US Army Signal Network Enterprise Center
Fort Gordon, Georgia

Enterprise Email New User Request Procedures

The following information outlines the procedures for requesting a NEW USER email account within Enterprise Email. **All requests for a new Enterprise Email account must be submitted via the Remedy trouble ticketing system.**

1. IASO/IANO's must complete the **IASO New User for Enterprise Email - v22** template. This template can be located at the following location:

   \\fs01\install\EE Migration\Admin\Documents

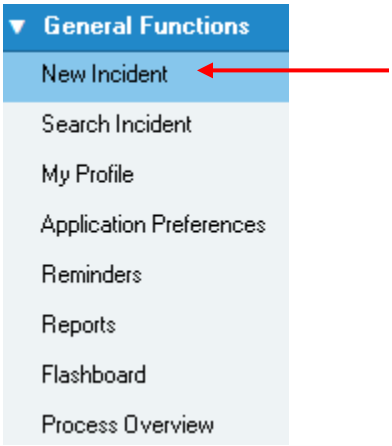
   The template is self explanatory but if clarification is needed contact the NEC.

2. Copy the file to your local computer to make the required entries. Save the file by adding your organizational name at the beginning of the file:

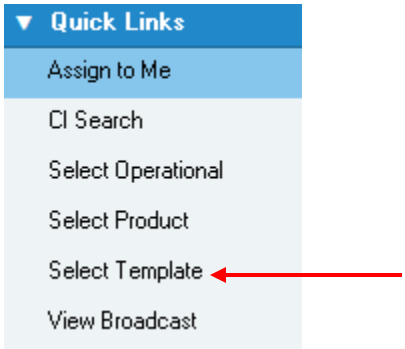
   Example: NEC-IASO New User for Enterprise Email - v22

   This file will be uploaded to a Remedy trouble ticket.

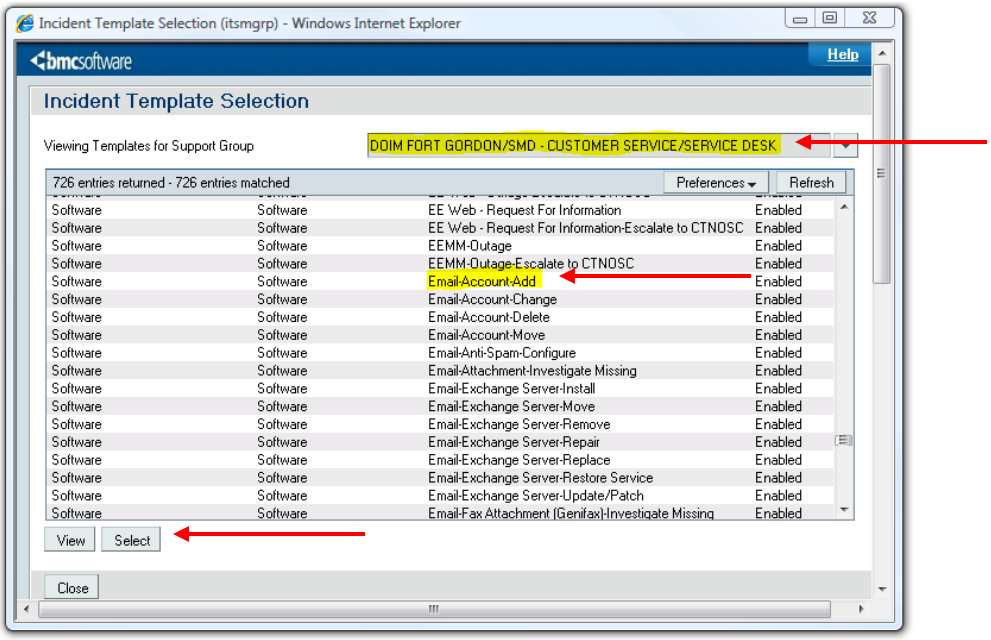
3. Login to Remedy. Click "New Incident".



