

Los Angeles City College Administrative Services "How To" Book	Information Technology Department	IV
		C-4
<b>How Do I Request or Obtain Network Access and E-mail Login ID/ Password and Phone Extension?</b>		

### A. Brief Description

These procedures are established to assist all staff, including supervisors and faculty to request or obtain network and e-mail Login ID/Password and Phone extension for staff.

### B. How To

1. A User ID and a Password are required from any employee to access the Network or receive and send e-mail.
2. If an employee is a new employee or returning employee, the Supervisor of the employee will have to complete the **Request for Employee Network/Email Account Form** for the employee to obtain or acquire a network and e-mail login ID/Password and telephone extension.
3. The form can be obtained from the college website at <http://adminsvcslacitycollege.edu/forms2/forms.htm> (IV-A-4)(e-mail Login Name and Password are required).
4. At present, the form is to be approved by the employee's supervisor and the IT Manager only. Eventually, the form will not be used. Network access and e-mail account will be automatically granted to newly hired employees.
5. The form can be completed by filling it out directly on the network or online and saved on the hard drive for subsequent transmission to the IT Manager via e-mail. (E-mail approval is acceptable)
6. Upon receipt and approval of the request by the IT Manager, the employee **login ID** and **password** for the network and e-mail will be assigned including the employee phone extension if one is requested.
7. The IT Department will provide the employee the **login ID** number and **Password** for both the network and e-mail and assist the employee to log into the network and ensure that the employee e-mail is functioning correctly.
8. If the employee is a transferred employee, the e-mail address at another campus or college within the District must be deleted prior to the IT Department assigning a new e-mail address.
9. If the employee is still working at more than one college, the employee may choose to retain the e-mail address at the previous college or acquire a new e-mail address from LACC or the IT Department. .
10. Only the set-up and basic training regarding accessing the network will be provided by the IT Department.

11. Further training regarding accessing and utilizing the software within the network can be acquired from the Teaching Learning Center. For more training information, access the Teaching Learning Center website address at <http://www.lacitycollege.edu/resource/oac/oac.html> for more information.
12. Additional information on employee e-mails, dept. phone extensions and network login can be found at the IT Department website at <http://adminsvcs.lacitycollege.edu/it/index.html>. If further assistance is needed, the IT Help Desk can be reached at ext. 2049 or via e-mail at [ithelpdesk@lacitycollege.edu](mailto:ithelpdesk@lacitycollege.edu).