

How to request a new user within LTSS

- A new user John Smith joins an agency.
- The supervisor emails LTSS Help Desk (LTSSHelpDesk@feisystems.com) with John Smith's details.

Please look at a sample format of the email that needs to be sent below.

- LTSS Help Desk creates an AD entry for John Smith
- LTSS Help Desk informs John Smith of his user ID (via email) and password (via phone)
- John Smith tells his supervisor of the user ID
- Admin enters staff profile for John Smith in LTSS.

Note: This step can be done earlier too with the exception of login information, but John Smith wouldn't be able to login unless the user ID is entered in his LTSS staff profile.

Sample email format:

- The supervisor sends an email to LTSSHelpDesk@feisystems.com requesting addition of one of their staff
- The email includes:
 - Supervisor name: Anna Scott
 - Supervisor email: Anna.Scott@agency.com
 - Supervisor Phone number: 410-111-2233
 - Agency: Sample agency
 - New User name: John Smith
 - New User email: John.Smith@agency.com
 - New User phone: 410-222-3344
 - A statement that this email serves as authorization to add this new user John Smith