**New User Request/Access Change Request**

# General Description

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

# Policy and Procedure

**Adding a New User:**

The procedure to create a new AASHTOware Project:Preconstruction 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 “PreCon New User Request” is to be used.

(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 Project:Preconstruction System Administrators will be able to submit a Request to create a New AASHTOware Project:Preconstruction User Account.)

This request should include the following information:

* First Name, Last Name, District Number, Crew Number, Title, Contact Number, Email address, Usage of Preconstruction (e.g. Central Officer User, District User Procurement User), and User’s Job Duties, Type of access needed to view/run Business Object Reports, 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:

* Preconstruction User ID, Default Password, Security Groups.

Then the System Administrator will process the New User Account within the AASHTOware Project:Preconstruction 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, and mark the ticket resolved.

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

# Change in User Access groups:

An email shall be sent to the AASHTOware Project:Preconstruction administrator from the user’s 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.