

How do I request an EAD account extension?

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In the event that you have an employee (Staff/Faculty/Student Employee/Graduate Assistant/ETC) whose EAD account access has been disabled due to an end of his/her current HRMS appointment, you can request an account extension to ensure that services effected (Email/Encryption) continue until a new appointment has been fully processed. The reporting manager and primary contact for your department's HR/AccessUBC records will be notified multiple times via an automated email up to 14 days prior to an employee's appointment end-date.

If you are the employee whose EAD account access has been disabled, please contact your reporting manager or department administrative assistant to have them submit an IT Services Helpdesk Ticket requesting said account access be re-enabled.

The following document details the process on how to request an EAD account extension via our IT Helpdesk Ticketing system.

Instructions:

1. Sign in to the [IT Helpdesk System](#) using your Novell credentials
2. Click on Enter a New Ticket (IT)
3. a. Click the drop-down menu beside "Who is this for" to select Existing UBC Okanagan Employee
b. Select the Employee's name requiring the extension
c. Select Request a Change to Existing Service, and click Continue

ENTER A NEW TICKET (IT)

Details

Who is this for: Existing UBC Okanagan Employee **a**

Name: Jones, Perry **b** Assign Ticket to this Contact
If the employee name is not listed, IT does not have a record in our system. Please choose "New UBC Okanagan Employee".

Contact Phone Number: 250-807-9000 What number can we call regarding this ticket?

What would you like to do:

- Report a Problem
- Request Something New (accounts, equipment, supplies, services, etc.)
- Request a Change to Existing Service **c****
- Deactivate or Discontinue Existing Service
- Request Equipment Move
- Request Equipment Loan
- Request Videoconference
- Request Event Support
- Request Training/Technical Consultation
- Something Else

Continue

4. Select the Request Type as Account Extension, and click Continue

REQUEST A CHANGE TO EXISTING SERVICE

Details

Request Type: Account Extension (Novell eDirectory, CWL, FASMail)

- Network/Resource Access (server access, shared folders, generic mailbox, resource mailbox, mailing list)
- Phones (office, cellular, calling cards, long distance PIN)
- Printing and Copying (toner, paper, access to printers, copy cards, copy PIN)
- Websites (web hosting, CMS, personal webspace)
- Other

Previous **Continue**

5. a. Select the **Account Type** (CWL/EAD/FASmail and/or Novell eDirectory)

b. Enter the **DATES** when the account(s) will **expire**

c. Enter the **DATES** when to **Extend** access up to


d. Complete any **additional instructions**, select necessary **authorizations** for this request to be processed, and **Submit** your ticket.


REQUEST A CHANGE TO EXISTING SERVICE

Account Extension

Details

Account Type: CWL/EAD/FASmail
 Novell eDirectory

When will the account(s) expire: 


Extend access up to: 

Special instruction for this request:

- I have received one-over-one approval from   to extend these services. 
- I have authority for this request.

[Previous](#)

[Submit](#)

 For more information or assistance, please contact the [ITServices Helpdesk](#) - 250.807.9000 or 855.807.9001.

Posted by: Clay Pakenham - Thu, Mar 3, 2016 at 1:31 PM. This article has been viewed 4251 times.

Online URL: <https://knowit.ok.ubc.ca/article/how-do-i-request-an-ead-account-extension-410.html>