



Guidance for Requesters & Authorisers

What is this form used for?

This online form is used to request access to email on Mobile devices such as Phones and Tablets (ActiveSync)

Guidance for Requesters

- 1) The link to the online Email on Phone & Tablets request Form is as follows:
<https://forms.tees.ac.uk/Runtime/Runtime/Form/Email+on+mobile+devices+request+form>

Note: You may be prompted for your UserID and password if accessing this form from a device which is not connected to the University Network

- 2) When the form opens, your user information is automatically filled in:

USER INFORMATION	
<ul style="list-style-type: none">• Boxes marked with a ✓ must be completed• Please provide an Email address so that you can be notified of the outcome of your request	
Staff Number: ✓	<input type="text" value="U0011361"/>
First Name: ✓	<input type="text" value="Habby"/>
Surname: ✓	<input type="text" value="Matharoo"/>
Job Title:	<input type="text" value="Principal Analyst"/>
Email Address: ✓	<input type="text" value="H.Matharoo@tees.ac.uk"/>
Contact Phone Number:	<input type="text" value="8861"/>
School / Department: ✓	<input type="text" value="ICT"/>
Mobile Device Type: ✓	<input type="text" value="Select an item"/>

Date: 05 July 2016
Time: 14:22

- 3) You are required to select your Mobile Device Type:

Job Title:
Email Address: ✓
Contact Phone Number:
School / Department: ✓
Mobile Device Type: ✓



Apple - iPad / iPhone
Android
Windows
Other
Select an item

4) Finally, click on the “Submit Request” button at the bottom of the form.

Submit Request

5) Once your request has been submitted, the following screen will appear. It is now safe to close the browser window.



Email on Phone & Tablets Request Form



Thank you for submitting your request

Your request has now been sent to your School/Department Authoriser for approval

If the request has not been authorised within 7 working days, it will expire and you will notified via Email

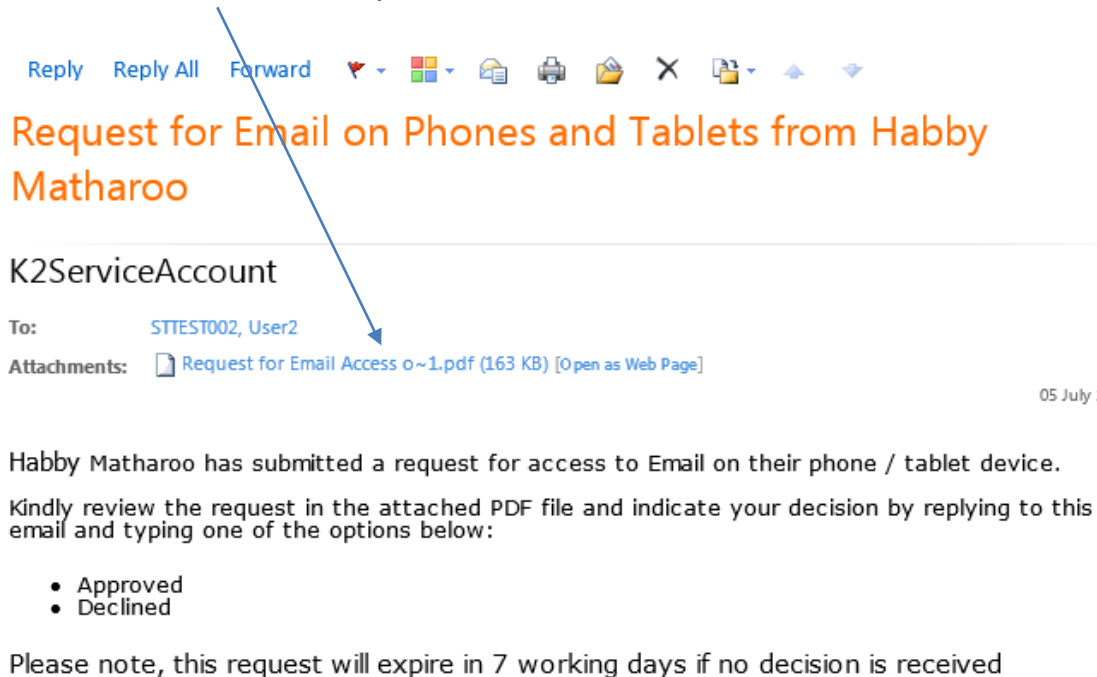
This browser window can now be closed

6) Your request will be sent via email to your School/Department for Authorisation. Authorisers have 7 days to approve/decline your request.

