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”

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.
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.
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.

![Image of pop-up window for account request](image)

*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.

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.

![Image of User Services interface](image)
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.