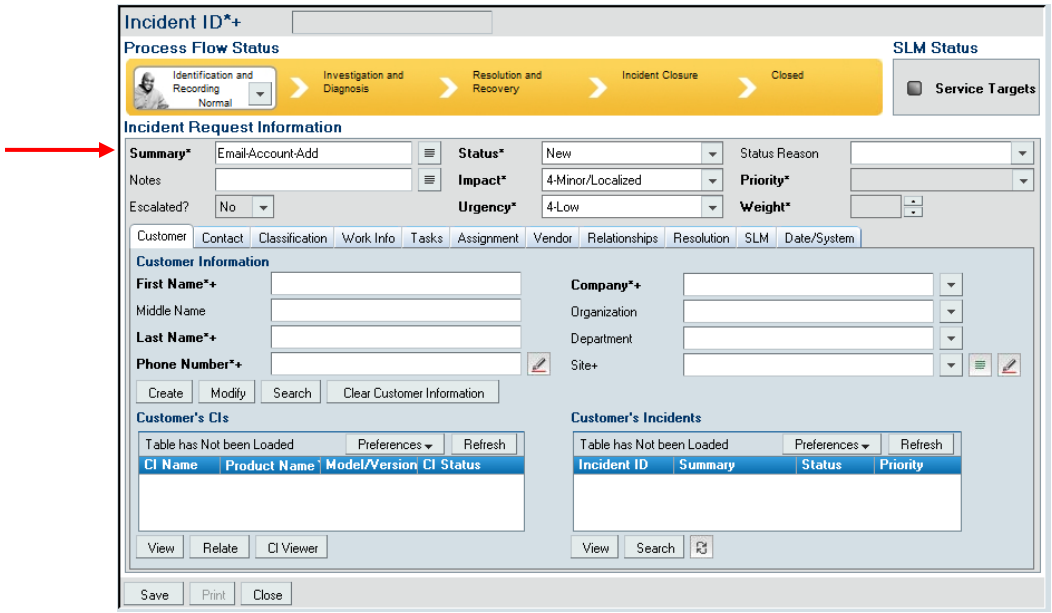
4. Once the "New Incident" window appears click on "Select Template".



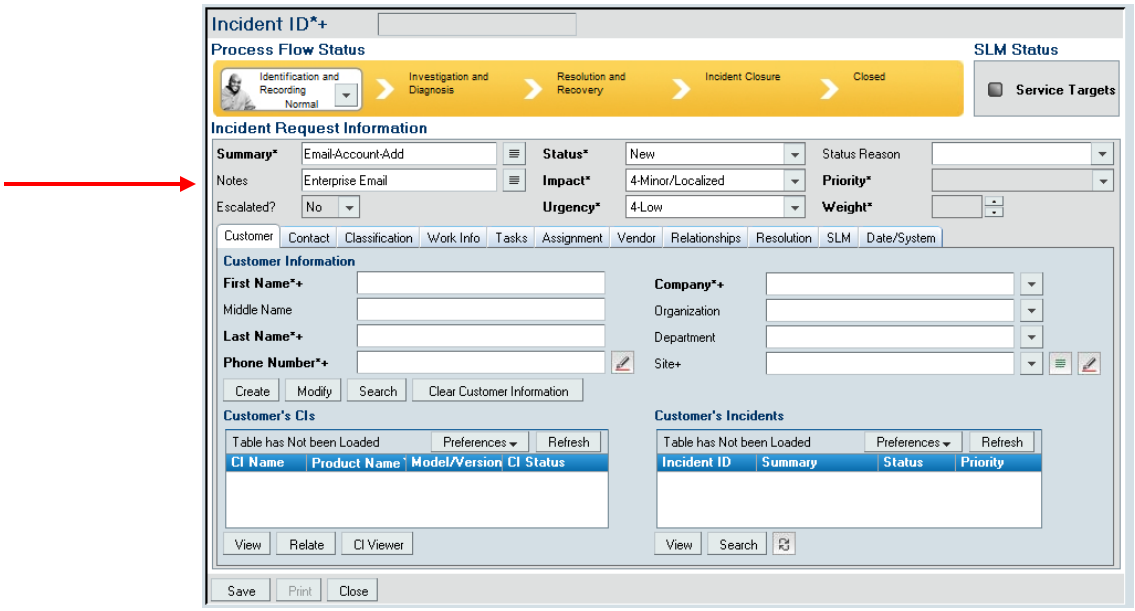
5. Ensure the drop down box in the upper right corner of the "Incident Template Selection" window has the selection "DOIM FORT GORDON/SMD – CUSTOMER SERVICE/SERVICE DESK" visible. Scroll down within the inner window and click on "Email-Account-Add". Click the "Select" button.



