Requesting New User Credentials

Step 1: Staff Profile Creation

- Administrator for the Organization Unit is responsible for creating all Staff Profiles for their organization
    - If you are unsure of how to create a Staff Profile, please refer to the following page.
- In the Overview page of the Staff Profile, under General Information, be sure to at least put in the First Name & Last Name, as well as the user's email address.
- Set the User Roles for the Staff; please refer to the last page of this document for instructions.
- You do not need to enter Login Name in the staff profile User Account Information. The Help Desk will create this for you.

Step 2: Send email request to the LTSS MS Help Desk

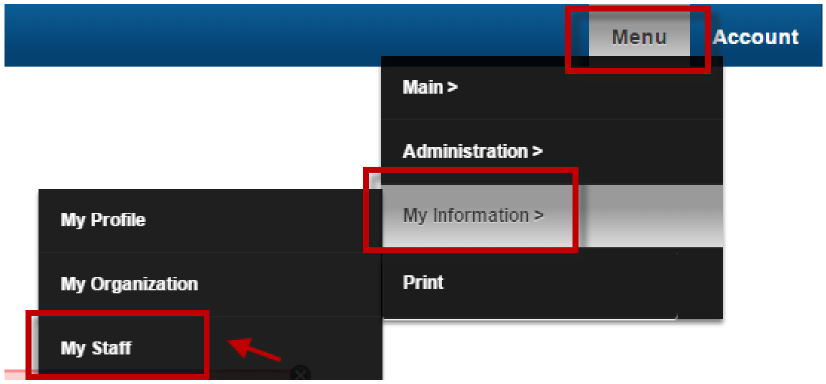
- This email must come from someone in the Organization with a user role of "Administrator" or "Staff Profile Management"
- Send email to LTSSMSHelpDesk@feisystems.com with the following information:
    - Supervisor Name: John Smith
    - Supervisor Email: John.smith@organization.com
    - Supervisor Phone: 555-555-5555
    - Organization Name: Sample
    - New User Name: Jane Doe
    - New User Email: Jane.Doe@organization.com
    - New User Phone: 555-555-5554
    - A statement of authorization, such as, "This email serves as authorization to add this new user Jane Doe."
- You can send multiple requests within the same email.

Step 3: Await communication from Help Desk

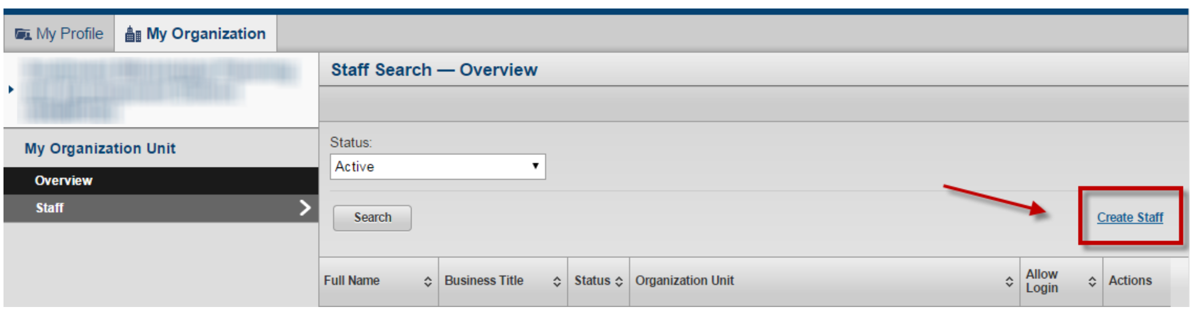
- After the login has been created by the Help Desk, admin will receive an email with the new user's login credentials & verification that they have been successfully created.
- The new user will also receive a separate email, with instructions on how to create their password.

Creating Staff Profile in LTSS

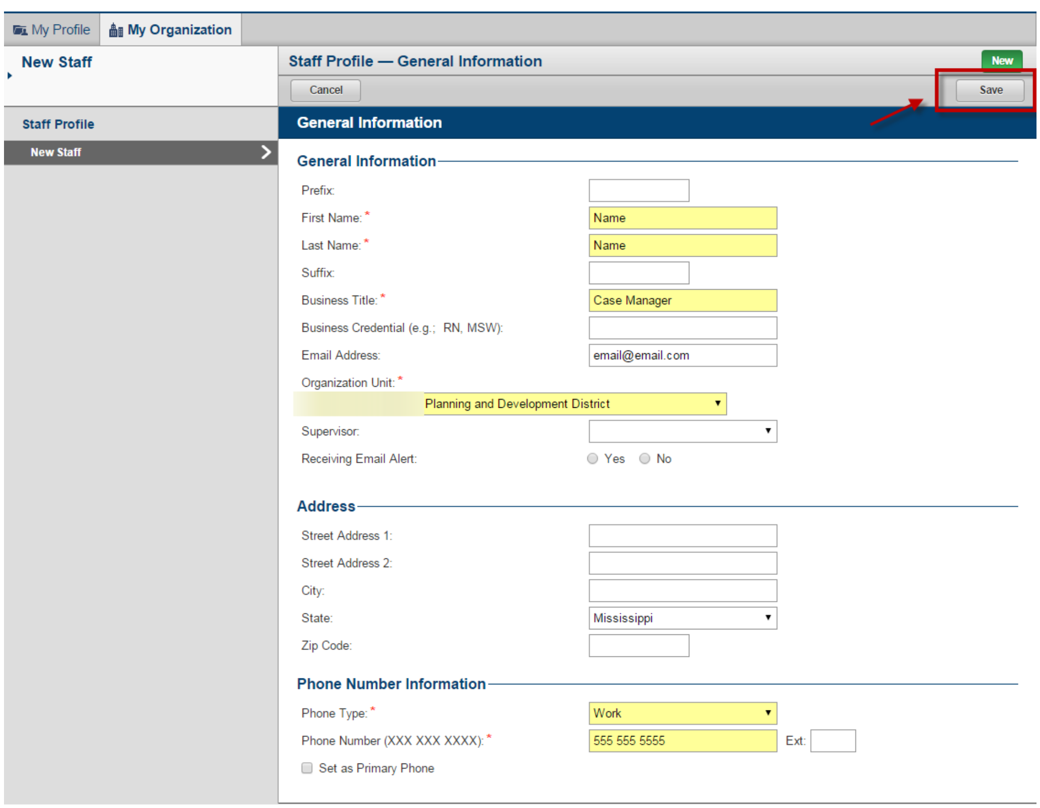
Navigate to "My Staff" by highlighting **"Menu" – "My Information" – "My Staff"**



