

Requesting an Email Account for a New Student Employee (zz Account)

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

Note that student employees are only eligible for a zz email account (e.g., zz-tuffytitan@fullerton.edu).

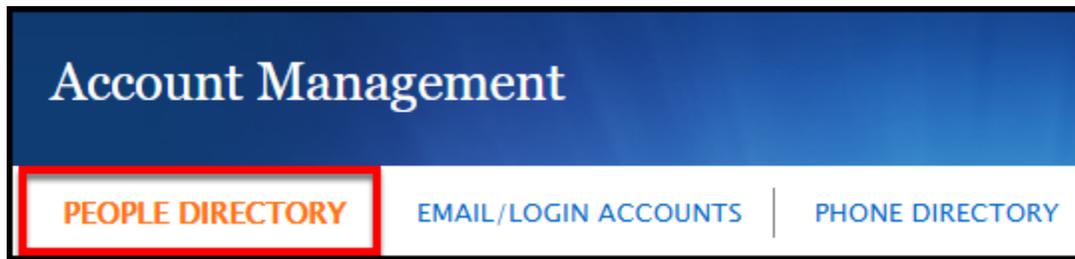
-  Remember that employees must have a People Directory entry with an active position before you can request an email account for them. [View instructions on adding an employee to the People Directory and adding a new position for an existing employee.](#)

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	Student Employee	1.00	CMS	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.](#)

- A. Enter search criteria to look up the employee. You can search by CWID or name.
- B. Click **Select** next to the employee for whom you want to request an email account.
- C. 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.

Back Request Email

CWID	800000000
First Name	Tuffy
Initials	
Last Name	Titan
Display First Name	Tuffy
Display Last Name	Titan

5. 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).

 Display Last Name must start with zz- (e.g., zz-Titan) to denote that this is a student employee account.

New Computer/Email Account

Please fill out the information below.

* Resource Type	<input checked="" type="checkbox"/> Email Account <input checked="" type="checkbox"/> Login Account (No Email)
CWID	80000000
* 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="zz-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.

Note that for student workers, if they [set a preferred first name in their Student Homepage](#), it should also appear in their Human Resources entry.

[HRDI Preferred First Name webpage](#)

6. Optionally, you can enter a Personal Title to be shown in the Phone Directory. An available username will be populated in Preferred username, but you can adjust the

username if needed.



Usernames for student employees must start with zz- (e.g., zz-ttitan). Please note you cannot add symbols or numbers to the username.

Position Type	Student Employee	
Personal Title (Examples: Director, Administrative Assistant)	Stdnt Trnee,Off-Cmps Wrk Stdy A	Displayed only in pdf version of Phone Directory
* Preferred username (Maximum 20 characters)	zz-ttitan B	

- A. Optional: enter the employee's Personal Title to be shown in the Phone Directory.
- B. An available username will be populated, but you can adjust it if needed.

7. Then enter the employee's off-campus email to be used for password recovery and/or receiving a one-time Duo passcode. 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.

 For student workers, it is okay to put **I don't have a cellphone number of the account user**. Students should already be set up with Duo two-factor authentication for the campus portal.

* Off-Campus Email	A tuffytitan@gmail.com	Used to recover forgotten passwords or to receive a one-time Duo passcode
Mobile phone	B 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

- A. Enter the employee's Off-Campus Email to be used for password recovery and/or receiving a one-time Duo passcode.

- B. If you know the employee's mobile phone number, you can add it in Mobile phone. If not, place a checkmark next to I don't have a cellphone number of the account user.

8. 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	 Center for Internships and Community Engagement	If department is not listed, email to idm@fullerton.edu
Account expiration date (MM/DD/YYYY)	 <input type="text"/>	 (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.

9. 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.

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

- A. Enter the **Office** location and **Work Phone** for the employee. You can use the department's main extension and location for all student workers if you wish.
- B. Use the **Location** drop-down menu to select which CSU Fullerton location the employee will mainly be used.

10. Then click Continue.

New Computer/Email Account

Please fill out the information below.

* Resource Type Email Account Login Account (No Email)

CWID 80000000

* First Name

Initials

* Last Name

* Display First Name

* Display Last Name

Position Type **Student Employee**

Personal Title (Examples: Director, Administrative Assistant) Displayed only in pdf ve

* Preferred username (Maximum 20 characters)

* Off-Campus Email Used to recover forgotten

Mobile phone (ex. 7142780000) For ac

I don't have a cellphone number of the account user User will

* Department If de

Account expiration date (MM/DD/YYYY) (Optional)

* Office (Example: SGMH-123B) -

Work Phone (If no extension assigned, please use department general extension) (657) 278 - 7777

* Location

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

New Computer/Email Account

Please verify information and click "Submit" button.

Account Type	Student Employee
Login Account	Yes
Email Account	Yes
Domain	AD
CWID	80000000
First Name	Tuffy
Initials	
Last Name	Titan
Display First Name	Tuffy
Display Last Name	zz-Titan
Personal Title	Stdnt Trnee,Off-Cmps Wrk Stdy
Prefered username	zz-ttitan
Off-Campus Email	tuffytitan@gmail.com
Mobile Phone	7145551212
Department	Center for Internships and Community Engagement
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

12. 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.