

Quick Guide – Working with UPMC Email Accounts

Subject: How to add, modify and revoke UPMC Email accounts.



Overview

The Identity Management System (IMS) online Account Request form enables UPMC managers to submit online user account requests to the Information Security Group for specific UPMC computer applications. Online account requests are composed of a series of Web-based forms available on the IMS Web site.

In this Quick Guide, you will learn how to use IMS to:

- [Request a UPMC Email account for a staff member.](#)
- [Modify a staff member's UPMC Email account.](#)
- [Revoke a UPMC Email account.](#)

Requesting a UPMC Email Account for a Staff Member

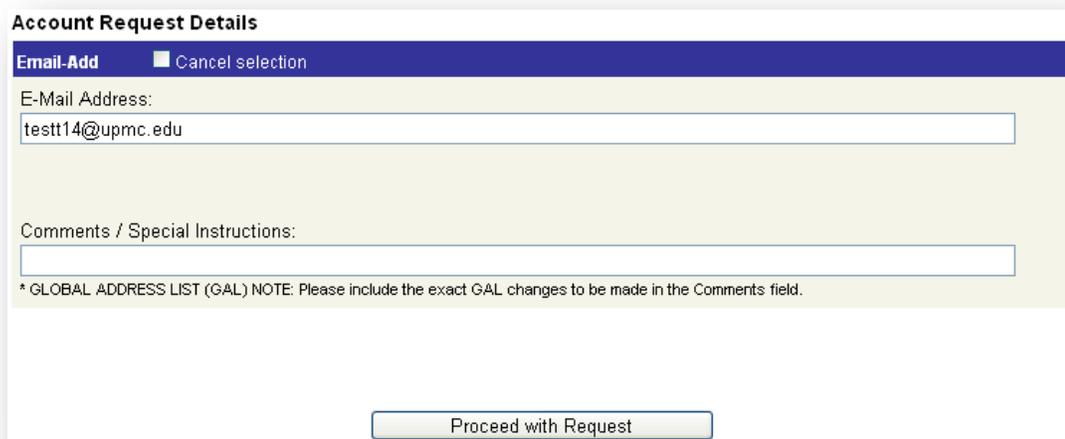
To create a UPMC Email account for a staff member, perform the following:

1. Go to the IMS Web site (<https://ims.upmc.com>), and log on using your E-Sign-On account ID and password.
2. Choose **Add/Modify/Revoke Application Access** under the **Request Access** menu.
3. Type the staff member's name or E-Sign-On ID and click **Show Search Results**.
4. From the list of results, click the name of the staff member to whom you wish to grant a UPMC Email account.
5. Under the **User Account Request** section, scroll down to **Email**, and select **Add Account** from the drop-down menu.



6. Click **Proceed with Request**.

7. The **Account Request Details** section of the screen will appear.
8. An email address for the user will appear in the **E-mail Address** field. The prefix of the address is editable.



The screenshot shows a web form titled "Account Request Details". At the top left, there is a blue header bar with the text "Email-Add" and a checkbox labeled "Cancel selection". Below this, the form has a light yellow background. The first section is labeled "E-Mail Address:" and contains a text input field with the value "testt14@upmc.edu". The second section is labeled "Comments / Special Instructions:" and contains an empty text area. Below the text area, there is a small asterisk followed by the text: "* GLOBAL ADDRESS LIST (GAL) NOTE: Please include the exact GAL changes to be made in the Comments field." At the bottom center of the form, there is a button labeled "Proceed with Request".

Note: To cancel your request and return to the IMS main menu, place a check in the **Cancel selection** checkbox and click Proceed with Request.

9. Type any comments pertaining to the request in the **Comments/Special Instructions** field. The name that appears in the Microsoft Global Address List (GAL) defaults to the user's name as it appears in the **Personnel Information** section of the screen. If you want another name to appear instead, indicate that name in the Comments section.
10. Click **Proceed with Request** to continue.
11. Review your request for accuracy and click **Submit** to confirm the request.
12. Notifications will be sent to the appropriate stakeholders – including those responsible for approving or declining the request.