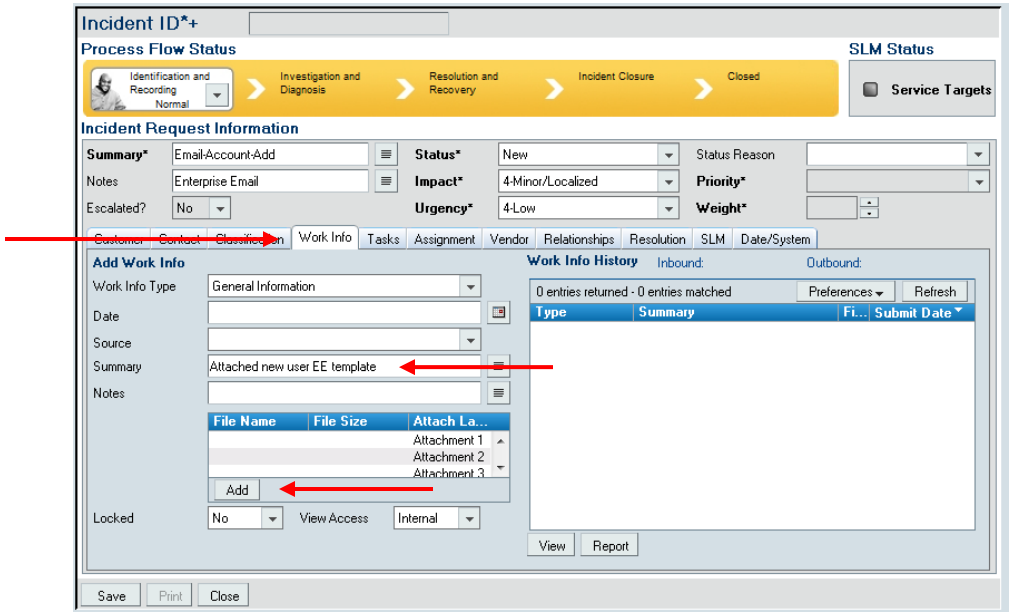
6. After the template has been selected the "Summary" field within the New Incident will be populated with **Email-Account-Add**.



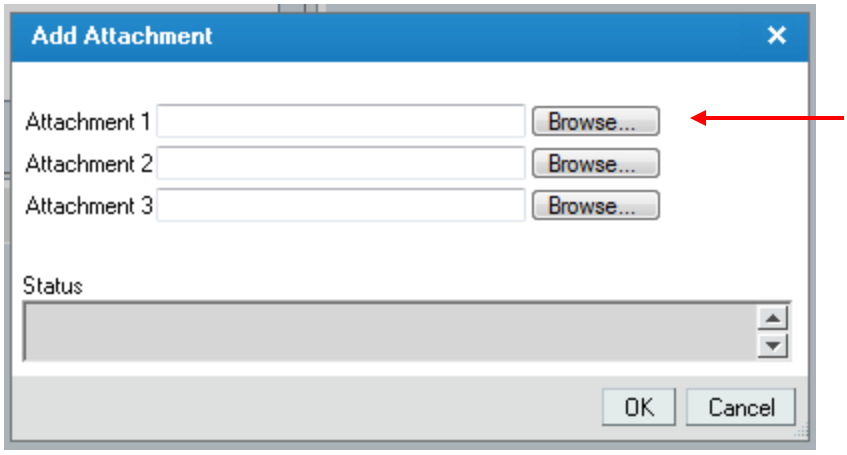
7. In the "Notes" field type **Enterprise Email**.



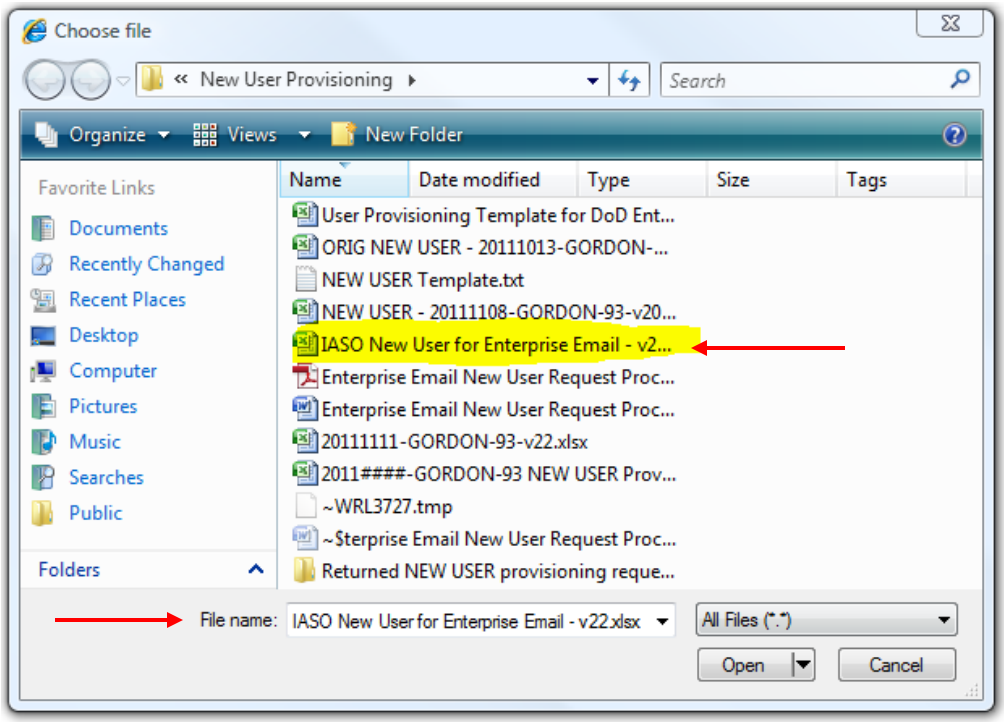
8. Click the "Work Info" tab. In the "Summary" field type **Attached new user EE template**. Click the "Add" button.



