Remedy: Special Permissions

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REMEDY: SPECIAL PERMISSIONS

PREREQUISITE: REMEDY: USER BASICS COURSE

OBJECTIVE: TO PROVIDE SPECIAL *PERMISSIONS TRAINING* TO EFFECTIVELY RESOLVE CUSTOMER ISSUES.

SECTION I DISABLE AN ACCOUNT

SECTION II MANAGE AN ALIAS

1. CREATE A STANDARD ALIAS
2. MODIFY AN ALIAS DESTINATION
3. VERIFY AN ALIAS
4. CREATE A CUSTOMIZED PERSONAL ALIAS
5. CREATE AN ORGANIZATIONAL/DEPARTMENTAL ALIAS
6. DELETE AN ALIAS

SECTION III UPDATE ACTIVE DIRECTORY

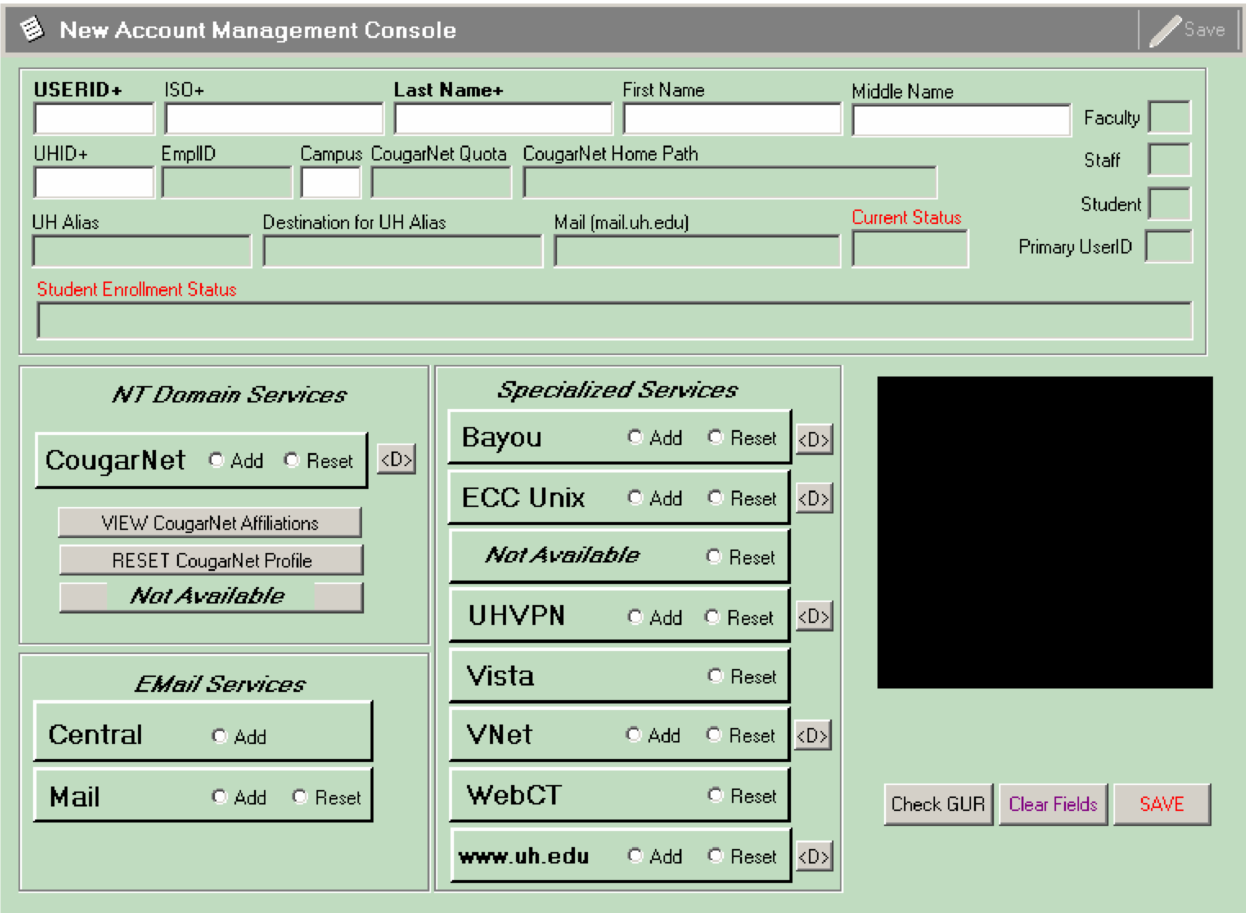
CONTACT INFORMATION: REMEDYADMIN@SUPPORT.UH.EDU

TRAINING DOCUMENT CAN BE FOUND AT: HTTP://ACTION.UH.EDU

CLICK ON MANUALS, THEN CLICK ON REMEDY: SPECIAL PERMISSIONS

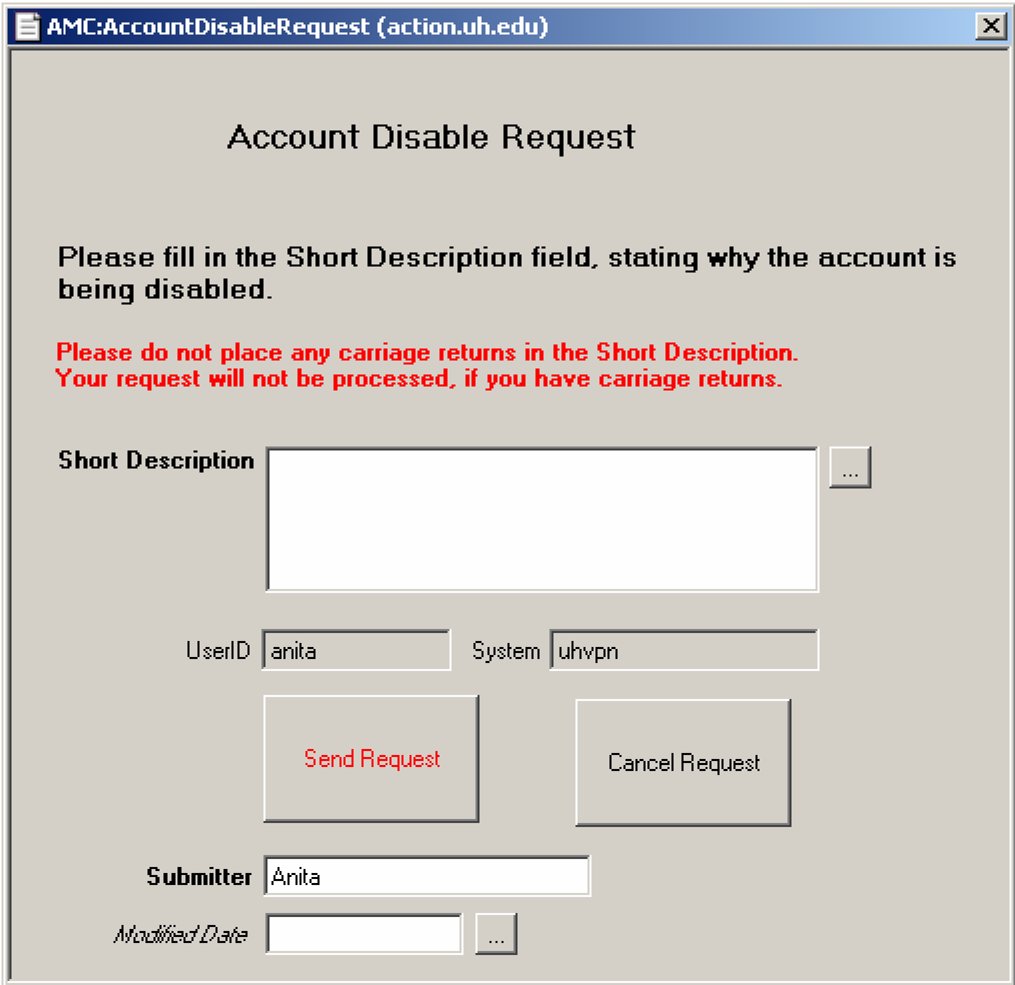
SECTION I: DISABLE AN ACCOUNT

To disable an account, go to the Account Management Console (AMC) screen and query the customer by entering the UserID, Last Name, ISO or the UHID.



Click the gray square button marked with a <D> to the right of the account that needs to be disabled.

The “Account Disable Request” dialog box will appear as below. The dialog box will only appear if the account exists.



Type a short explanation for disabling the account in the “Short Description” field. **Do not place any carriage returns within your explanation; the request will not be processed if there are carriage return.** Click the “Send Request” button to submit the request. The account becomes disabled in Remedy and a transaction request is sent to the respective server. The disable process will take 30 minutes to complete with the exception of the following accounts.

For bayou accounts, an email should be sent to root@bayou.uh.edu to complete the disable request.

For www.uh.edu Personal accounts, an email should be sent to Alan Pfeiffer-Traum (apt@uh.ed) copying Diane Trippel (dtrippel@uh.edu) to complete the disable request.

For www.uh.edu Departmental/Organizational accounts, an email should be sent to RemedyAdmin@Support.UH.EDU and they will be responsible for completing the disable request.

For ECC_Unix accounts, an email should be sent to John Young (cjyoung@egr.uh.edu) to complete the disable request.

Be sure to include the customer's **UserID and the reason** for disabling the account in your email message.

SECTION II: MANAGE AN ALIAS

All members of the UH community receive a UH email alias. The email alias is a pointer that directs email messages to a destination email account. The destination email address can be updated at

http://www.uh.edu/directory

UH email aliases are created according to the name obtained from UH's official employee or student records. The standard naming convention is

