

Employee Change Request Form

One of the most common service requests we receive is for adding, removing, or changing employees for our clients.

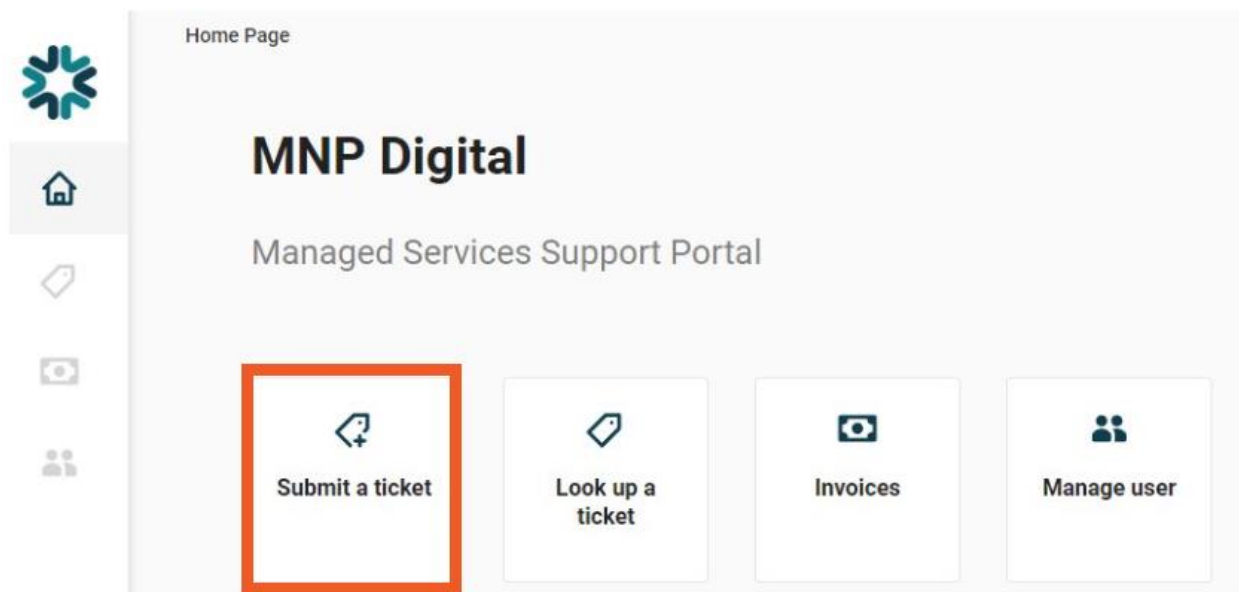
To improve this process, we have a standard Employee Change request form.

The Employee Change request form ensures we don't miss critical information and will improve turnaround time because it provides all the required information up front.

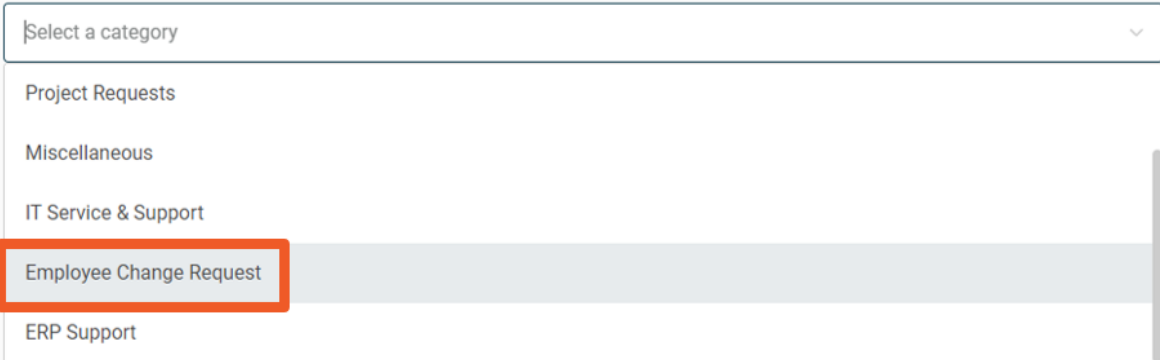
You can follow the steps below to submit your employee change requests.

