹
- External
- External + SharePoint
- Project
- For a full description of these account types and what you get with each, see Appendix on page 7.

Getting started

Logging in and out

From your networked PC on campus:

- Launch your web browser and the Account Manager at https://www.abdn.ac.uk/accountmanager There is no need to login. The Account Manager picks up your login credentials.
- When you are finished working in the Account Manager, close your browser completely to end the session.

Welcome screen

Once logged in, you are presented with the Account Manager Welcome screen.

¹ If you require multiple Guest accounts (6-50), you can request these via the IT Service Desk’s self-service. Login to MyIT at https://myit.abdn.ac.uk and complete a Bulk Guest Account Request form. Bulk requests may take up to 3 working days to process.
Requesting additional accounts

**Note:** In the example below, we show screenshots for requesting a Project account.

The process for requesting other account types is similar, but some of the text fields you are required to complete will differ.

For guidance on completing all types of account request, see page 4 onwards.

Request a Project account

- Under **Account Requests** on left navigation, click **Project Account** to display the Project Account Request screen.

- Click **New** to display the **Request a New Project Account** pop-up window.

- With the **Account Request** tab foremost, complete the **Project Name**, **Account Owner** and **Description** text fields as appropriate.

  - For Account Owner, type this in as **Lastname, Firstname** and click the tick icon to validate and resolve the field. In most cases, the Account Owner will be you.
  
  - Alternatively, click the browse icon to search for and select an individual.
• Click **Next** to view the **Summary** tab.
  o Check the request details. If you need to make any changes, click **Back** to return to the Account Request tab.

• When you are ready to proceed, click **Submit**.

• After a few seconds, you will see a Summary and Status window, showing your request as **Pending approval**.

![Summary tab](image)

• Click **OK** to close the window.

**Email notification of new accounts**

When your request has been approved, we will send you two automated emails.

• The first email has details of the new account’s **username**.

• The second email supplies a **temporary password** for the new account and instructions on how to change this.

If you have requested the new account on someone else’s behalf – for example, a guest – please make sure you pass this information on to that user.

**Note:** We will also send you automated emails when the account nears its expiry date – 30 days and 5 days beforehand – and again when the account is closed.

**View progress of account requests**

You can view the progress of your account requests at any time via Account Manager.

• Under **Requests & Approvals** on left navigation, click **Manage My Requests** to display the current progress of requests you have submitted.

• Click on a request to see full details submitted.

![Account Manager](image)

**View new account details**

Once the request is approved, it will be listed in **My Accounts**, accessed via left hand menu.

• Click on **My Accounts** to display all accounts.

• Click on an account name to display account details including the new account username.
Completing account request form fields
External or External + SharePoint account

Request Non HR Account tab
All text fields under this tab require input.

- **Display Name**: This is fixed and cannot be changed
- **Account Type**: This defaults to *External*, leave this as it is
- **How long is it required for?**: Select an option, as appropriate
- **User’s First Name**: Enter the first name of the person the External account is for
- **User’s Last Name**: Enter the last name of the person the External account is for
- **Account Owner**: In most cases, the Account Owner will be you. Enter this as *Lastname, Firstname* and click the tick icon to validate and resolve the field.
  - Alternatively, click the browse icon to search for and select an individual.
- **User’s External Email Address**: Enter the external user’s email address
- **Description**: Enter a short explanation of what the External account is for – for example, *Visitor wireless access for week 9-13 March 2015 while attending conference*

**Important**: If your visitor will need access to a UoA SharePoint site, you must note this in the Description field.

Work Info tab
- **User’s Company Name**: This text field is not required. However, it may be useful for you to access this information at a later date. If appropriate, enter the name of the company or institution the external person is from
- **User’s Job Title**: This text field is not required. However, it may be useful for you to access this information at a later date. If appropriate, enter the external person’s job title

Contact Details tab
None of the text fields under this tab require input. However, it may be useful for you to access these details at a later date (via Manage My Requests). Enter any details you feel would be appropriate – for example the external person’s mobile phone number.

Summary tab
This tab gives you a quick overview of the details you have entered in the request form. If any of the details are incorrect, or if you wish to add or remove anything, click the Back button and edit as required. If you are happy with the information you have provided, click Submit.

You will be presented with a Status window showing that your account request is pending approval, Click OK to close this window.

Email notifications
When your request has been approved, we will send you two automated emails.

- The first email has details of the new account’s username.
- The second email supplies a temporary password for the new account and instructions on how to change this.

If you have requested the new account on someone else’s behalf – for example, a guest – please make sure you pass this information on to that user.

**Note**: We will also send you automated emails when the account nears its expiry date – 30 days and 5 days beforehand – and again when the account is closed.
Guest account (1-5)

**Note:** You can request up to 5 Guest accounts via the Account Manager. If you need multiple Guest accounts (6-50), please log into MyIT ([https://myit.abdn.ac.uk](https://myit.abdn.ac.uk)) and complete a **Bulk Guest Account Request** form.

**Request Guest Account tab**

All text fields under this tab require input.

