**SCCCD Account Creation Process**

1. **Manager requests a New Account Using Request Form Based on HR Magic and PAC form – when new employee comes – they are granted a new Employee ID**

* States:
* Position
* Title
* Department

1. **Manager sends the form to IS Help Desk – Work Order is Created and assigned to Network Tech**

* Network Tech Processes the Request:
* Verify employee ID
* Verify correct name via Colleague\*
* Verify no existing account in AD
* Account is created in AD
* If Required:
* Email mailbox created with appropriate primary/additional SMTP addresses
* Work Order to Lead Programmer for new Colleague access
* Work Order to Telecommunications Specialist for Phone/Voicemail

1. **The Completed Account Request is forwarded to the Help Desk Specialist**

* Help Desk Specialist Processes the Request:
* DO Help Desk closes the Help Desk Work Order
* Handoff of completed account to campus/site support services for additional account needs, i.e. login scripts, permissions, etc.
* Forward account login information to the requesting party

\*Accounts are created using legal name per Colleague. When a legal name change has occurred, HR shall be notified, and subsequently the appropriate change request form shall be submitted to IS for account updates in AD/Exchange.