Getting Started

1. Access the Support Portal on the [Managed Service Client Centre](#).
2. Start a new ticket.



3. Select Employee Change Request

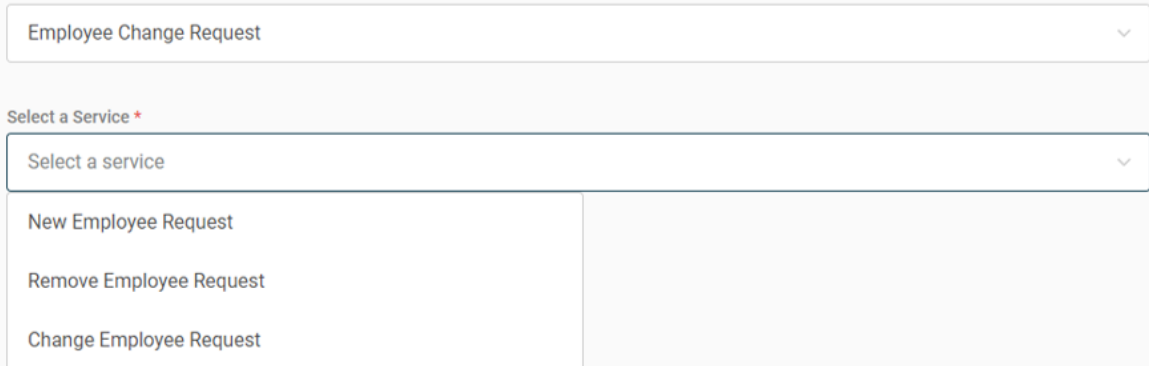


Select a Category *

Select a category

- Project Requests
- Miscellaneous
- IT Service & Support
- Employee Change Request**
- ERP Support

4. Select the type of Employee Change you need to make.



Select a Category *

Employee Change Request

Select a Service *

Select a service

- New Employee Request
- Remove Employee Request
- Change Employee Request

New Employee Request

Below are the questions you will see when submitting a New Employee request.

1. New Employee's First Name
2. New Employee's Last Name
3. First day of employment
4. What's the Job Title of the new employee?
5. From which location(s) will the new employee be working?
6. What licensed applications does the new employee need access to?*
7. What network resources does the new employee need access to?*
8. What distribution list(s) should the new employee need access to?*
9. Will the new employee need access to any shared mailboxes?
 - a. Yes (Provided the shared mailboxes the new employee needs access to.)

- b. No
- 10. Will the new employee need delegated access to any mailboxes?
 - a. Yes (Provide the mailboxes the new employee needs delegated access to.)
 - b. No
- 11. What hardware will the new employee use?
 - a. New hardware
 - b. Existing hardware
 - c. Not applicable

**To save yourself time, we recommend using a fillable PDF form to provide this information and attaching it to your request. If you don't already have something created, please consult your Strategic Account Manager for assistance.*

Remove Employee Request

Below are the questions you will see when submitting a Remove Employee request.

1. Employee's First Name
2. Employee's Last Name
3. At what time would you like the account disabled?
 - a. Immediately
 - b. Other (Please provide details)
4. Do you need mailbox access and/or emails forwarded of the departing employee?
 - a. Yes (Provide provide details)
 - b. No
5. Do you require access to the departing employee's data?
 - a. Yes (Provide provide details)
 - b. No
6. Do you need our support with the departing employee's workstation?
 - a. Yes
 - b. No

Existing Employee Request

Below are the questions you will see when submitting an Existing Employee request.

1. Employee's First Name
2. Employee's Last Name
3. What can we help you with?