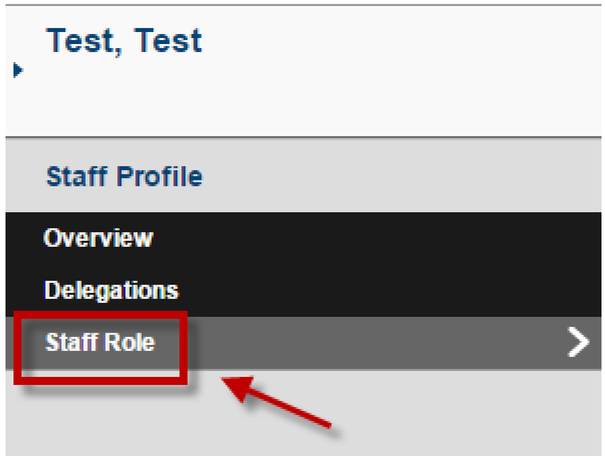
Once in the Organization Staff list, verify that the user has not already been created by reviewing the current staff. If there is no staff profile for this new user, select "Create Staff" on the right.



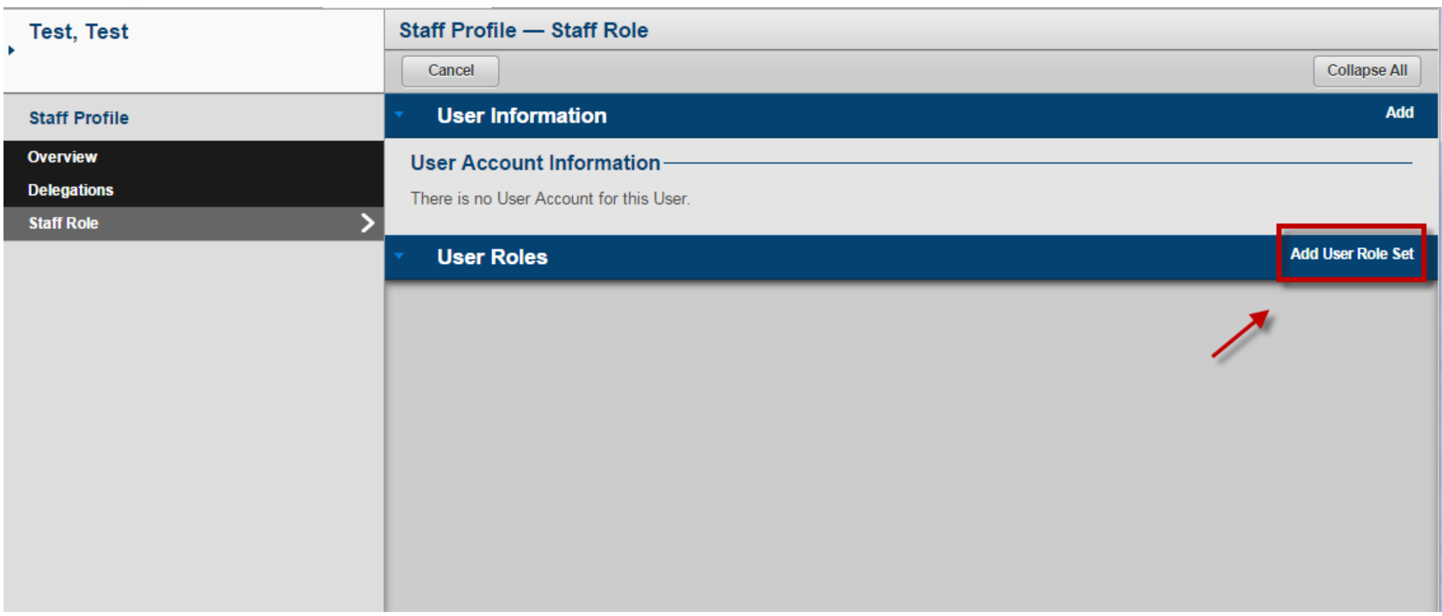
This will direct you to the New User's profile, where basic information is needed about the New User. Press "Save" when you are finished entering the new user information, and a profile will be generated.



After the Staff Profile has been created, navigate to “Staff Roles” on the left navigation.



On the right side, select “Add User Role Set” to assign the appropriate roles for this new user. For the User Account Information, this will be added by the Help Desk when the login is created.



Select the appropriate User Roles for this new user based on what roles are available to your Organization Unit. Press “Save” to set the roles.