**Changes in ALL emails:**

1. update signature to:

Thank you,

Accenture Global Recognition Team

2. Add this sentence below the Policy Statements

For additional information about people data governance, please visit [Accenture's HR Data Usage Standards](https://in.accenture.com/hrinformationarchitecture/people-data-governance/?customize_changeset_uuid=&referrer=mailer).

Refer to updates in grey.

Highlighted in light blue – to recheck/ensure that this is correct.

Sentences/phrases in ~~strikethrough~~ – please remove them.

**Changes specific to an email:**

1. **Email to MD asking for approval**.

Subject: APPROVAL REQUIRED: <Requester Enterprise ID> wants access to your account’s Recognize records

Hi <MD First Name>,

We understand that you are a leader on the following accounts:

1. Client Account 1
2. Client Account 2
3. Client Account 3

We are writing because <Enterprise ID to be given access to> has requested access to Recognize award-activity data for all Recognize users on the account, and we cannot grant that access without account-leader approval.

Use the “Approve” button on this email to respond. If you approve the request, you attest that you are in compliance with Accenture’s [Data Privacy](https://policies.accenture.com/policy/0090) and [Confidentiality](https://policies.accenture.com/policy/0069) policies, and you acknowledge that this access is subject to yearly review. If you don’t approve the request, please provide a **reason** for your no-go decision so we can let the requester know why their request is being denied.

~~Please respond within two business days.~~

If you have questions about validity, please reach out to [recognition.program@accenture.com](mailto:recognition.program@accenture.com).

Note: Recognize award-activity data includes employee personal data, organizational demographics, and recognition-activity records. Users must not use this data in an unauthorized way and must not copy, disclose, use, or otherwise process the data for any illegitimate purpose. For additional details on the use of material, non-public information, please reference:

[Policy 0090 – Data Privacy](https://policies.accenture.com/policy/0090)

[Policy 0069 – Confidentiality](https://policies.accenture.com/policy/0069)

For additional information about people data governance, please visit [Accenture's HR Data Usage Standards.](https://in.accenture.com/hrinformationarchitecture/people-data-governance/?customize_changeset_uuid=&referrer=mailer)

Thank you,

Accenture Global Recognition Team

1. **Email to WH/vendor team for the access request**

Subject: Client-account-specific RI access to be granted to <EID to be given access to>

Hi Workhuman team,

We have a Recognition Intelligence **client-account-reporting access** request for you. There are two actions for you to take.

1. Please grant Recognition Intelligence access with these parameters:

* Name:
* Enterprise ID:
* MD Approver:
* Client Account(s):

|  |  |
| --- | --- |
| Client Name | Client Code |
| xxx | xxx |

1. Reply to this email with the phrase “access granted” once provisioning is complete.

Please let us know if you need any additional information.

Thank you,

Accenture Global Recognition Team

1. **\*Updated: Email to the requester when the MD approves the request**

Subject: Recognize award-activity data (Recognition Intelligence) access approved

Hi <EID given access to>,

Congratulations! Your access to the Recognize award-activity-data tool (known as Recognition Intelligence) for the following client accounts has been approved.

1. Client Account 1
2. Client Account 2
3. Client Account 3

You will receive a confirmation when your access has been granted.

Thank you,

Accenture Global Recognition Team

1. **Email to the requester once WH vendor confirms that access is granted.**

Subject: Recognize award-activity data (Recognition Intelligence) access granted

Hi <First name of resource given access to>,

Congratulations! Your access has been granted.

Access the data tool by logging in to [recognize.accenture.com](https://recognize.accenture.com/). In the upper right-hand corner, click your profile icon and select Recognition Intelligence from the drop-down menu. Navigate Recognition Intelligence using its tabs and filters.

If you have any questions about using Recognition Intelligence, please reach out to our customer service team at: [customerservice@workhuman.com](mailto:customerservice@workhuman.com)

Note: Recognize award-activity data includes employee personal data, organizational demographics, and recognition-activity records. Users must not use this data in an unauthorized way and must not copy, disclose, use, or otherwise process the data for any illegitimate purpose. For additional details on the use of material, non-public information, please reference:

[Policy 0090 – Data Privacy](https://policies.accenture.com/policy/0090)

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For additional information about people data governance, please visit [Accenture's HR Data Usage Standards.](https://in.accenture.com/hrinformationarchitecture/people-data-governance/?customize_changeset_uuid=&referrer=mailer)

Thank you,

Accenture global recognition team

1. **Email to the requester when the MD denies the request**

Subject: Recognize award-activity data (Recognition Intelligence) access request is denied

Hi <Requester’s First Name>

Unfortunately, the client account leadership for the following accounts reviewed your Recognize data-access request and did not approve it, offering this explanation: “<Stated Reason for Rejection>.”

