


Requesting an Email Account for a New Employee


This article covers how Department IT Coordinators (DITCs) can request an email account for a new faculty or staff employee.

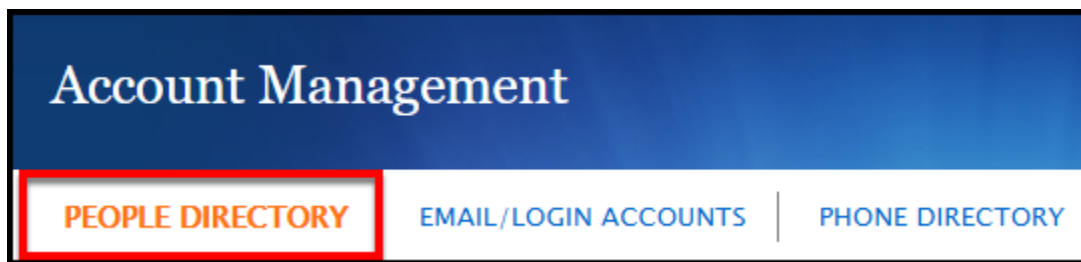
 Remember that employees must have a People Directory entry with an active position before you can request an email account for them. [View instructions on adding an employee to the People Directory and adding a new position for an existing employee.](#)

1. Log in to the IT Service Request Forms and access Account Management.

[View more details about accessing Account Management.](#)

2. Click on People Directory.

 While you can go directly to the Email/Login Accounts page to request an email account, you will need to enter the employee's Social Security Number (SSN) if you request the email from that page.



If you are not already on the People Directory screen, click **People Directory**.

3. Look up the person for whom you want to create an email account. Click **Select** next to their name. Then click **View** next to their active position in your department.

PEOPLE DIRECTORY | EMAIL/LOGIN ACCOUNTS | PHONE DIRECTORY | SIGN OUT | HELP

People Directory Records

Click "View" next to desired position, in order to proceed with any email requests.

A Full Name (Last, First) Titan, Tuffy Search New Person

CWID	Last Name	MI	First Name
Select	TITAN		TUFFY
B Select	800000000	TITAN	TUFFY
Select	TITAN		TUFFY
Select	TITAN	T	TUFFY

New Position

People Directory Position	Department	Percentage	Source	Status
C View	Full-Time Staff	IT-Enterprise Resource Plannin	0.00	Active


💡 Don't see the correct position? [View instructions on adding an employee to the People Directory and adding a new position for an existing employee.](#)

- Enter search criteria to look up the employee. You can search by CWID or name.
- Click **Select** next to the employee for whom you want to request an email account.
- Click **View** next to their active position in your department.

4. Click Request Email.


PEOPLE DIRECTORY	EMAIL/LOGIN ACCOUNTS	PHONE DIRECT
People Directory Position Details		
Press "Request Email" button to Request Email account for this position.		
<div> <div>Back</div> <div>Request Email</div> </div>		
CWID	8000000000	
First Name	Tuffy	
Initials		
Last Name	Titan	
Display First Name	Tuffy	
Display Last Name	Titan	

5. First, choose if you need an Email Account or just a Login Account.


 Note that when you choose Email Account, Login Account is automatically also checked.

New Computer/Email Account	
Please fill out the information below.	
* Resource Type	<input type="checkbox"/> Email Account <input type="checkbox"/> Login Account (No Email)
CWID	8000000000

6. Adjust the First Name, Last Name, Display First Name, and Display Last Name as needed.

 Note that First Name and Last Name are the employee's legal first/last name. Display First Name and Display Last Name allows you to choose something different to be displayed in Outlook (e.g., Bob instead of Robert).

* First Name	<input type="text" value="Tuffy"/>
Initials	<input type="text"/>
* Last Name	<input type="text" value="Titan"/>
* Display First Name	<input type="text" value="Tuffy"/>
* Display Last Name	<input type="text" value="Titan"/>

 First Name and Last Name will be overridden by the appropriate Human Resources data once available (e.g., for state workers, their legal name in CMS HR will populate into these fields).

Display First Name will also be overridden with the preferred first name that the employee has entered in the Human Resources database. Make sure that the employee follows the appropriate steps to set up their preferred first name to avoid their Display First Name being switched back to their legal first name.

[HRDI Preferred First Name webpage](#)


7. If the employee is an MPP, place a checkmark next to Management. Optionally, you can enter a Personal Title to be

shown in the Phone Directory.

Position Type	Full-Time Staff
	A <input type="checkbox"/> Management
Personal Title (Examples: Director, Administrative Assistant)	B <input type="text" value="Training Specialist"/> <small>Displayed only in pdf version of Phone Directory</small>

- A. Place a checkmark next to Management if the employee is an MPP. This will show their Title as Management in Outlook and get them added to DL-Management.
- B. Optional: enter the employee's Personal Title to be shown in the Phone Directory.