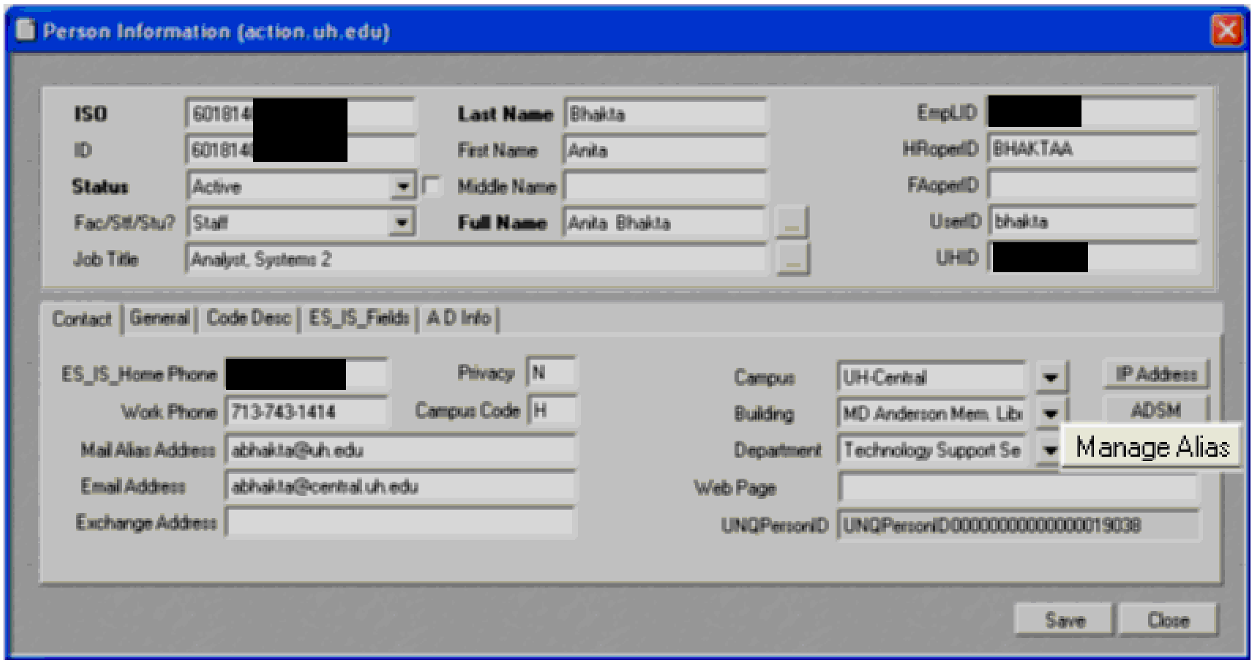
first-initial + middle-initial + last-name @ uh.edu
or
first-initial + last-name @uh.edu

If an alias is already in use, it will be necessary to add a sequential number to the end of the last name to make it unique. For example, jacougar@uh.edu, jcougar@uh.edu and jacougar3@uh.edu.

Sometimes a customer may have a name change. **Name changes must be changed in the official University records before the alias address change can occur (registrar's office for students and HR office using PAR for employees).** Email addresses can be updated within Remedy and LDAP to reflect name changes. To request a name change, the email address owner can contact the ITSC at 713-743-1411 or support@uh.edu. Address ownership will be verified using the Cougar 1Card, the official UH identification card.

To manage aliases in Remedy, start from the Remedy Service Console screen. On the Remedy Service Console screen, click the "New Request" button on the left side of the screen. A new window "New Help Desk Cases" will open.

Bring up the customer and click on the "Requester Information" tab and then click on the "Profile" button to get to the "Person Information" screen.



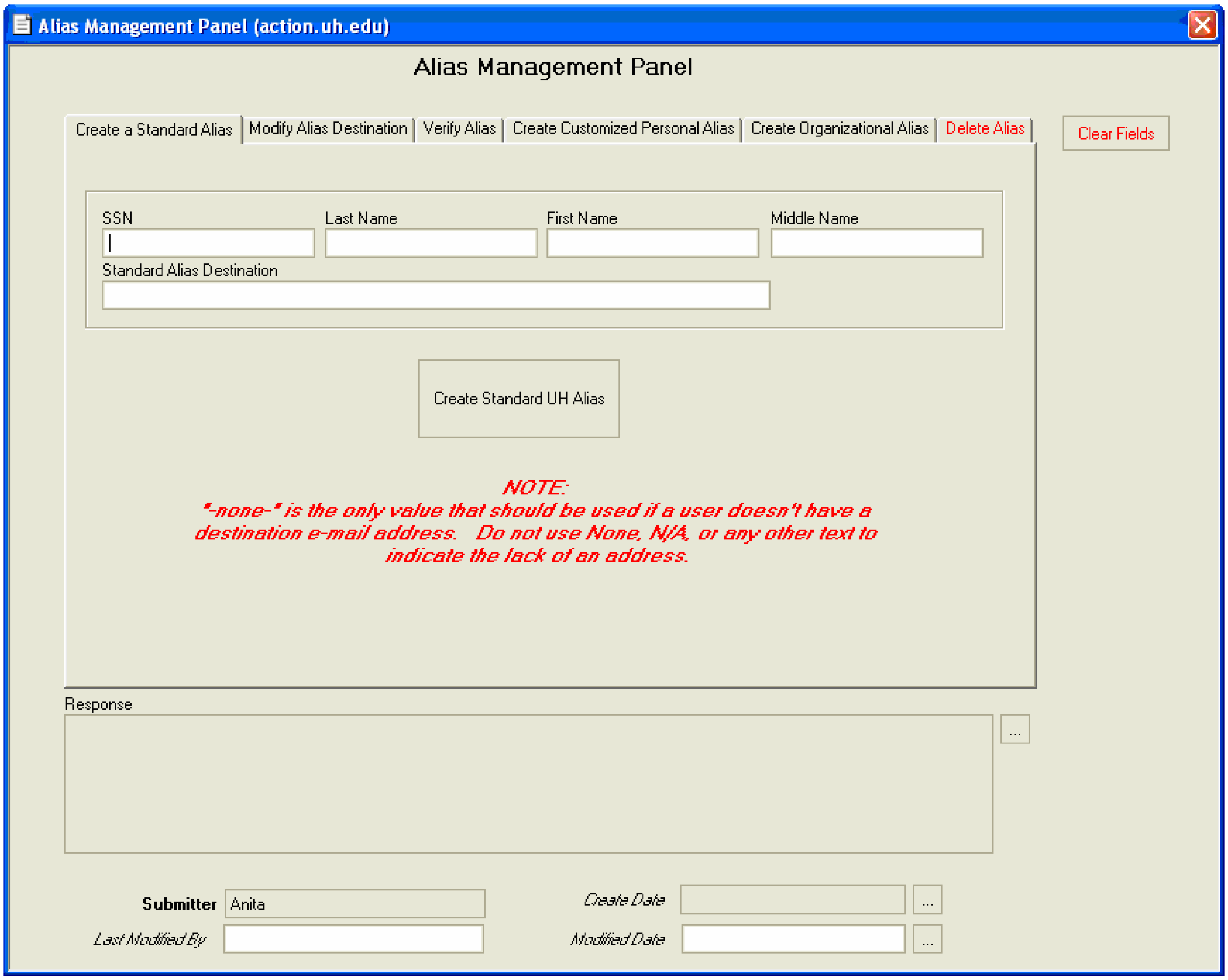
From the Person Information screen, click the “Manage Alias” button located on the far right side of the “Contact” tab. The “Manage Alias” button will open the “Alias Management Panel” screen.

