Requesting a Guest IT account: Windows

IT Services Documentation Team. Revised May 2015

This guide is intended for University hosts who are looking for guidance on requesting a Guest IT account for their visitor. A fact sheet for guidance for visitors – Using a Guest IT account – is also available.

Note: University hosts must request Guest accounts prior to the arrival of visitors. Hosts must be full members of staff. 1-5 Guest accounts can be available within 30 minutes of submitting a request. The processing of multiple Guest accounts (6-50) may take up to 3 working days.

Who are Guest accounts for?
Guest accounts are for short term (up to 30 days) ad hoc use and may be issued to individuals who are visiting the University and who require only basic access to the internet, e.g. visiting academics, conference attendees, or those on University business.

What can visitors do with a Guest account?
A Guest account is active:
- for up to 30 days
A Guest account provides:
- login details (username and password)
- basic internet access via the campus wireless network guestweb
- access to classroom and library PCs for internet use
A Guest account does not provide:
- Printing
- University of Aberdeen email account

Note: If you don’t think your visitor’s requirements will be fully covered by a Guest account, please contact the Service Desk for advice – servicedesk@abdn.ac.uk.

How do I request a Guest account?
Requests for Guest accounts are made on behalf of guests by the relevant University host, e.g. conference organiser or representative from an academic department. Hosts must be full members of staff.

To request up to 5 Guest accounts
Use the Account Manager to request 1-5 Guest accounts.

Note: You must be on campus, on a networked PC, to use the Account Manager.

Requests are normally processed within 30 minutes of submitting your request.

- Launch Internet Explorer and go to the Account Manager portal at https://www.abdn.ac.uk/accountmanager
- You must use Internet Explorer. You will not be able to use Account Manager in other browsers.
- There is no need to login. Account Manager picks up your Windows login credentials.
- From the menu on the left of the screen, under Account Requests, select Guest Account
- Click New at the top of the Guest Account Request screen
- In the pop-up window, under the Request Guest Account tab, complete the mandatory fields as follows:
  - Display Name – this is fixed and cannot be changed
  - Account Type – this defaults to Guest and cannot be changed
  - Guest’s First Name and Guest’s Last Name – enter the firs and last name of the person the account is for
  - Account Owner – in most cases, this will be you. Enter this in the format Last Name, First Name and click the tick icon to validate and resolve the field, OR click the browse icon to search for and select an individual
  - Description – enter a short explanation of what the account is for
- Under the Work Info tab:
  - Add the Guest’s Company Name and Job Title if you want, then click Next
- Under the Contact Details tab, complete any relevant fields then click Next
- Under the Summary tab, review your entries before Submitting your request.

When you are finished, close the Internet Explorer browser window or tab to end the session.

Email notification
Account details will be sent to you by email.
To request 6-50 Guest accounts

Requests may take up to 3 working days to be processed.

The maximum number of Guest accounts you can request in any 24 hour period is 50.

- Log into the Service Desk's self-service client MyIT at https://myit.abdn.ac.uk
- Complete the Bulk Guest Account Request form (this is listed on the left hand navigation)
- Submit your request
- Account details will be sent to you by email

What happens next?

When your account has been processed, you will receive two automated emails, one with details of the account username and the second with a temporary password for the account.

As host, you are responsible for passing account details (username and temporary password) on to your guest(s).

The user of this account is required to change the temporary password on first login.

Once approved, you can see the details of any guest accounts you have requested in the Account Manager portal - https://www.abdn.ac.uk/accountmanager

- From the menu on the left of the screen, under Account Requests, select My Accounts
- All accounts you have requested will be displayed on screen.

Accounts are normally active for up to 30 days.

How do guests access the wireless network?

Guests with a Guest account who have a wireless enabled laptop, PDA or other mobile device can access the internet via the wireless network guestweb.

1. Visitors should look for available wireless networks on their laptop in the usual way - guestweb is listed as one of the options
2. Connect to guestweb
3. Launch their web browser
4. A Welcome to the guestweb service page will display automatically
5. They then log in using the guest username and password as provided by you

Conditions of use

Hosts are responsible for allocating guest accounts and keeping a record of the individuals accounts have been allocated to.

Hosts must ensure that guests are aware of, and comply with, the University’s Conditions for using IT Facilities.1

Accounts must not be shared by more than one individual.

Availability of classroom/library PCs cannot be guaranteed – access is on a first come, first served basis.

What if I need help?

If you have any difficulty requesting Guest accounts, contact the IT Service Desk for advice servicedesk@abdn.ac.uk

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1 All IT policies are published in the Policy Zone on StaffNet – see www.abdn.ac.uk/staffnet/governance/