**DOWNER SR – EMAIL COMPLETION**

* **NETWORK ACCOUNT BUNDLE**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – New Staff Starter Bundle

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Network Account | |
| Username |  |
| Email Address |  |
| Password |  |
| Skype for Business Account | |
| Email Address |  |
| Password | *Same as PC login.* |
| Shared Drive Access | |
| Folder Path |  |
| Type of Access | *Same as PC login.* |
| Group Email Account Access | |
| Group Email Address |  |
| Type of Access |  |

Attached is the instructions on How to Setup the Network Account.

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **NETWORK ACCOUNT ONLY**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – New Network Login Account

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Network Account | |
| Username |  |
| Password |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **NETWORK ACCOUNT SUSPENSION**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Network Account Suspension

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Network Account Suspension | |
| Username |  |
| Email Address |  |
| Extension Date |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **REACTIVATE STAFF LOGIN ACCOUNT**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Reactivate Staff Login

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Reactivation | |
| Username |  |
| Email Address |  |
| Password |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **SERVICE CANCELLATION**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Service Cancellation

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Service Cancellation | |
| Username |  |
| Email Address |  |
| Terminate When |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **MODIFY EMPLOYEE/CONTRACTOR END DATE**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Modify End Date

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Modify End Date | |
| Username |  |
| Email Address |  |
| End Date |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **MAIL CONTACT CREATION**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Mail Contact Creation

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| New Mail Contact | |
| Full Name |  |
| Email Address |  |
| Owner |  |
| Company |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **MAIL CONTACT DELETION**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Mail Contact Deletion

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Modify Mail Contact | |
| Full Name |  |
| Email Address |  |
| Company |  |
| Permission of Distribution List |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **GENERIC ACCOUNT CREATION**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Generic Account Creation

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Generic Account | |
| Username |  |
| Email Address |  |
| Password |  |
| Machine Name |  |
| Shared Drive Access *(if requested)* |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **GROUP EMAIL ACCOUNT CREATION**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Group Email Account Creation

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Group Email Account Creation | |
| Group Email Account |  |
| Group Email Address |  |
| Owner |  |
| Admin |  |
| Full Access (Read-Only) |  |
| Full Access (Send-As) |  |
| Delegate (Send-On-Behalf) |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **GROUP EMAIL ACCOUNT ACCESS**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Group Email Account Access

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Group Email Account Creation | |
| Group Email Account |  |
| Group Email Address |  |
| Full Access (Read-Only) |  |
| Full Access (Send-As) |  |
| Delegate (Send-On-Behalf) |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled. If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **GROUP EMAIL ACCOUNT MODIFICATION**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Group Email Account Modification

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Group Email Account Creation | |
| New Group Email Account |  |
| New Group Email Address |  |
| New Owner |  |
| New Admin |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **GROUP EMAIL ACCOUNT DELETION**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Group Email Account Deletion

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Group Email Account Creation | |
| Group Email Account |  |
| Group Email Address |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **DISTRIBUTION LIST CREATION**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Distribution List Creation

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Distribution List Creation | |
| Distribution List Name |  |
| Distribution List Email |  |
| Owner |  |
| Admin |  |
| Members |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **DISTRIBUTION LIST MODIFICATION**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Modify Distribution List

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Modify Distribution List | |
| New Distribution List Name |  |
| New Distribution List Email |  |
| New Owner |  |
| New Admin |  |
| Members |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **DISTRIBUTION LIST ACCESS**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Distribution List Access

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Distribution List Access/Send Options | |
| Distribution List Name |  |
| Distribution List Email |  |
| Add Members |  |
| Remove Members |  |
| Staff who can send |  |
| Staff to be removed from sending |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **DISTRIBUTION LIST DELETION**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Distribution List Deletion

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Delete Distribution List | |
| Distribution List Name |  |
| Distribution List Email |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **EMAIL ACCOUNT CREATION**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Email Account Creation

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Email Account | |
| Username |  |
| User’s email address |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **DISABLE EXISTING EMAIL ACCOUNT**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Disable Email Account

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Disable Email Account | |
| Username |  |
| User’s Email Account |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **EMAIL DELEGATES**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Email Delegates

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Email Delegates | |
| Name of user who will access |  |
| Email Account of user whose email account will be accessed |  |
| Add/Remove |  |
| Type of Access |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **ACCESS TO ANOTHER USER’S CALENDAR**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Access to another user’s calendar

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Access to calendar | |
| Name of user’s whose calendar will be accessed |  |
| Name of user’s who will access the calendar |  |
| Type of Access |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **EMAIL ALIAS**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Email Alias

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Email Alias | |
| Username |  |
| New Email Alias |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **AUDIO WEB CONFERENCING**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – WebEx Access Request

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| WebEx Access | |
| Username |  |
| Email Address |  |
| Access Type |  |
| Machine Name |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **ELEVATED ADMIN RIGHTS**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Elevated Admin Rights

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| WebEx Access | |
| Username |  |
| Email Address |  |
| Access Type |  |
| Machine Name |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **SCREENSAVER**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Screensaver Request

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Screensaver | |
| Username |  |
| Email Address |  |
| Screensaver Time Out |  |
| Machine Name |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **REMOTE ACCESS REQUEST**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Remote Access

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Remote Access | |
| Username |  |
| Email Address |  |
| Remote Access Type |  |
| Additional Access |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **SHARED DRIVE ACCESS**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Shared Drive Access

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| WebEx Access | |
| Folder Path |  |
| Type of Access |  |
| Members |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.

* **SOFTWARE INSTALLTION**

To: [Opened by Email Address]

Cc: [New User’s Email Address]

Subject: SCTASKXXXXXXX – Software Installation

Hi, **XXXXXXXX.**

Thank you for contacting the Downer IT Service Desk.

Please be advised that your request has been processed. The details are as follows:

|  |  |
| --- | --- |
| Software Installation | |
| Username |  |
| Email Address |  |
| Software Name |  |
| Machine Name |  |

We will now be placing the above request in **COMPLETED** status since it has been fulfilled.

If there are any issues with regards to your request, please contact the IT Service Desk to raise an incident ticket for it to be investigated and rectified. We look forward to hearing from you should you require further assistance with this or any other matter.