

**APPENDIX D  
PROCEDURES FOR MAINTAINING  
USER ACCOUNTS, LISTS AND DIRECTORIES**

**POLICY 1093**

**Page 1 of 2**

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**Requesting network and email accounts for new employees**

- The Administrative Assistant (AA) responsible for Human Resources in each region and the Financial Officer (FO) at the provincial office are designated as the employee responsible for requesting network and e-mail accounts for new employees.
- These requests have to be submitted to the Technical Support Analyst (TSA) at least five business days prior to the starting date of the employee. In the case of the provincial office, the York TSA should receive the requests.
- Appropriate network accounts should be set up for all government of New Brunswick employees employed for 6 months or more. Accounts for staff working less than 6 months or on a casual basis may be established at the request of the Regional Director (RD) or in the case of the provincial office, the Provincial Librarian/Executive Director (ED).

**Procedure to set up new accounts**

- The AA or FO completes the web based form (<http://nbpls-app2/inventory/uamf/default.html>), and the RD or ED is automatically notified via email to verify the form and ensure all information is accurate. The RD or ED can also add any additional information as may be needed.
- The RD or ED will approve the form and the TSA will automatically be notified.
- The TSA creates the appropriate accounts within two business days of receipt of the approved request.
- The TSA marks the form complete and the application sends a confirmation e-mail to this effect to the AA or FO, and the RD or ED.
- The TSA will meet with the new employee to provide them with an orientation, their username, etc.

**Responsibility of Supervisors, Managers and Directors for updating information concerning the staff they supervise**

Each Supervisor, Manager and Director is responsible for notifying their AA (regions) or the FO (provincial office) **and** the RD (regions) or ED (provincial office) of any changes to the information which will affect the user accounts of the staff reporting to them.

**Procedure for updating user information:**

- The AA or FO will complete the requested changes via the web form, and the application will send an approval email to the RD or ED. Once approved, the TSA

**APPENDIX D  
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**Page 2 of 2**

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is notified to perform the changes.

- The TSA will mark the request completed in the web form and a message will be sent to the AA or FO **and** RD or ED when the account has been modified.
- The AA or FO will then advise the Supervisor, Manager or Director who originated the request that the accounts have been modified.

**Termination of employment or leave of absence**

Upon termination of employment or in the case of a leave of absence, the AA or FO will complete the web form, and the RD or the ED will receive an approval request. Once approved, the TSA completes the request with details on the disposition of the user accounts (e.g. forward e-mail to a new address, disable, archive or delete accounts). The TSA will mark the task completed and an email will automatically be sent to the AA or FO **and** the RD or ED **as well as the** Supervisor when the appropriate action has been completed.

**GNB Directory**

Please note, the completed Web form will automatically be sent to the appropriate person in the Department so that the GNB Directory can be maintained.

**Standard email distribution lists**

Please note, the new web form will have an up-to-date standard list of all email distribution lists.

**WorkFlows**

Managers and supervisors are also reminded that staff (other than Circulation staff) using WorkFlows may require new station names, user names, and/or passwords for WorkFlows. In these cases, please request these from the provincial office's Systems Librarian at least one week before the new employee's start date.