New User Request/Access Change Request

General Description

Provides the AASHTOWare Project SiteManager System Administrator, the New User information to assist in creation of the New User Account. Allows the AASHTOware SiteManager System Administrator and the Office of Information Technology to document and track authorizations pertaining to AASHTOware SiteManager User Accounts.

Policy and Procedure

Adding a New User:

The procedure to create a new AASHTOware SiteManager User Account begins by an authorized request that is submitted electronically to https://itrequest-intranet.kytc.ky.gov/HEAT/Login.aspx. HEAT Service Management. Incident template "SiteManager/LIMS new user request" is to be used.

For new vendor/consultant accounts, the KYTC supervisor must be copied on the email request in order to acknowledge the vendor/consultants need for access to the system. These requests must also include a completed TC 17-9 form.

 (The Office of Information Technology maintains a list of Supervisors that are allowed to submit an official request to HEAT Service Management. Only the listed authorized Supervisors and SiteManager system administrators will be able to submit a Request to create a New AASHTOware SiteManager User Account.)

This request should include the following information:

- First Name, Last Name, District Number, Crew Number, Title, Contact Number, Email address, Usage of SiteManager (e.g. Inspector, Materials Tester), and Office Wide Access or Contract Specific Access, User's Job Duties, Type of access needed to view/run Business Object Reports, SiteManager Trainer (if applicable) and the Supervisor's Name/phone number/e-mail address.

Upon assignment/receipt of a request number from the HEAT Service Management forwarded to the System Administrator from the original request e-mail, the System Administrator will complete the template in HEAT with new user information:

- Sitemanager User ID, Default Password, Office Level Access, Contract Access Type, Security Groups.

Then the System Administrator will process the New User Account within the AASHTOware SiteManager system. Upon completion of the New User Account, the

System Administrator will select to send an automated message from within HEAT to the new user, new user's supervisor, requestor, and Division of Materials, and mark the ticket resolved.

(Important: The requested New AASHTOware SiteManager User Account is not created within the AASHTOware SiteManager system until receipt of the request number from HEAT Service Management.

Change in User Access groups:

An email shall be sent to the AASHTOware SiteManager administrator from the user's KYTC supervisor requesting the change in access groups within the program. The administrator will add appropriate groups and reply by email to the Requester and user. The request email will be stored in ProjectWise.