Create a Standard Alias

A standard UH alias can be created manually by clicking on the "Create a Standard Alias" tab and filling out the required information about the customer.

If the alias does not have a destination address, you must enter "–none-." Please do not use any other wording or leave it blank to indicate that the customer does not have a destination address.

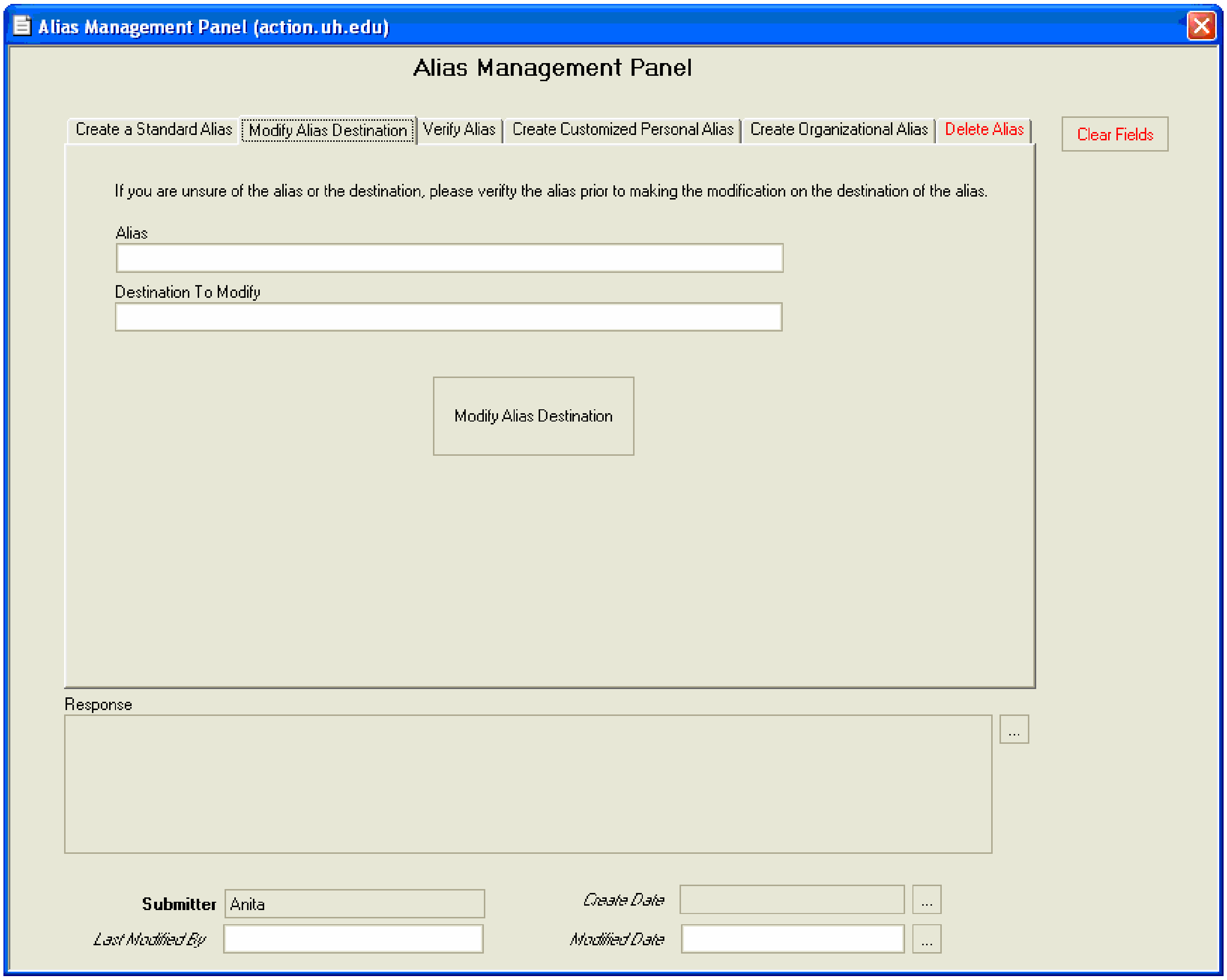
When finished, click the "Create Standard UH Alias" button. The "Response" field at the bottom of the screen will report feedback confirmation about your request. The "Response" field applies to all requests. To confirm that the UH alias was created; go to the "Verify Alias" tab.



Modify an Alias Destination

To modify an alias, simply enter the alias and the destination to be modified. Make sure all the information is spelled correctly. Click the “Modify Alias Destination” button.