- **Display Name:** This is fixed and cannot be changed
- **Account Type:** This defaults to Guest and cannot be changed
- **Guest’s First Name:** Enter the first name of the person the Guest account is for
- **Guest’s Last Name:** Enter the last name of the person the Guest account is for
- **Account Owner:** In most cases, the Account Owner will be you. Enter this as *Lastname, Firstname* and click the tick icon to validate and resolve the field.
  - Alternatively, click the browse icon to search for and select an individual.
- **Description:** Enter a short explanation of what the Guest account is for – for example *Guest wireless access for 10 March 2015 while on campus to deliver training workshop*

**Work Info tab**

- **Guest’s Company Name:** This text field is not required. However, it may be useful for you to access this information at a later date. If appropriate, enter the name of the company or institution the guest is from
- **Guest’s Job Title:** This text field is not required. However, it may be useful for you to access this information at a later date. If appropriate, enter the guest’s job title

**Contact Details tab**

None of the text fields under this tab require input. However, it may be useful for you to access these details at a later date. Enter any details you feel would be appropriate – for example the guest’s mobile phone number.

**Summary tab**

This tab gives you a quick overview of the details you have entered in the request form. If any of the details are incorrect, or if you wish to add or remove anything, click the **Back** button and edit as required. If you are happy with the information you have provided, click **Submit**.

**Email notifications**

When your request has been approved, we will send you two automated emails.

- The first email has details of the new account’s username.
- The second email supplies a temporary password for the new account and instructions on how to change this.

If you have requested the new account on someone else’s behalf – for example, a guest – please make sure you pass this information on to that user.

**Note:** We will also send you automated emails when the account nears its expiry date – 30 days and 5 days beforehand – and again when the account is closed.
Project account

Account Request tab

All text fields under this tab require input.

- **Display Name**: This is fixed and cannot be changed
- **Account Type**: This is fixed and cannot be changed
- **Project Name**: Enter the Project name as it will appear in the IT account name. You are limited to a maximum of 10 characters and the name you choose will be prefixed by PRJ_
- **Account Owner**: In most cases, the Account Owner will be you. Enter this as Lastname, Firstname and click the tick icon to validate and resolve the field.
  - Alternatively, click the browse icon to search for and select an individual.
- **Description**: Enter a short explanation of what the Project account is for – for example, *One year projecting researching migratory habits of arctic terns, March 2015-February 2016*

Summary tab

This tab gives you a quick overview of the details you have entered in the request form. If any of the details are incorrect, or if you wish to add or remove anything, click the **Back** button and edit as required. If you are happy with the information you have provided, click **Submit**. You will be presented with a Status window showing that your account request is pending approval, Click **OK** to close this window.

**Important**: If the owner of a Project account leaves the University, the account will be closed automatically unless an alternative owner is identified before they leave. Please notify the Service Desk of any change in ownership.

Email notifications

When your request has been approved, we will send you two automated emails.

- The first email has details of the new account’s username.
- The second email supplies a temporary password for the new account and instructions on how to change this.

If you have requested the new account on someone else’s behalf – for example, a guest – please make sure you pass this information on to that user.

**Note**: We will also send you automated emails when the account nears its expiry date – 30 days and 5 days beforehand – and again when the account is closed.

Need help?

If you need help using the Account Manager, or you have any questions about additional accounts, please contact the IT Service Desk for advice:

- [servicedesk@abdn.ac.uk](mailto:servicedesk@abdn.ac.uk)
- [https://myit.abdn.ac.uk/](https://myit.abdn.ac.uk/)
### APPENDIX

<table>
<thead>
<tr>
<th>Type</th>
<th>What it’s for</th>
<th>What you get</th>
<th>Max Lifetime</th>
<th>How you get it</th>
</tr>
</thead>
</table>
| Guest (1-5)\(^2\)    | Short-term *ad hoc* account for visitors to the University, e.g. visiting academics, conference attendees | • Username and password for network  
• Internet access via *eduroam* wireless network, if required.  
  *Note:* Visitors are encouraged to use the free, public wireless service *Aberdeen-city-connect*  
• Access to classroom and library PCs for internet use and the MS Office suite | Up to 30 days | • Request up to 5 Guest accounts on behalf of your Guest(s) via the Account Manager portal at [https://www.abdn.ac.uk/accountmanager/](https://www.abdn.ac.uk/accountmanager/)  
• Requests are processed within 30 minutes  
• You will then be the guest account’s sponsor |
| External              | For non-University employees, e.g. contractors, suppliers, academic external collaborators (does not apply to honorary appointments - see note below) | • Username and password for network  
• Internet access via *eduroam* wireless network, if required.  
  *Note:* Visitors are encouraged to use the free, public wireless service *Aberdeen-city-connect*  
• Printing via proximity card  
• Desktop  
• *SharePoint* access on request, if required | Up to 12 months | • Request an External account on behalf of the external party via the Account Manager portal at [https://www.abdn.ac.uk/accountmanager/](https://www.abdn.ac.uk/accountmanager/)  
• IT Services will approve this request – please allow up to 3 working days for activation of account  
• You will then be the external account’s sponsor |
| External + SharePoint |                                                                                   |                                                                             |               |                                                                                               |

\(^2\) If you require multiple Guest accounts (6-50), you can request these via the IT Service Desk’s self-service. Login to MyIT at [https://myit.abdn.ac.uk](https://myit.abdn.ac.uk) and complete a *Bulk Guest Account Request* form.  
Bulk requests may take up to 3 working days to process. You will then be the guest account’s sponsor.
<table>
<thead>
<tr>
<th><strong>Project</strong></th>
<th><strong>Used by staff for project work</strong></th>
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<tbody>
<tr>
<td></td>
<td>• Username and password for network</td>
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<td></td>
<td>• Internet access</td>
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<td></td>
<td>• A Project account mailbox can be shared for project use for the life of the project. (For long-term shared mailboxes please see resource accounts.)</td>
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<td>• Email account</td>
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<td>• Printing via proximity card</td>
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<td><strong>Life of project</strong></td>
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