8. An available username will be populated in Preferred username, but you can adjust the username if needed. Then enter the employee's off-campus email to be used for password recovery and/or receiving a one-time Duo passcode.

 Please note that you cannot add symbols or numbers to the username.

* Preferred username (Maximum 20 characters)	A <input type="text" value="tuffytitan"/>
* Off-Campus Email	B <input type="text" value="tuffytitan@gmail.com"/> <small>Used to recover forgotten passwords or to receive a one-time Duo passcode</small>

- A. An available username will be populated, but you can adjust it if needed. In the example above, the system suggested "tutitan" for Tuffy, but it was adjusted to "tuffytitan" to be a little less confusing.
- B. Enter the employee's Off-Campus Email to be used for password recovery and/or receiving a one-time Duo passcode.

9. Enter the employee's mobile phone number to be used with Duo for two-factor authentication. If the employee does not have a cell phone number, place a checkmark next to I don't have a cellphone number of the account user.



If you do not enter a mobile phone number for the employee, they will need to contact the Help Desk before they can log in to their portal.

Mobile phone	<input type="text" value="7145551212"/>	(ex. 7142780000) For accessing campus resources that require Duo Two-Factor Authentication
<input type="checkbox"/> I don't have a cellphone number of the account user		User will have to contact Helpdesk before they can log in

10. Use the Department drop-down menu to select the employee's department. If applicable, enter the expiration date for the account.




Normally it is not necessary to include the expiration date if the employee is in one of the Human Resources databases as those databases will provide the expiration date.

* Department	<div style="border: 1px solid #ccc; padding: 2px;"> IT - Enterprise Resource Planning </div>	If department is not listed, email to idm@fullerton.edu
Account expiration date (MM/DD/YYYY)	<div style="border: 1px solid #ccc; padding: 2px;"> </div>	(Optional)

- A. Use the Department drop-down menu to select the employee's department. If you do not see the appropriate department, send an email to idm@fullerton.edu.
- B. If applicable, enter the Account expiration date for this employee's account.

11. Enter the Office and Work Phone for the employee. Then select the Location from the drop-down menu.

 Note that Office is a required field, but Work Phone is not. It's highly recommended that you enter information for both fields so the employee's contact information is not blank in the Outlook address book.

A	* Office (Example: SGMH-123B)	<div> <div>PLS (Pollak Library South) ▼</div> <div>- 237</div> </div>
B	Work Phone (If no extension assigned, please use department general extension) * Location	<div> <div> <div>(657)</div> <div>278</div> <div>- 7777</div> </div> <div>Fullerton Main Campus ▼</div> </div>

- A. Enter the **Office** location and **Work Phone** for the employee. If none has been assigned yet, you can use the department's main extension and location for now.
- B. Use the **Location** drop-down menu to select which CSU Fullerton location the employee will mainly be used.

12. Then click Continue.

New Computer/Email Account

Please fill out the information below.

* Resource Type

CWID

* First Name

Initials

* Last Name

* Display First Name

* Display Last Name

Position Type

Personal Title (Examples: Director, Administrative Assistant)

* Preferred username (Maximum 20 characters)

* Off-Campus Email

Mobile phone

* Department

Account expiration date (MM/DD/YYYY)

* Office (Example: SGMH-123B)

Work Phone (If no extension assigned, please use department general extension)

* Location

☒ Email Account ☒ Login Account (No Email)

Full-Time Staff

☐ Management

Displayed only in pdf version

Used to recover forgotten password

(ex. 7142780000) For account recovery

☐ I don't have a cellphone number of the account user User will be required to provide a cellphone number

If department is not listed, please contact IT Helpdesk

(Optional)

13. Verify the information is correct and then click Submit.

New Computer/Email Account

Please verify information and click "Submit" button.

Account Type	Full-Time Staff
Login Account	Yes
Email Account	Yes
Domain	AD
CWID	
First Name	Tuffy
Initials	
Last Name	Titan
Display First Name	Tuffy
Display Last Name	Titan
Management	No
Personal Title	Training Specialist
Prefered username	tuffytitan
Off-Campus Email	tuffytitan@gmail.com
Mobile Phone	7145551212
Department	IT - Enterprise Resource Planning
Use Description	
Account expiration date	
Office	PLS-237
Work Phone	(657)278-7777
Address	800 N. State College Blvd.
City	Fullerton
State	California
Zip	92831-3599
Country	United States of America

[Back](#)
[Submit](#)
[Cancel](#)

14. You will see a confirmation that your request was submitted. You'll also receive an email confirmation.

Account Management

[PEOPLE DIRECTORY](#)
[EMAIL/LOGIN ACCOUNTS](#)
[PHONE DIRECTORY](#)

New Computer/Email Account

Thank you for submitting account request.

It might take up to 24 hours for the request to get processed.

Once the account is ready, you will be notified by Email.

When the email account has been created, you will get another email letting you know the temporary password that has been assigned to the account.

Need More Help?

Contact the IT Help Desk at helpdesk@fullerton.edu or 657-278-7777.