

## **Modelo para Informar Conta Expirada e Solicitar Extensão**

**Subject: Request to Extend Expired Account Access**

**Dear Team,**

Please extend the account access for the user below. The account has already expired:

- **Email Address:** Weverton.Andre@ext.luxottica.com
- **Employee ID or External Reference:** WADSouza
- **Expiration Date:** January 18, 2026
- **Ticket BR:** REQ2026000000699

Let me know if you need any additional details to process this request.  
Thank you for your assistance.

## **Modelo para Reset de MFA**

**Subject: Request for MFA Reset**

**Dear Team,**

Please reset the Multi-Factor Authentication (MFA) for the following user:

**Name:** [Full Name]  
**Username:** [Username]  
**Email:** [Email Address]

The user is unable to complete the login process due to MFA issues. Let me know if you need any additional details to process this request.

Thank you for your assistance.

## **Modelo para Usuário Terceiro**

**Subject: Request for Third-Party Luxottica Account**

**Dear Team,**

Please create a new Luxottica account for the third-party user below:

- **Full Name:** [Full Name]
- **SMTP:** [Email Address]
- **Mail Group:** [Mail Group]
- **Logon Script:** [Script Path]
- **License:** [License Type]
- **External Reference or Employee ID:** [ID or Reference]

- **Copy Settings From:** [Existing User for Reference]
- **Ticket BR:** [Ticket Number]

Let me know if you need any additional details to process this request.  
Thank you for your assistance.

## **Modelo para Funcionário Interno**

**Subject: Request for New Luxottica Account**

**Dear Team,**

Please create a new Luxottica account for the user below:

- **Full Name:** [Full Name]
- **SMTP:** [Email Address]
- **Mail Group:** [Mail Group]
- **Logon Script:** [Script Path]
- **License:** [License Type]
- **Employee ID:** [Employee ID]
- **Copy Settings From:** [Existing User for Reference]
- **Ticket BR:** [Ticket Number]

Let me know if you need any additional details to process this request.  
Thank you for your assistance.

## **Modelo para Adicionar E-mail a Grupo(s)**

**Subject: Request to Add Email to Distribution Group(s)**

**Dear Team,**

Please add the email address below to the specified group(s):

- **Email Address:** [Email Address]
- **Group(s):** [Group Name(s)]
- **Ticket BR:** [Ticket Number]

Let me know if you need any additional details to process this request.  
Thank you for your assistance.

## **Modelo para Remover E-mail de Grupo(s)**

**Subject: Request to Remove Email from Distribution Group(s)**

**Dear Team,**

Please remove the email address below from the specified group(s):

- **Email Address:** [Email Address]
- **Group(s):** [Group Name(s)]
- **Ticket BR:** [Ticket Number]

Let me know if you need any additional details to process this request.  
Thank you for your assistance.

## **Modelo para Deletar E-mail**

### **Subject: Request to Delete Email Account**

**Dear Team,**

Please delete the email account below:

- **Email Address:** [Email Address]
- **Employee ID or External Reference:** [ID or Reference]
- **Ticket BR:** [Ticket Number]

Let me know if you need any additional details to process this request.  
Thank you for your assistance.

## **Modelo para Modificar Conta**

### **Subject: Request to Modify Existing Luxottica Account**

**Dear Team,**

Please update the Luxottica account with the details below:

- **Email Address:** [Current Email Address]
- **Changes Required:** [Describe the changes, e.g., update name, add/remove mail groups, change license, etc.]
- **Employee ID or External Reference:** [ID or Reference]
- **Ticket BR:** [Ticket Number]

Let me know if you need any additional details to process this request.  
Thank you for your assistance.

## **Modelo para Modificar Conta Espelhando Outro Usuário**

### **Subject: Request to Modify Account by Mirroring Existing User**

**Dear Team,**

Please update the Luxottica account below to mirror the settings of another user:

- **Email Address to Modify:** [Current Email Address]
- **Mirror Settings From:** [Existing User Email or Username]
- **Employee ID or External Reference:** [ID or Reference]
- **Ticket BR:** [Ticket Number]

Let me know if you need any additional details to process this request.  
Thank you for your assistance.

## **Modelo para Reativar Conta**

### **Subject: Request to Reactivate Email Account**

**Dear Team,**

Please reactivate the email account below:

- **Email Address:** [Email Address]
- **Employee ID or External Reference:** [ID or Reference]
- **Reason for Reactivation:** [Provide reason, e.g., employee returned, project resumed]
- **Ticket BR:** [Ticket Number]

Let me know if you need any additional details to process this request.  
Thank you for your assistance.

## **Modelo para Problema de Recebimento de E-mails de Terceiros**

### **Subject: User Not Receiving Third-Party Emails**

**Dear Team,**

Please check and resolve the issue below:

- **Email Address:** [User Email Address]
- **Description of Issue:** User is not receiving emails from third-party senders.
- **Steps Already Taken:** [Optional – e.g., verified spam folder, checked mail flow]
- **Ticket BR:** [Ticket Number]

Let me know if you need any additional details to process this request.  
Thank you for your assistance.

## **Modelo para Upgrade de Licença**

### **Subject: Request to Upgrade Office License from E1 to E3**

**Dear Team,**

Please upgrade the Office license for the user below:

- **Email Address:** [Email Address]
- **Current License:** E1
- **New License:** E3
- **Employee ID or External Reference:** [ID or Reference]
- **Ticket BR:** [Ticket Number]

Let me know if you need any additional details to process this request.  
Thank you for your assistance.

**Subject:** Request to Renew Expired Office License (E3)

**Body:**

Dear Team,

The Office license for the user below has expired. Please proceed with the renewal or reactivation:

- **Email Address:** [Email Address]
- **Previous License:** E3
- **Status:** Expired
- **Employee ID or External Reference:** [ID or Reference]
- **Ticket BR:** [Ticket Number]

Let me know if you need any additional details to process this request.

Thank you for your assistance.

**Subject:** Request to Unlock User Account

**Body:**

Dear Team,

Please unlock the account for the user below:

- **Email Address:** [Email Address]
- **Employee ID or External Reference:** [ID or Reference]
- **Domain Group:** [Domain Group Name]
- **Reason for Unlock:** [e.g., Account locked due to multiple failed login attempts]
- **Ticket BR:** [Ticket Number]

Let me know if you need any additional details to process this request.

Thank you for your assistance.

**Subject:** Request to Block and Deactivate User Access

**Body:**

Dear Team,

Please proceed with blocking and deactivating all access for the user below:

- **Email Address:** [Email Address]
- **Employee ID or External Reference:** [ID or Reference]
- **Domain Group(s):** [Domain Group Name(s)]
- **Reason:** Employee termination
- **Ticket BR:** [Ticket Number]

Ensure that all related accounts, permissions, and access to corporate resources are disabled.

Let me know if you need any additional details to complete this request.

Thank you for your assistance.