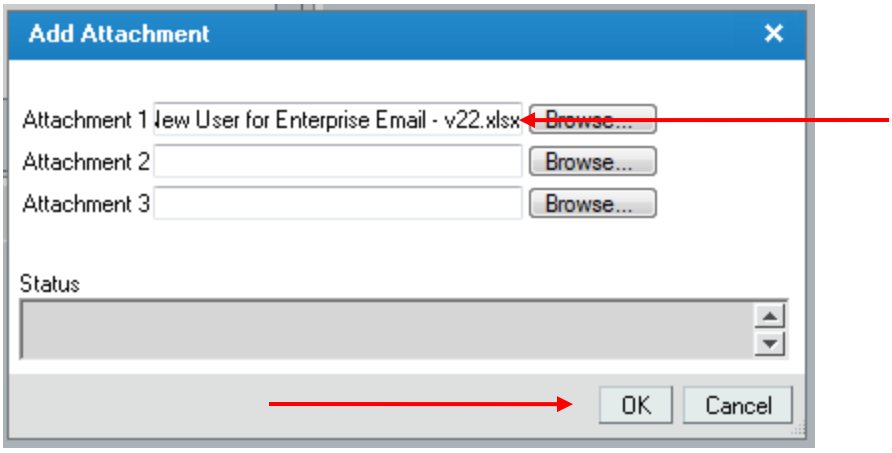
9. Click the “Browse” button.



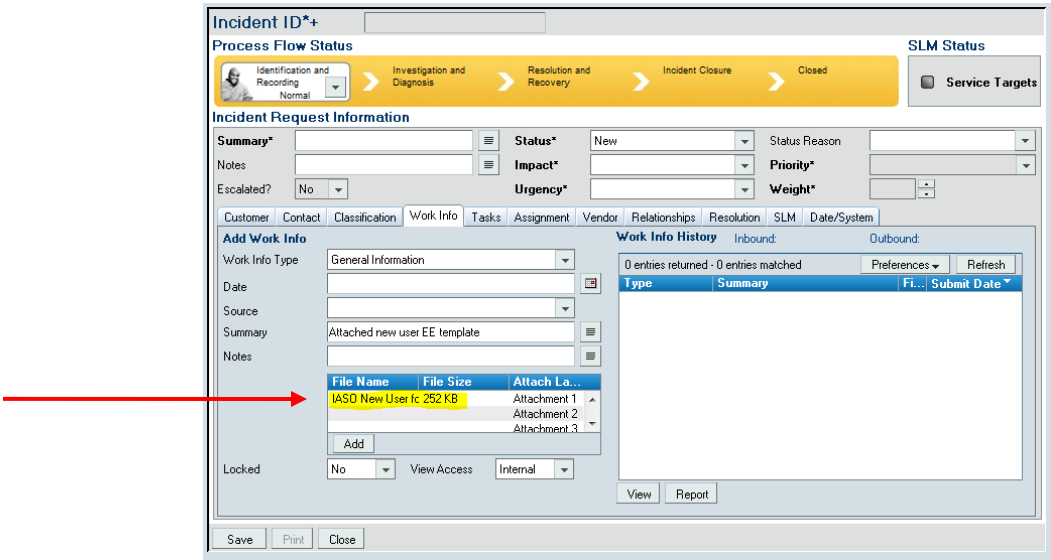
10. Navigate to the location of the saved “ORG_ NAME - IASO New User for Enterprise Email – v22.xlsx” document. Select the document so that the file name is populated in the “File name:” field. Click “Open”.



11. The file is now inserted into the “Attachment 1” field. Click the “OK” button.



12. The attached file will now be visible at the following location within the “Work Info” tab:



13. Complete the remaining required trouble ticket fields. Click “Save”. Click “Close”. The trouble ticket will now be routed to the appropriate NEC personnel. The EE account creation process takes 72hrs to complete upon submission from the NEC to DISA. The NEC is allowed to make one new user template submission per day. This template submission is consolidated and submitted NLT 1600hrs each day.