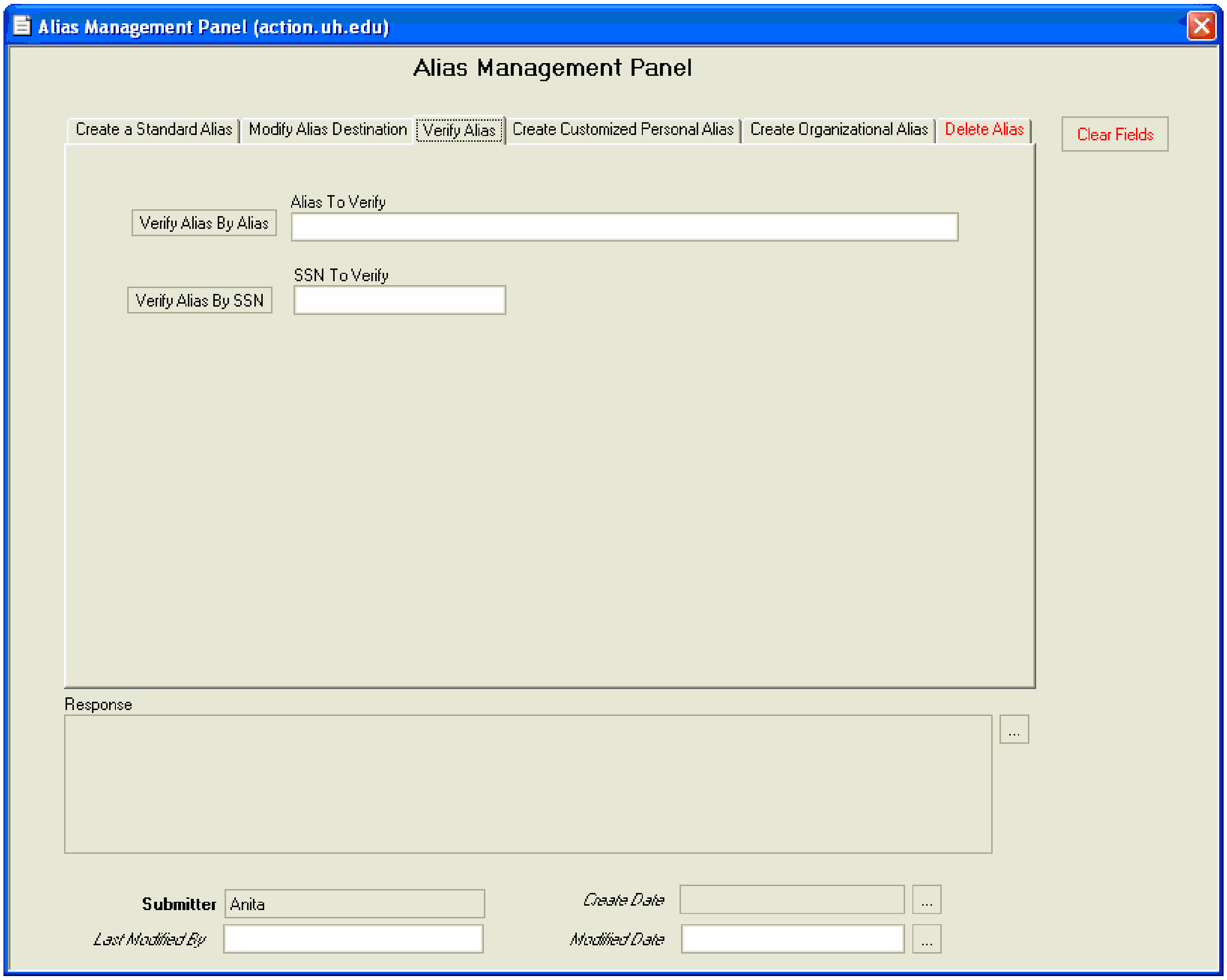
It is important that you double check the spelling of the alias and the destination before clicking the button to avoid mistyping.



Verify an Alias

On the “Verify Alias” tab, you can query the customer’s alias information by SSN or the alias.

The “Response” field will show the results of your query.

