

Steps in submitting staff account request to CSC

1. At the Work Desk menu of a Staff LAN PC, choose the option “Request Staff Computer Account Renewal”



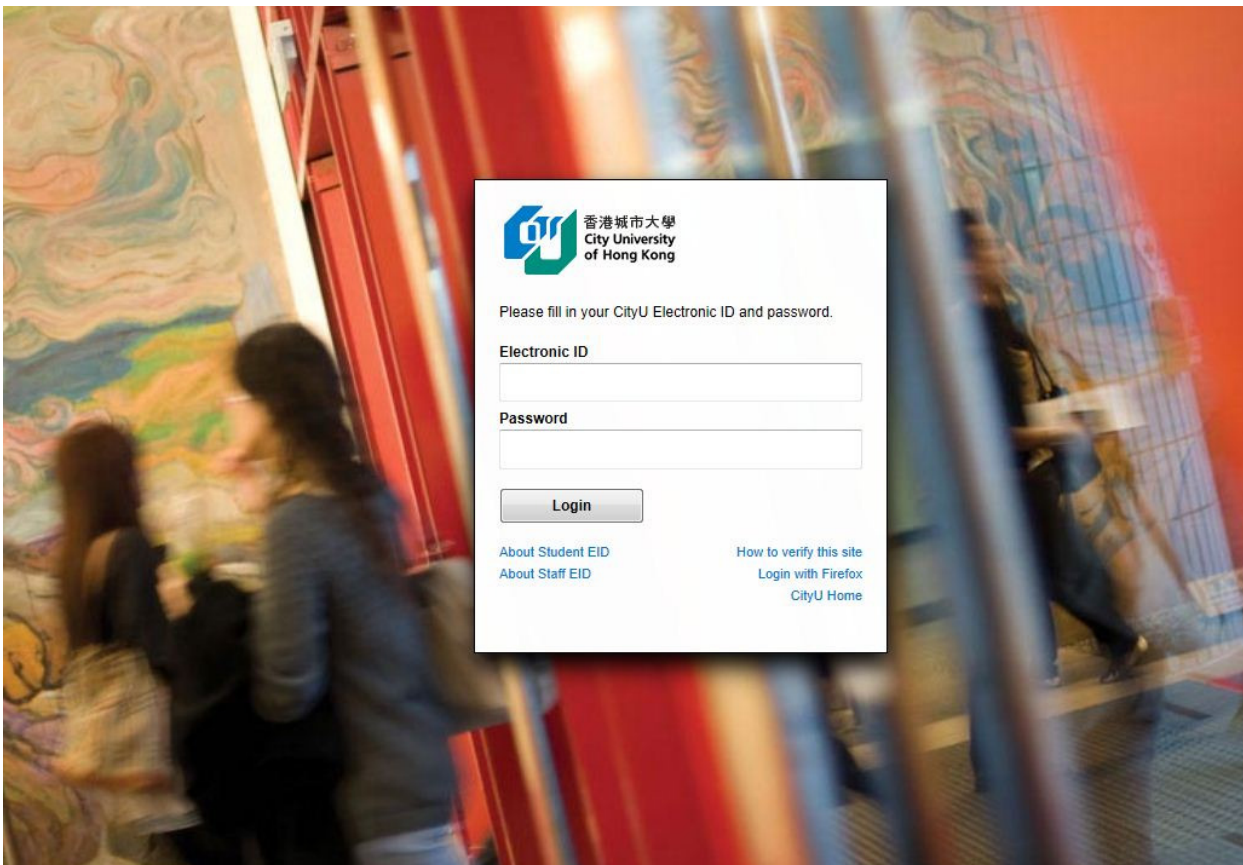
CityU Home
e-Portal

E-mail Search

WORK DESK
Network computing

Administrative Tool Set for Windows 7/Vista	CityVoD	CityTV	CityImage
Banner System For Admin. Staff	Forms		
Book Conference Room	Add a Visit Counter in a Departmental Web Page		
Documentum Webtop (PROD)	Request Staff Computer Account Renewal		
Download CityU Advertising Template	CSC Work Request		
Download CityU Logo	Network Connection Management System		
Download Corporate Folder Template	Network Connection Management System - User Guide		
Executive Dashboard (ED)	Request for Printing		
Executive Information System (EIS)	Request for Dump/Restore		
Oracle Net Installation			
Oracle Net Uninstallation			

2. Enter your EID and application password to start the account renewal request.



3. Your staff primary and non-primary accounts will be grouped under two display groups. You can click the group headings to expand it.

