Requesting user accounts for new staff from One Identity Manager

Introduction

The One Identity Manager Account Request form allows authorised users (DBMs and Administrators) to request Goldsmiths IT User (Campus) accounts for new users, including new starters, visiting lecturers, contractors and visitors. The form replaces the previous IT set-up request form.

An IT user account for a new starter is automatically created by One Identity Manager once they have been entered into Agresso HR/Payroll. You should manually request an account from One Identity Manager:

- if an account is needed before the user is entered into Agresso HR/Payroll, or
- if the user will not be recorded on the payroll e.g. a Visiting Lecturer, a contractor or a visitor.

When you manually request an account, One Identity Manager will warn you if the user already has an account, and will ask you whether you want to create a second account. Under normal circumstances, you should say “No”, and allow One Identity Manager to provision just one common account for the user, regardless of whether they are staff or student.

Instructions

1. In your browser:
   - Browse to [https://Identity.gold.ac.uk/IdentityManager](https://Identity.gold.ac.uk/IdentityManager) or use Goldmine Quick Link to IT User Account request.
   - Log in, using your IT (Campus) username (e.g. jblog001) and password
   - Note: these screens are not compatible with Windows 10 Internet Explorer: please user Firefox or Chrome is using Windows 10.
2. In the Home Screen, click on User Management in left-hand menu.

3. In the User Management screen, Click the “Create user” button
5. In the New User screen, enter the details for the new user.

Recruitment status
Accounts for users on the payroll

- If access to IT services is not required before the start date of the member of staff, select “Permanent/Fixed Term Staff”. This account will be disabled after 14 days unless it is matched to an account in Agresso.
- If access to IT Services is required more than 14 days in advance of the start date, select “Agency / Contractors”. This account will still be merged with the Permanent/Fixed term account created from the Agresso record.

Note: For the initial go-live period for this new request page, we recommend that you select the “Agency/Contractors” option for all staff on the payroll, whether they need access to IT services on start date or before the start date. This is to ensure that your request for a “Permanent/Fixed Term” staff account is not disabled before the staff details are entered into Agresso.

Accounts for user not on the payroll

- Select “Agency / Contractors” for any users requiring staff accounts who do not go through the Payroll e.g. a contractor or consultant who needs access to email, VLE and other IT services.
- Select “Visitor” for those who only need a Goldsmiths ID card. These accounts are not given a Goldsmiths email account or login for the network.
Gender: Select Male or Female. (It is not possible to select “Unknown” in this release: this will be corrected in next release. Please contact Service Desk if this is an issue).

Entry Date and Exit Date: For Agency / Contractors: complete the expected start and end dates of the user’s work at Goldsmiths. Once the request is submitted, these dates cannot be changed on the online portal. Contact the Service Desk to request a change of dates such as if the contact finishes early or continues longer than expected.

New Permanent/Fixed Term staff accounts will only remain for active 14 days unless the staff has been entered into Agresso by HR/Payroll.

Department: Click Assign to drill down and select the department.

Note: Academic departments are grouped under the three Schools, and the Professional Services list has more detail than previously to allow better integration between systems.

Personal email: can be left blank

Person Responsible for user: Click Assign to select the person who will receive the new account details, to forward to the new user. This will normally be yourself, but could also be a line manager.

Once submitted, details can only be changed by contacting the Service Desk.

Submit a request to the Service Desk to grant a new user access to business systems such as Unit-E and for enhanced access to Agresso e.g. ability to raise purchase orders.

If an account already exists for the user details entered, a warning message will appear. Select “No” to avoid creating a duplicate account. Contact the Service Desk to reactive an expired account e.g. a former member of staff or contractor returning.
Students employed by Goldsmiths should use their student account in their staff role, with additional privileges requested via the Service Desk, as required.