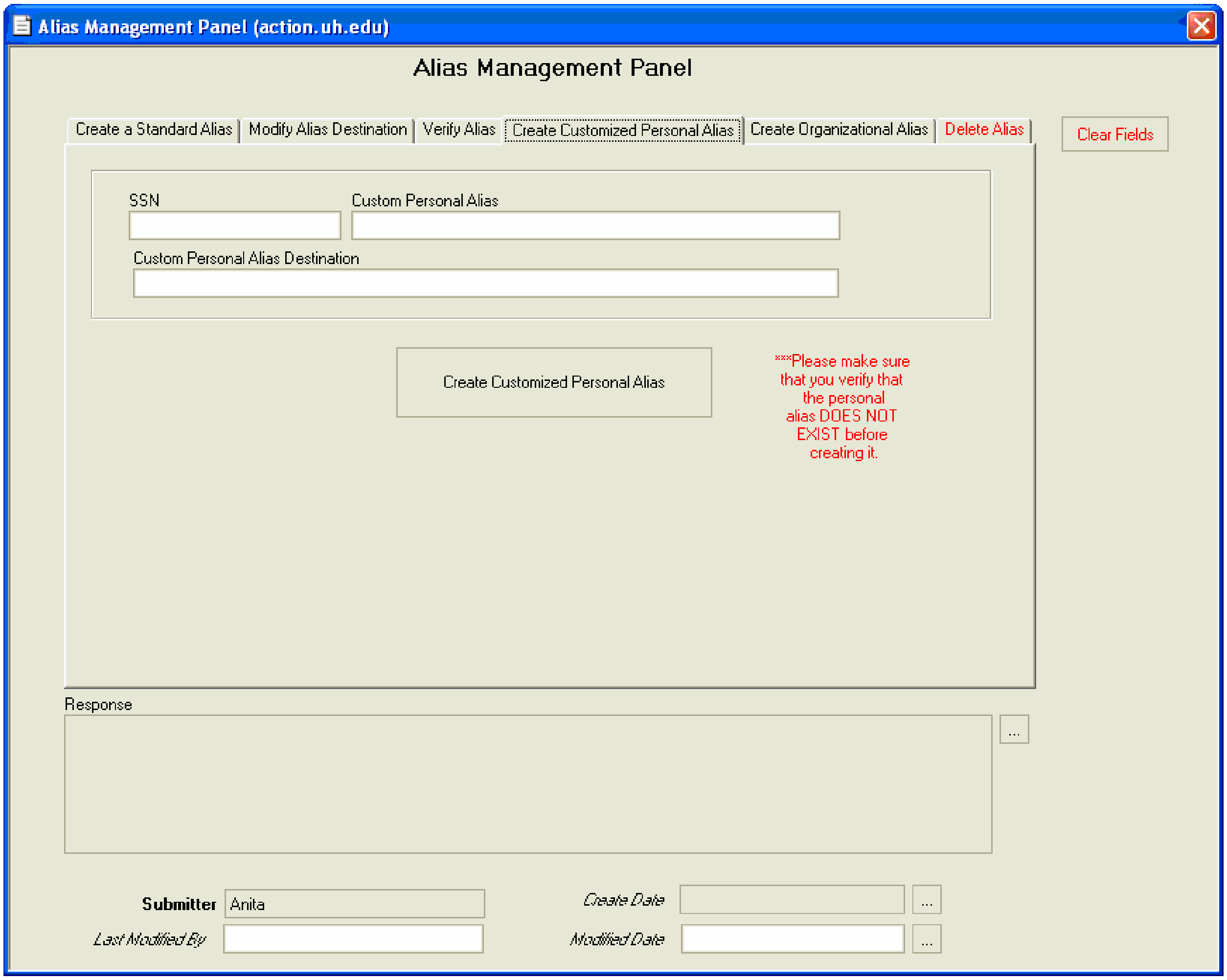


Create a Customized Personal Alias

In addition to a standard Alias, a customized personal alias can also be created by clicking the "Create Customized Personal Alias" tab. It is important to note that our policy is only to create Standard Aliases. Although rare, we do receive requests to create customized aliases. Customized Aliases should ONLY BE CREATED WITH THE APPROVAL OF AN ASSISTANT MANAGER OR THE MANAGER OF THE IT SUPPORT CENTER. Customized Personal Aliases are usually used for managing name change requests.

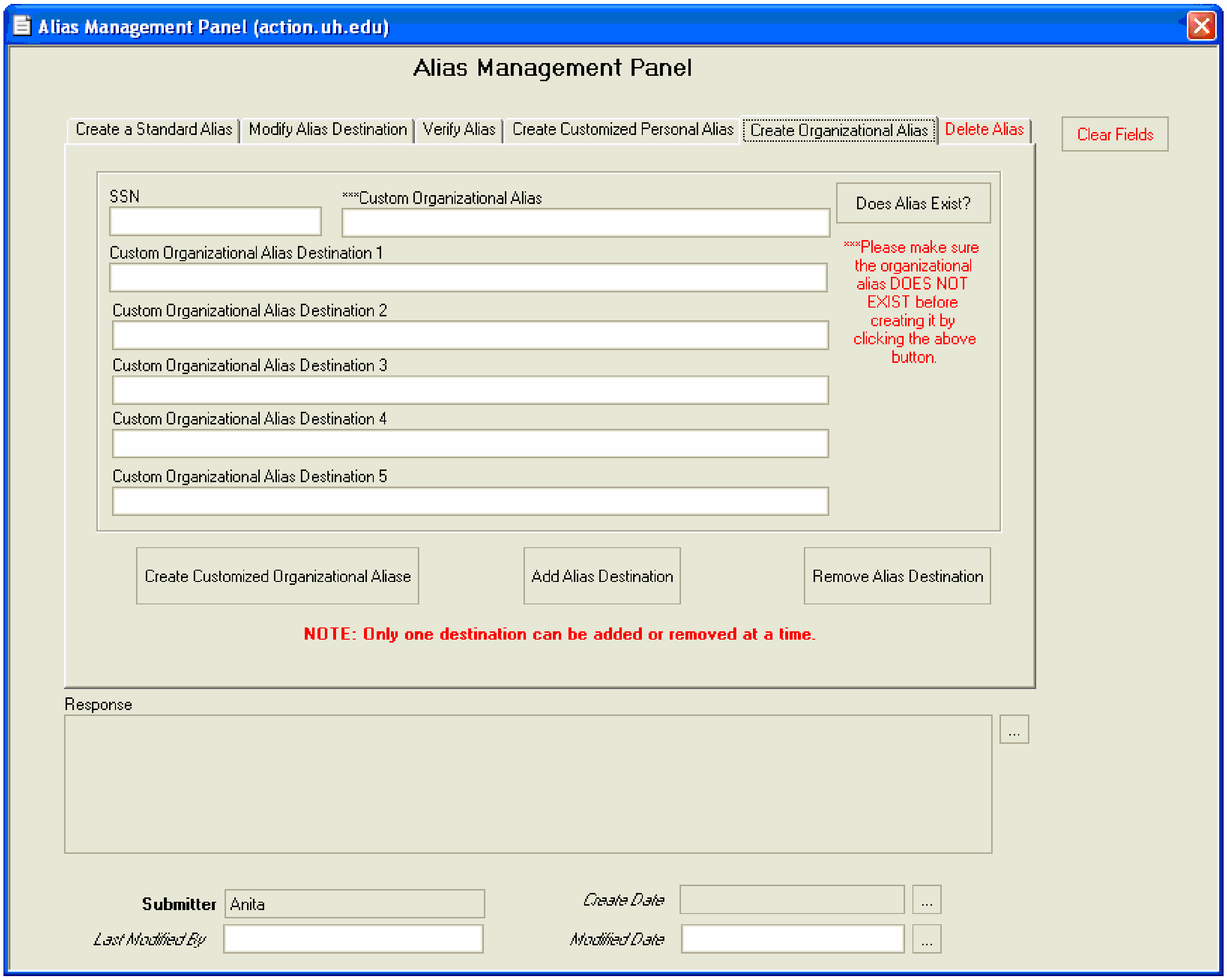
For name change requests, you need to work with the customer as you process the request. Before creating the customized personal alias, you must determine the new alias by following the standard naming convention mentioned at the beginning of this section. You must verify and check for the availability of the alias through the "Verify Alias" tab. Start with the standard naming convention of first initial + middle initial + last name. If this alias is available, then use it. If not, verify this convention, first initial + last name. If that alias is taken, then try first initial + middle initial + last name with the number 2 after at the end of it. Keep adding the sequential number until you find one that is available to use. Do not delete the old alias yet.