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 Computing Services Centre
User Services

Home Staff Account Work Request Logout

My Primary Account: 9

Account ID	System	Quota	Expiry Date	Status	Request Submitted By	Justification
ccyeungm	JSMS-EMAIL	200 MB	31 Dec 2999	ACTIVE		
ccyeungm	EXCHANGE-EMAIL	1024 MB	31 Dec 2999	ACTIVE		
ccyeungm	LDAP	0 MB	31 Dec 2999	ACTIVE		
ccyeungm	STAFFLAN	0 MB	31 Dec 2999	ACTIVE		
ccyeungm	STUDLAN	1600 pages	31 Dec 2999	ACTIVE		
ccyeungm	UNIX	12 MB	31 Dec 2999	ACTIVE		
ccyeungm	VPN	0 MB	31 Dec 2999	ACTIVE		
ccyeungm	WIKI	0 MB	31 Dec 2999	ACTIVE		
ccyeungm	WLAN	0 MB	31 Dec 2999	ACTIVE		

My Non-Primary Account: 6

You can only make a request to extend or disable your non-primary account here. Please check with your department CSC Work Request Operator if you want to change your primary account or other account settings.

Home Staff Account Work Request Logout

My Primary Account: 9

My Non-Primary Account: 6

Account ID	System	Nature	Quota	Expiry Date	Status
cammal	EXCHANGE-EMAIL	OTHER	200 MB	24 Dec 2013	ACTIVE
crs	EXCHANGE-EMAIL	OTHER	200 MB	24 Dec 2013	ACTIVE
gamadna	LDAP	OTHER	0 MB	25 Sep 2012 (16 Feb 2014)	EXPIRED
gamatech	LDAP	TEST	111 MB	10 Jan 2014 (15 Feb 2013)	ACTIVE
literacy	STUDLAN	2ND (SYSTEM)	400 pages	31 Oct 2013 (06 Oct 2013)	ACTIVE
tbs	EXCHANGE-EMAIL	2ND	200 MB	31 Dec 2013	ACTIVE

Requested new value is inside parenthesis

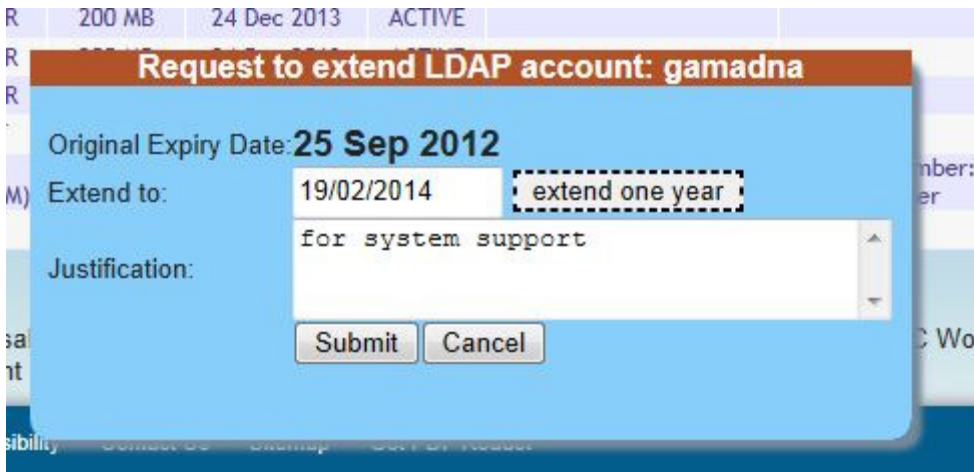
You can also click the column headings to sort the account list in ascending or descending sequence.

4. You can either extend or disable your non-primary account by clicking the corresponding button, and entering a new account expiry date with justification.

