

Introduction

ITS is improving the process of providing email accounts for new staff.

Initially, we are making it possible for supervisors and hiring managers to generate email addresses for their staff and automatically initiate requests for email accounts. In the future, this system will automatically generate email addresses and accounts for staff in the Alesco system and provide supervisors with the option of requesting accounts for other staff.



Creation of an email address does not mean the staff member can send or receive email, the user's email account still needs to be created by ITS. Creating the address identifies and reserves the new email address only. The UserID and IT Services Access Request Form must still be completed and sent to the [IT Service Desk](#) to gain access to other IT services.

The purpose of this fact sheet is to show supervisors how to use this system to initiate email accounts for their staff.

Supervisors will receive an email notification to remind them to set up contact arrangements for their staff, which will also point them to software to get the process started.

Logging onto the Identity Manager

Use your web browser to open <http://brosnan.uws.edu.au:8080/idm/user/login.jsp>

Sun Identity Manager

HELP

Java

Sun Microsystems, Inc.

Log In to Identity Manager

User ID 300

Password

Log in For User ID? Forgot Password?

Log in with your MyUWSAccount credentials

Enter your **MyUWSAccount credentials** and press **Log in**.

The Sun Identity Manager home page opens.



Sun Identity Manager home page

Request a new email address

Select the **Requests** tab.



Requests tab

Select the **Launch Requests** sub-tab and then click **Request email for staff**.



Select Launch Requests and click Request email for staff

The UWS Request Email End User Task web form opens.

This form automatically creates an email address and sends a request to ITS to create the account.

Use the drop down menu next to **Find user:** to select your search type; UWSID or last name.

Depending on the search type, enter the UWSID or last name of the staff member in the **starts with** field and press the **Search** button.

You will receive a list of staff matching your search criteria.

Tick the correct person and press **Select Account**.

You can only request accounts for staff that report to you. Other attempts will generate an error report.

UWS Req **1** Email End User **2** k

3 user: Account ID starts with 9090

<input type="checkbox"/>	Account ID	First Name	Last Name
<input checked="" type="checkbox"/>	9090	B	

Select Account **4** Cancel

Select the search type (1), enter the criteria (2), select the correct person (3) press Select Account (4)

Confirm the details on the following screen are correct and press **Request Email**.

UWS UWS Request Email End User Task

Account ID: [redacted]

Full Name: [redacted]

Email to be assigned: [redacted]@uws.edu.au

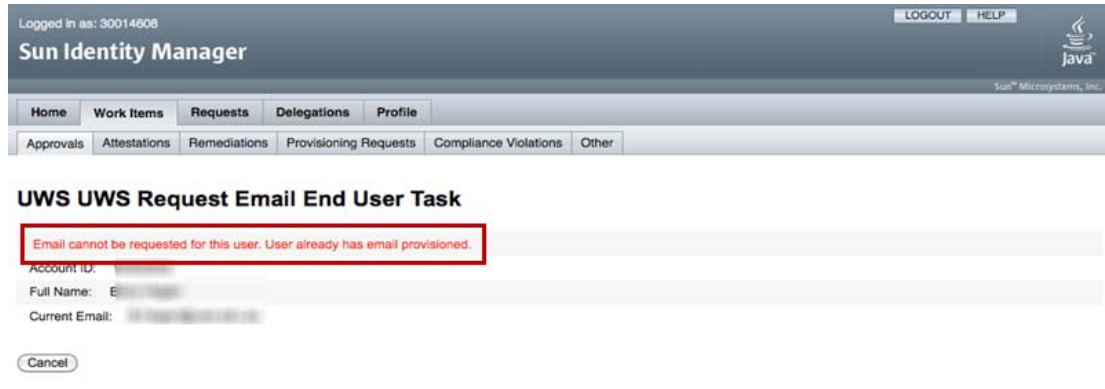
Request Email Cancel


Confirm the details and press Request Email

Email accounts will be created after the request has been submitted. Please contact the IT Service Desk on 02 9852 5111 (ext 5111) to follow up the status of your application.

Error messages

If the staff member already has an email address you will get a message similar to the following.



Logged in as: 30014608 LOGOUT HELP 

Sun Identity Manager Sun™ Microsystems, Inc.

Home Work Items Requests Delegations Profile

Approvals Attestations Remediations Provisioning Requests Compliance Violations Other

UWS UWS Request Email End User Task


Email cannot be requested for this user. User already has email provisioned.

Account ID: [redacted]
Full Name: E. [redacted]
Current Email: [redacted]

This person already has email.

You will get an error message if you attempt to create an email address for staff who do not report to you.



Logged in as: 30014608 LOGOUT HELP 

Sun Identity Manager Sun™ Microsystems, Inc.

Home Work Items Requests Delegations Profile

Approvals Attestations Remediations Provisioning Requests Compliance Violations Other

UWS UWS Request Email End User Task

Email cannot be requested for this user. The user is not your direct report.

Account ID: [redacted]
Full Name: [redacted]

You do not directly supervise this person and cannot create their email address.

Key web addresses

Sun Identity Manager:	http://brosnan.uws.edu.au:8080/idm/user/login.jsp
UserID Form:	http://www.uws.edu.au/itforms#user



IT Service Desk	
Phone:	02 9852 5111 (ext 5111)
Email:	itservicedesk@uws.edu.au
Web:	http://www.uws.edu.au/itservicedesk
Self Service job logging:	http://itsm.uws.edu.au
UWS IT Services Catalogue:	http://www.uws.edu.au/its
ITS Fact Sheets	http://www.uws.edu.au/itfactsheets