After determining the alias, create the new alias for the customer under the "Create Customized Personal Alias" tab. All necessary fields should be filled out and the "Response" field will report the confirmation. Inform the customer about the alias information. At this point, the customer will be using both the old and the new aliases. The customer is allowed to keep both aliases for up to 30 days. Work with the customer to determine the exact date. This time period is for transitioning the customer from the old alias to the new alias. Inform the customer that the old alias will be deleted on the pre-determined date and then mark this date on your Outlook calendar. See the "Delete an Alias" section below to delete aliases.



Create an Organizational/Departmental Alias

The “Create Organizational Alias” tab allows you to create aliases for organizations or departments. You must first enter the alias being requested into the “Create Organizational Alias” field. Next, click the “Does Alias Exist?” button to make sure the alias is not already taken. The “Response” field will display the owner information, if the alias exists.



If the alias does not exist, complete the form. You can only put one destination address per “Custom Organizational Alias Destination” field. If you have more than five destinations to assign for an organizational alias you are creating, you should first create the alias with the five destination addresses. Once it is created, you can add the other aliases on this screen by filling in the “SSN”, “Custom Organizational Alias”, and “Custom Organizational Alias Destination1” fields, and click the “Add Alias Destination” button.

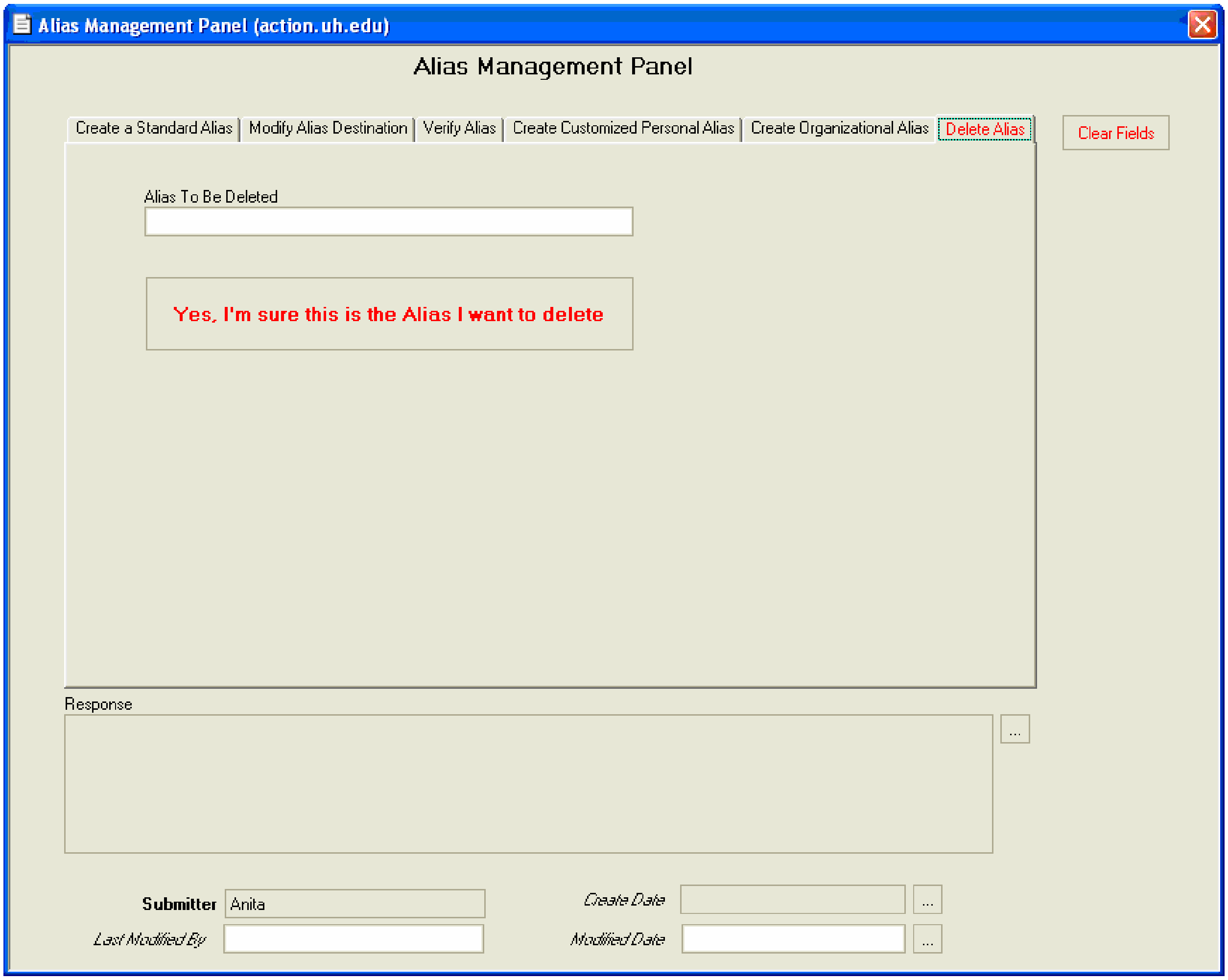
Note: Only one destination can be added or removed at a time.