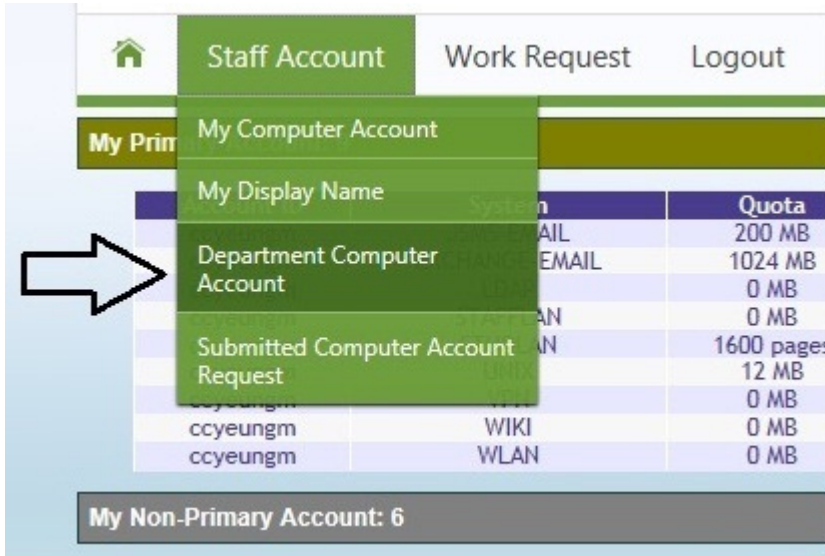
My Non-Primary Account: 6

Account ID	System	Nature	Quota	Expiry Date	Status	Request Submitted By	Justification	Request to	Request to
cammal	EXCHANGE-EMAIL	OTHER	200 MB	24 Dec 2013	ACTIVE			Extend	Disable
crs	EXCHANGE-EMAIL	OTHER	200 MB	24 Dec 2013	ACTIVE			Extend	Disable
gamadna	LDAP	OTHER	0 MB	25 Sep 2012	EXPIRED			Extend	Disable
gamatech	LDAP	TEST	111 MB	10 Jan 2014	ACTIVE			Extend	Disable
literacy	STUDLAN	2ND (SYSTEM)	400 pages	31 Oct 2013 (06 Oct 2013)	ACTIVE	ccyeungm on 15 Feb 2013	Request Number: 35 change owner	Extend	Disable
tbs	EXCHANGE-EMAIL	2ND	200 MB	31 Dec 2013	ACTIVE			Extend	Disable

Requested new value is inside parenthesis



5. If you are the DNA/RNA of your department or you have the right to submit a CSC Work Request, you will be able to manage all the non-primary staff accounts of your department. Choose the option “Department Computer Account” from “Staff Account” pull-down menu, enter the account ID in the provided text box (wildcard character % can also be used) and then click the **Find** button



If you are the authorized user at your department, you can request to modify an account details (such as account owner, expiry date and account nature etc.) by clicking the corresponding **Modify** button in the account table. Then there will

have a pop-up window for you to enter your request. Please remember to enter your justification. Press **Submit** button to complete entering your account request.

Request to modify LDAP account: gamatech

Account Owner: Mr. WONG Kai Tai

Expiry Date: 10/01/2014 extend one year

Account Nature: 2ND

Justification: change account owner because of job role assignment

* One working day is needed in processing your account request

Please note that all your requested account modifications will not be effective until your request is approved and handled by the CSC.

Account ID: gama% 2 account records are found

Account ID	System	Owner	Nature	Quota	Expiry Date	Status	Request Submitted By	Justification	Request to Modify
gamadna	LDAP	ccyeungm	OTHER	0 MB	25 Sep 2012	EXPIRED			<input type="button" value="Modify"/>
gamatech	LDAP	ccyeungm (kaiwong)	TEST (2ND)	111 MB	10 Jan 2014	ACTIVE	ccyeungm on 18 Feb 2013	Request Number: 36 change account owner because of job role assignment	<input type="button" value="Modify"/>

Requested new value is inside parenthesis
If you have any question, please check with CSC Help Desk (3442 7658)

6. At any time, you can check your account request status by clicking the option “Submitted Computer Account Request” from the “Staff Account” pull-down menu. You can also cancel your submitted request by clicking the **Cancel** button.



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Submitted on: last 30 days last 90 days all 2 account requests are found

Request Number	Account ID	System	Owner	Nature	Quota	Expiry Date	Status	Justification	
36	gamatech	LDAP	ccyeungm (kaiwong)	TEST (2ND)	111 MB	10 Jan 2014	Submitted	change account owner because of job role assignment	Cancel
35	literacy	STUDLAN	ccyeungm	2ND (SYSTEM)	400 pages	31 Oct 2013 (06 Oct 2013)	Working	change owner	Cancel

Requested new value is inside parenthesis
If you have any question, please check with CSC Help Desk (3442 7658)

7. When necessary, CSC staff may approach you to obtain more information about your request.

8. Please remember to press **Logout** to exit from the system.

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Submitted on: last 30 days last 90 days all 2 account requests are found

Request Number	Account ID	System	Owner	Nature	Quota	Expiry Date	Status	Justification	
36	gamatech	LDAP	ccyeungm (kaiwong)	TEST (2ND)	111 MB	10 Jan 2014	Submitted	change account owner because of job role assignment	Cancel
35	literacy	STUDLAN	ccyeungm	2ND (SYSTEM)	400 pages	31 Oct 2013 (06 Oct 2013)	Working	change owner	Cancel