The accounts being referenced:

1. Client Account 1
2. Client Account 2
3. Client Account 3

Thank you for understanding that, without account-leadership approval, access to this recognition data cannot be granted. Please make use of general recognition statistics provided by HR, Employee Experience, or the global administrative team to continue your support of a recognition culture.

Thank you,

Accenture Global Recognition Team

1. **Email to MD informing them that the requester has CANCELED the request BEFORE MD approving**

Subject: UPDATE: <Requester Enterprise ID> has canceled their request to access your account’s Recognize records

Hi <MD First Name>,

<Requester Enterprise ID> has now asked us to cancel their previously submitted request to access Recognize award-activity data for the <Client Account Name> account.

Therefore, we will not grant report access to the requester for that specific account.

Please note that requests from the same person for access to other accounts you lead may still be active, so your approval may still be required on those requests. See previous emails for links to active requests.

Thank you,

Accenture Global Recognition Team

**-----------------------------------------------------------------------------------**

1. **Email to the requester informing them that their request has been canceled.**

Subject: Recognize award-activity data (Recognition Intelligence) access request canceled

Hi <Requester’s First Name>,

Thank you for reaching out. Your access request for the following account Recognize data has been canceled.

Client Account 1

Client Account 2

Client Account 3

Thank you,

Accenture Global Recognition Team

1. **Email to Workhuman team when request is revoked**

Subject: RI access to be canceled for <Requester Enterprise ID> on <Client Account Name>

Hi Workhuman team,

The following request for client-account-reporting access on Recognition Intelligence has been canceled. **Please ignore/revoke the access request for this person:**

Name:

Enterprise ID:

MD Approver:

Client Account:

Please let us know if you need any additional information.

Thank you,

Accenture Global Recognition Team

Follow up email to the MD if not responded

1. **Reminder email to MD asking for approval**.

Subject: OVERDUE APPROVAL REQUEST: <Requester Enterprise ID> wants access to your account’s Recognize records

Hi <MD First Name>,

We contacted you on <date of first approval request sent> with the following request but have not received your response. Please respond as soon as possible.

We understand that you are a leader on the following accounts:

1. Client Account 1
2. Client Account 2
3. Client Account 3

We are writing because <EID to be given access to> has requested access to Recognize award-activity data for all Recognize users on the account, and we cannot grant that access without account-leader approval.

Use the “Approve” button on this email to respond. If you approve the request, you attest that you are in compliance with Accenture’s [Data Privacy](https://policies.accenture.com/policy/0090) and [Confidentiality](https://policies.accenture.com/policy/0069) policies, and you acknowledge that this access is subject to yearly review. If you don’t approve the request, please provide a **reason** for your no-go decision so we can let the requester know why their request is being denied.

~~Please respond within two business days.~~

Note: Recognize award-activity data includes employee personal data, organizational demographics, and recognition-activity records. Users must not use this data in an unauthorized way and must not copy, disclose, use, or otherwise process the data for any illegitimate purpose. For additional details on the use of material, non-public information, please reference:

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For additional information about people data governance, please visit [Accenture's HR Data Usage Standards.](https://in.accenture.com/hrinformationarchitecture/people-data-governance/?customize_changeset_uuid=&referrer=mailer)

Thank you,

Accenture Global Recognition Team

1. **Email to the requester informing them that their request has been received successfully.**

Subject: Recognize award-activity data (Recognition Intelligence) access request confirmation

Hi <Requester’s First Name>,

Your access request for <Client Account Name>-account Recognize data has been submitted.

Thank you,

Accenture Global Recognition Team

1. **Email to the requester when request is terminated after 3rd follow-up and no response still**

Subject: CLOSED DUE TO LACK OF APPROVER RESPONSE: Recognize award-activity data (Recognition Intelligence) access request

Hi <Requester's First Name>,

Unfortunately, your Recognize award-activity data (Recognition Intelligence) access request for the account(s) below has been automatically closed because the approver has not responded despite multiple reminders over seven business days.

* Client name 1
* Client name 2

If you still require access, please submit a new request for the same accounts and reach out proactively to the approver to ensure their prompt response to system-generated emails with the subject “APPROVAL REQUIRED: <Requester Enterprise ID> wants access to your account’s Recognize records.” We appreciate your understanding.

Thank you,

Accenture Global Recognition Team

**OTHER UPDATES:**

1. change “Terminated” status to “Closed – no response”