To remove an alias destination, be sure you verify the correct alias and the correct destination that needs to be removed. Fill in the “SSN” and “Custom Organizational Alias” fields and list the alias destination to be removed in the “Custom Organizational Alias Destination1” field.

Click the “Remove Alias Destination” button to remove the specified destination from the alias. You may confirm your actions by verifying the alias.

Deleting an Alias

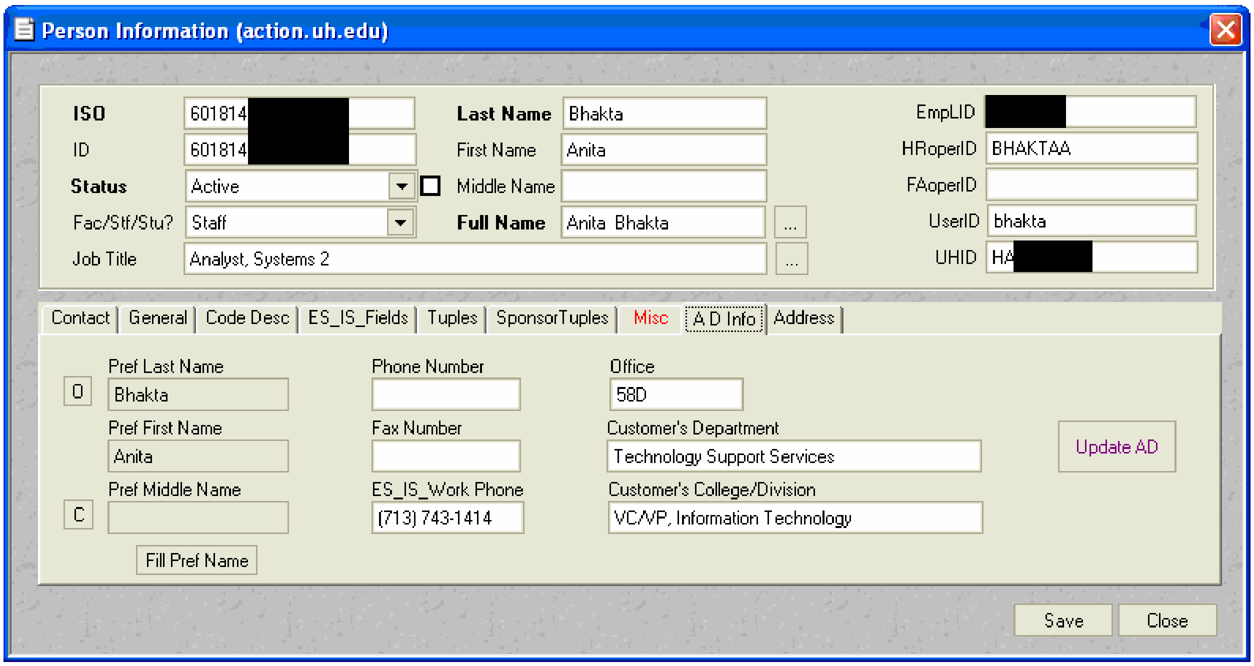
To delete an alias, simply enter the alias in the "Delete Alias" tab and press the "Yes, I'm sure this is the Alias I want to delete" button. Please check the spelling of the alias before clicking the button. Be aware that aliases can only be deleted under certain circumstances. A current student, staff or faculty member cannot have their alias deleted as the University requires all current UH affiliates have an alias. If deleted, it would just be recreated from overnight automated processes.



SECTION III UPDATING ACTIVE DIRECTORY

To update a customer's information in the Active Directory, the customer must have a CougarNet account. The update functionality exists in the "Person Information" screen. For more information on how to access the "Person Information" screen, follow the instructions given in "Manage an Alias" section.

From the "Person Information" screen, click on the "A D Info" tab. Note, if customers want their Preferred First Name and Preferred Middle Name to be changed, they must contact the business office of their department and request the change. The Preferred Name will be reflected in the Exchange account via the Global Address Book. The change will be automatically updated with the daily information received from the authoritative systems. To update any other information, make the required changes. Once you are done making the changes, click the "Update AD" button to update the Active Directory.



For Updates to Sponsored Accounts, please contact RemedyAdmin@Support.UH.EDU.

Questions regarding this manual and using Remedy User Tool can be directed to remedyadmin@support.uh.edu.