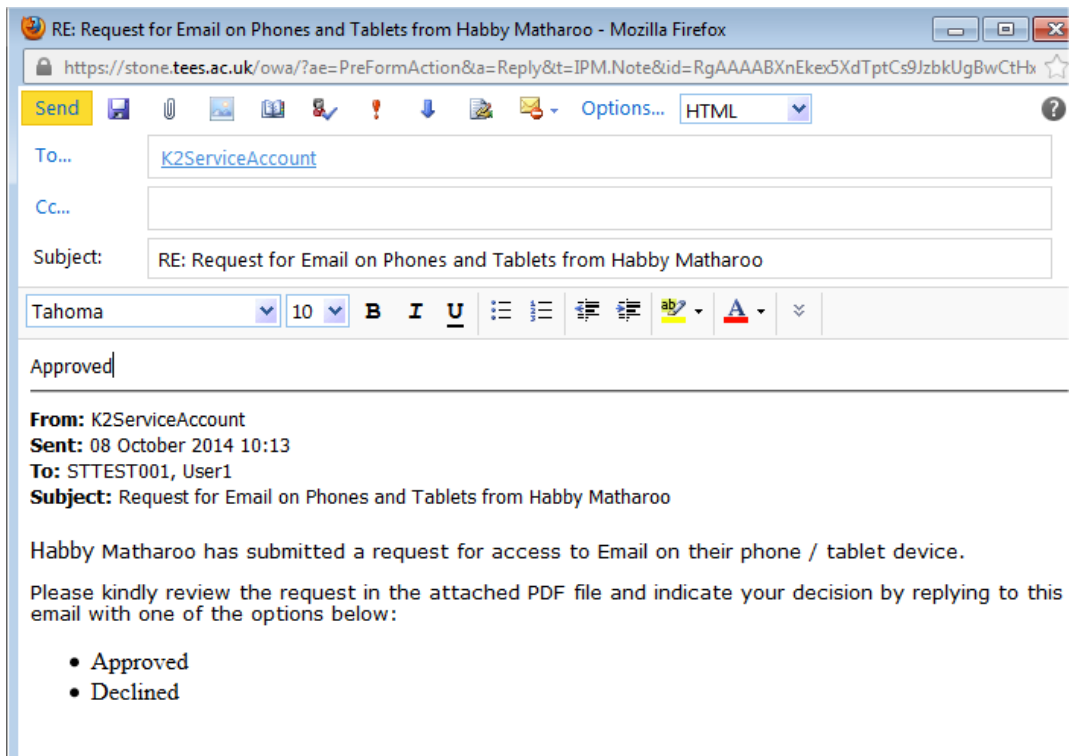
7) If your request is approved, it is sent electronically to ITaCS and a Service Request is raised with the relevant team. You will be notified when the work is complete.

Guidance for Authorisers

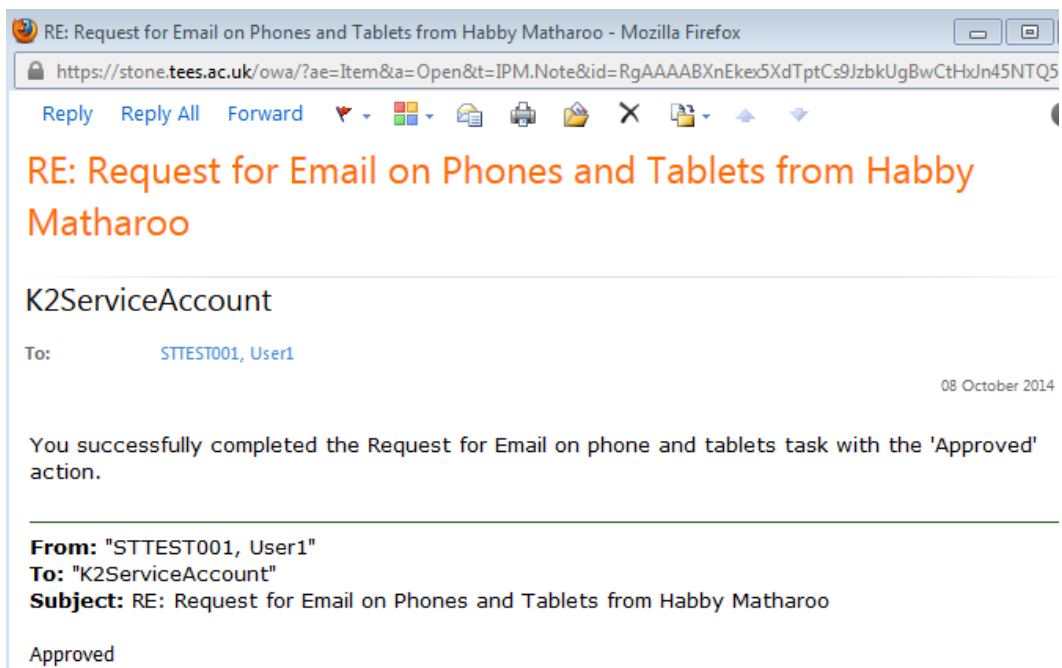
- 1) The request is sent via email to the Authorisers from the **same** School/Department as the form requester.
- 2) The automated email will include a summary of the request as well as an attached PDF of the requesters' submission.



