

# SharePoint Credentials Process

## 1.0 Start

- 1.1 The Content Owner determines the information that is needed from the user. When the user contacts the Content Owner, the user provides the appropriate information including, but not limited to:
- User name, AD account, agency, SharePoint items for which access is requested, reason for needing access, and urgency of requested access

## 2.0 Request AD Group(s) from Portal Support

- 2.1 The Content Owner will open a Portal Support ticket at [portal.georgia.gov](http://portal.georgia.gov) on behalf of the user to:
- request access, if needed. If access is granted, the user will have access to the requested items for 10 days, while waiting for the IMAC request to be processed.
  - Request recommended AD Group(s) assignment

## 3.0 Request to change AD account

- 3.1 If the user is requesting changes to their current AD group assignment(s), the Content Owner will work with SharePoint Support to get all the required information that is needed for an IMAC ticket.

When the information is ready, the request will be processed and the ticket will be closed (Step 6.0).

## 4.0 Request to unlock an AD Account or reset password

- 4.1 The Content Owner will determine who the designated IMAC coordinator is for their area. Then they will work together to determine if the user has an SOG.local AD account.

For example, the SMO Contact Owner has determined that their designated IMAC coordinator is Kristy Caldwell. Therefore, this step will be worked out by Kristy Caldwell and the SMO Contact Owner.

- 4.2 The Content Owner will check to determine if the user has an EXTSOG.local AD account.
- 4.3 The Content Owner will check to determine if the AD account is active (not locked).
- 4.4 If the AD account is active, the Content Owner will confirm that the user knows the ID and password.
- 4.5 If the AD account is not active (locked), or if the user does not know the ID and password, the Content Owner will advise the user to contact the Help Desk.

When the Content Owner can confirm the AD account is active, and the user knows the ID and password, the request will be processed and the ticket will be closed (Step 6.0).

## 5.0 Request a new AD account and assignment

- 5.1 The Content Owner will check to determine if the user is internal.
- 5.2 If the user is internal, the Content Owner will determine who the designated IMAC coordinator is for their area. Then they will work with the designated IMAC Coordinator to open an IMAC ticket and submit it to IBM for processing via Order Now. The IMAC ticket will request a new SOG.local AD account and will specify the AD group assignment(s).

When the information is ready, the request will be processed and the ticket will be closed (Step 6.0).

5.3 If the user is not internal, the Content Owner will work with the IMAC Coordinator to open an IMAC ticket and submit it to IBM for processing via Order Now. The IMAC ticket will request a new EXTSOG.local AD account and will specify the AD group assignment(s).

When the information is ready, the request will be processed and the ticket will be closed (Step 6.0)

## 6.0 Process the request and close the ticket

- 6.1 The Content Owner will work with the IMAC Coordinator to open an IMAC ticket and submit it to IBM for processing via Order Now.
- 6.2 IBM will process the request and close the ticket.
- 6.3 The vendor will be contacted to process the request. The vendor who processes the request will send an update via email to the originator, i.e. the person who physically opened the request. Usually the originator is the IMAC Coordinator.
- 6.4 The originator will notify the Content Owner that the ticket is closed
- 6.5 The Content Owner will notify the user that the request was processed.

### Key Terms

Term	Description
AD Account	Active Directory Account. The Microsoft service that is used to grant access to applications and authenticate users, including permissions for SharePoint sites.
Content Owner	The user who has full control over the site and is assigned the responsibility for managing permissions. Also known as the Content Manager
Vendor	Either IBM or AT& T, depending on the nature of the IMAC

# SharePoint Credentials Process Flow

