**Network & E-mail Request Form Instructions**

As of 05/21/18

All network and e-mail requests will take 3-5 business days to be processed upon receipt of completed and signed form(s).

The *Network & E-mail Request Form* must be submitted by an agency approved authorized requestor. Forms submitted by non-approved requestors may be rejected.

[Download the most current form](https://eohhsintranet.ehs.state.ma.us/IT/ITForms/Network_&_Email_Request_Form_FINAL_FORM.pdf) prior to every request.

Using Internet Explorer is recommended to view and download the form.  
An error message may occur using other web browsers.

Please do not complete the form using a web browser and download the form onto a local computer before completing it. Updates to the form will occur frequently and saving a copy to a local computer to reuse later is not recommended.

Submission of additional forms may be required based on the type of service being requested.

**Request Types:**

**New User:**

Tier 1 Access:

This request type is used to create basic network access (Tier 1 access) for new employees at the time of onboarding. Tier 1 access includes the following:

* Active Directory account (pc logon)
* E-mail address (if requested)
* Access to Microsoft Office Products (Outlook, Excel, PowerPoint, Access, and Word)
* E-mail Distribution List membership (provided by requestor)
* Access to shared network folders (provided by requestor)

Tier 2 Access:

Access to all other resources (Tier 2 access [agency-specific applications, VPN, agency-specific resources, etc.]) should be requested using existing request procedures. Once a user’s onboarding exercises are completed, all other access modifications can be requested using one of the following Network & E-mail Request Form types:

* Modify User Access
* User Name Change
* Transfer User Location
* Supervisor Change
* Terminate\Offboard User
* Other

**Modify User Access:**

This request type is used to change, delete, or modify a user’s (or group of users’) access to network resources (folder, files, drives, etc.). Any changes to Tier 2 services should follow existing request procedures.

**User Name Change:**

This request type is used for name changes of all Tier 1 accounts and services.

**Transfer User Location:**

This request type is used for an internal or agency transfer of staff. Both the move FROM and move TO information must be included. This request will only transfer or move access to Tier 1 services if needed. It does not include the physical relocation of any personal belongings. NOTE: For security, inventory, and liability reasons, users are not permitted to physically relocate any IT devices and hardware.

**Supervisor Change:**

This request type is used to update a supervisor or managerial change that will affect a user.

**Terminate/Offboard User:**

This request type is used in the termination or offboarding of a user account and network access. Access to Tier 1 services will be removed at 5:00 p.m. on the termination date provided. Removal of Tier 2 access should follow existing request procedures.

**Other:**

This request type is used when all other existing request types do not meet the required needs. This option should not be used for any Tier 2 access requests.

**Submit completed forms by:**

1. **Creating a** [CA Self-Service Request](http://eohhs-web.ehs.govt.state.ma.us/IT/ca-online.asp) **and attaching all required forms.**

**or**

1. **E-mailing all forms to your** [agency-specific service and  
   support center email address.](http://eohhs-web.ehs.govt.state.ma.us/IT/agency-email-addresses.asp)

**REQUIRED FORMS FOR SCENARIOS PER EOHHS SECURITY OFFICE**

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| --- | --- | --- | --- | --- |
| **Scenario** | **Request Type** | **Request Sub-Type** | **Network & E-mail Request Form** | **EOHHS Shared Access Request Form** |
| Onboarding | New User |  | **** | \* This form is required along with the *Network & E-mail Request* form if requesting access to another user's mailbox, personal files, etc. |
| Adding, Deleting, or Modifying User Access to Distribution Lists | Modify User Access | Distribution List | **** |  |
| Adding, Deleting, or Modifying User Access to Group E-mails | Modify User Access | Group E-mail | **** |  |
| Adding, Deleting, or Modifying User Access to Calendars | Modify User Access | Calendar | **** |  |
| Adding, Deleting, or Modifying User Access to Security Groups | Modify User Access | Security Group | **** |  |
| Changing the Name of a User in Active Directory | User Name Change |  | **** |  |
| Changing the Supervisor of a User in Active Directory | Supervisor Change |  | **** |  |
| Transfer User within the same Agency, and same Job Title/Role  *(E-mail remains the same)* | Transfer User Location |  | **** |  |
| Transfer User with the same Agency, different Job Title/Role, and same Functional Group *(E-mail remains the same)* | Transfer User Location |  | **** |  |
| Transfer User with the same Agency, different Job Title/Role, and different Functional Group  *(E-mail will be changed)* | New User & Terminate / Offboard User |  | **** | \* This form is required along with the *Network & E-mail Request* form if requesting access to another user's mailbox, personal files, etc. |
| Transfer User from another Agency | New User & Terminate / Offboard User |  | **** | \* This form is required along with the *Network & E-mail Request* form if requesting access to another user's mailbox, personal files, etc. |
| Transfer User from Another Secretariat | New User & Terminate / Offboard User |  | **** | \* This form is required along with the *Network & E-mail Request* form if requesting access to another user's mailbox, personal files, etc. |
| Transfer User to another Secretariat | Terminate / Offboard User |  | **** | \* This form is required along with the *Network & E-mail Request* form if requesting access to another user's mailbox, personal files, etc. |
| Terminate / Offboard User | Terminate / Offboard User |  | **** | \* This form is required along with the *Network & E-mail Request* form if requesting access to another user's mailbox, personal files, etc. |
| Adding, Deleting, or Modifying User Access to Shared Folders | N/A | N/A |  | **** |