Modifying a Staff Member’s UPMC Email Account

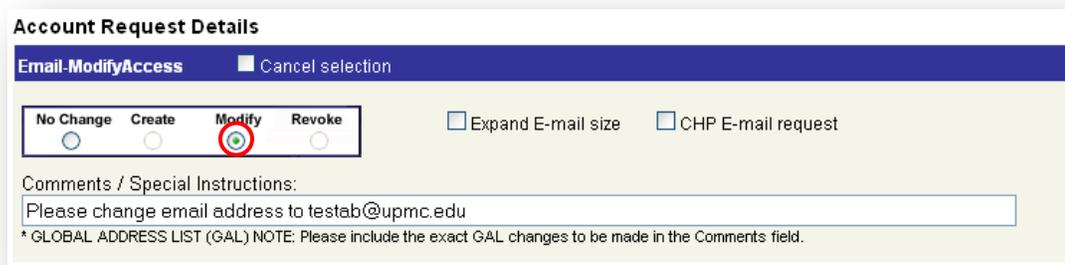
To make changes to a staff member’s UPMC Email account, do the following:

1. Go to the IMS Web site (<https://ims.upmc.com>), and log on using your E-Sign-On account ID and password.
2. Choose **Add/Modify/Revoke Application Access** under the **Request Access** menu.
3. Type the staff member’s name or E-Sign-On ID and click **Show Search Results**.
4. From the list of results, click the name of the staff member whose UPMC Email account you wish to modify.
5. Under the User Account Request section, scroll down to **Email**, and select **Modify Account** from the drop-down menu.



6. Click **Proceed with Request**.

7. Click the **Modify** radio button next to any field you wish to change, and then make the desired changes to your existing configuration. Email modification options include the ability to request an Outlook Inbox size expansion and a CHP-specific address. When requesting an inbox size expansion, specify the desired size of the inbox in the **Comments** field.



The screenshot shows a web form titled "Account Request Details". At the top, there is a blue header bar with "Email-ModifyAccess" and a "Cancel selection" button. Below this, there are four radio buttons: "No Change", "Create", "Modify", and "Revoke". The "Modify" radio button is selected and circled in red. To the right of these buttons are two checkboxes: "Expand E-mail size" and "CHP E-mail request". Below the radio buttons is a text input field labeled "Comments / Special Instructions:" containing the text "Please change email address to testab@upmc.edu". At the bottom of the form, there is a small note: "* GLOBAL ADDRESS LIST (GAL) NOTE: Please include the exact GAL changes to be made in the Comments field."

8. You may also request an M Drive expansion using the **Comments** field. To request an increase in the size of your M drive, specify the desired size of your drive (e.g. increase my M drive to 750 megabytes).
9. Type any new comments pertaining to the request (or revise any existing comments) in the **Comments** field. The screen above shows a request to change an email address.

Note: To request an email address change, type the new address in the **Comments** field.

10. Click **Proceed with Request**.
11. Review your request for accuracy and click **Submit** to enter your request into the IMS system.
12. Confirmation e-mails will be sent from IMS to the individuals concerned.

Revoking a UPMC Email Account

To revoke a staff member's UPMC Email account, do the following:

1. Go to the IMS Web site (<https://ims.upmc.com>), and log on using your E-Sign-On account ID and password.
2. Choose **Add/Modify/Revoke Application Access** under the **Request Access** menu.
3. Type the staff member's name or E-Sign-On ID and click **Show Search Results**.
4. From the list of results, click the name of the staff member whose UPMC Email account you wish to revoke.
5. Under the User Account Request section, scroll down to **Email**, and select **Revoke Account** from the drop-down menu.
6. Click **Proceed with Request**.
7. The **Account Removals** section of the page should say **Email – Revoke**.

The screenshot displays a web form with the following sections:

- Account User Information**
- Personnel Information** (highlighted in blue):
 - Name (LN, FN MI): Streecher, Colvin
 - Manager's Email: streco21@upmc.edu
 - Date Account(s) Needed: 9/3/2008
- Account Removals**
- Email - Revoke** (highlighted in blue) with an unchecked **Cancel selection** option.
- A **Proceed with Request** button at the bottom.

8. Click **Proceed with Request** to revoke the account.

Note: To cancel the revocation, place a check next to the **Cancel selection** box and click **Proceed with Request**.

9. Review your request and click **Submit** to confirm the account revocation.

Additional Help

For further help, please e-mail your request to imsreq@upmc.edu. An IMS representative will contact you within one business day.

Document Information

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