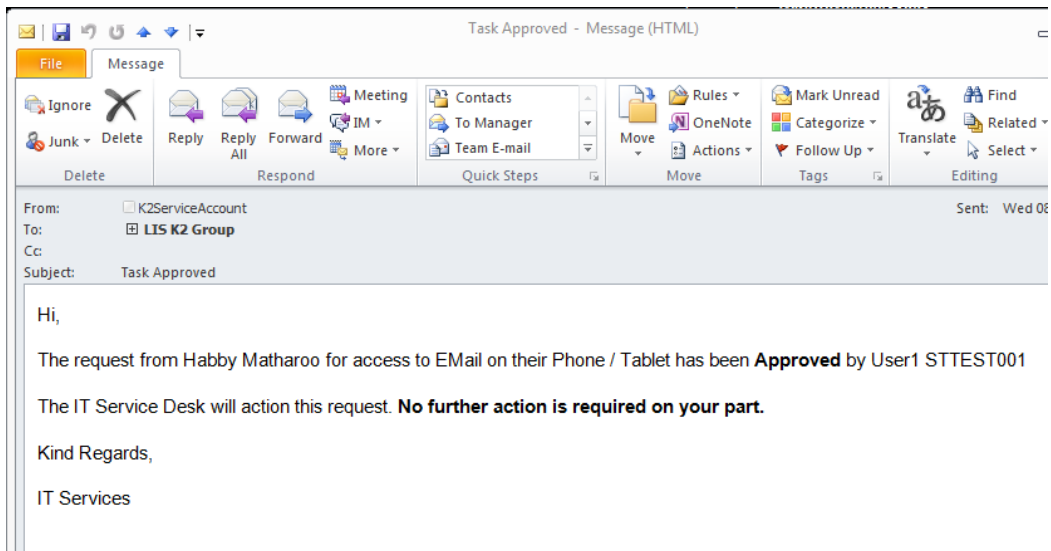
- 3) If there are several Authorisers, they will all receive the request email. The **first** Authoriser to reply to the Email with the text **Approved** or **Declined** (a) will receive an automated confirmation to acknowledge the decision (b)
 - a) Authoriser decision via email



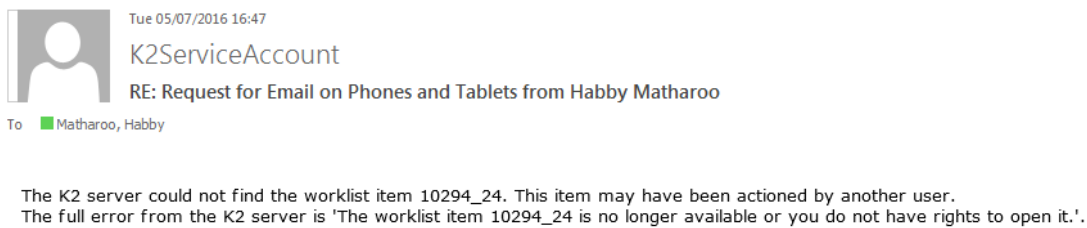
b) Automated confirmation



- 4) An email is sent to all members of the Authoriser Group to inform them that a decision was made and no further action is required from the Group:

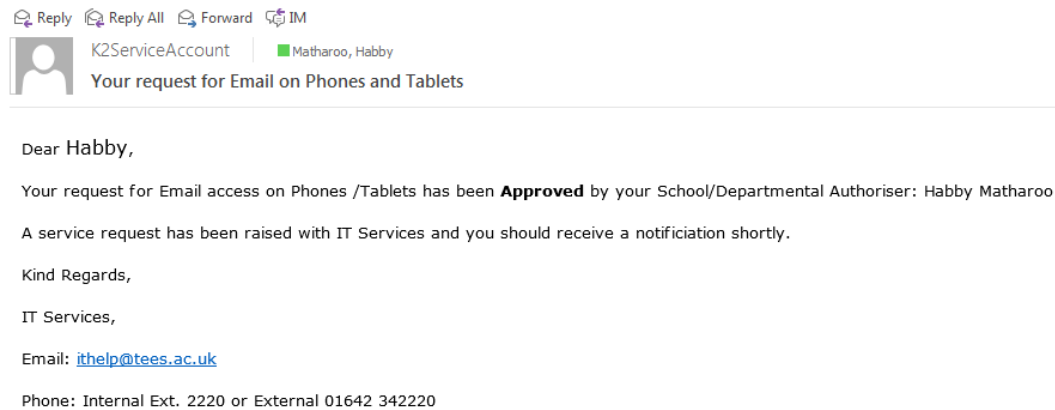


Note: If an Authoriser attempts to reply to a request after it has already been actioned by another Authoriser, an email will be returned by the system:



5) The Requester is emailed to inform them about the outcome of decision. If the request was Approved the email will look like (a). If the request was Declined then see (b)

a) Approved



b) Declined



Dear Habby,

Your request for Email access on Phones /Tablets has been **Declined** by your School/Departmental Authoriser.

Please contact the Authoriser - **Habby Matharoo** for more information.

Kind Regards,

IT Services

- 6) Finally, if the request was “Approved”, it is sent electronically to ITaCS and a Service Request is raised with the relevant team. When the Service Request is complete, the requester will be informed.

Note: If a request has not been Approved/Declined within 5 working days, Authorisers will be sent a reminder. If the request has not been actioned within 7 working days, the request will expire.