

Who can request an extension and for whom?

- 1) An Employee can request an extension for:
 - a) Themselves
But only before they have left the University
- 2) A Manager can request an extension for:
 - a) One of their reportees
Both before or after the employee has left the University
- 3) A Sponsor can request an extension for:
 - a) Any External for whom they are currently the Sponsor
Both before or after the external has left the University

NOTE:

- Normally an account is automatically disabled after close of business on the day the employee or external leaves the University
- An extension requested for a current employee will only come into effect after they have left the University
- Extensions cannot be requested for deleted accounts, or accounts that are in an 'About to be Deleted' state
- All requests need to be approved by another university employee. Once the request has been submitted the IIQ User Account Management (UAM) system will automatically route it to the appropriate approver.
- If the current sponsor of an external has left, a change to the sponsor details can be made via the IT Service Desk.

Step1: Requesting the Extension

- 1) Open <https://myid.reading.ac.uk> to Login to the IIQ User Account Management (UAM) system.

- 2) From your Homepage click on  then select  **UoR Quicklinks** followed by  **Request Extension**
 - a) If you are an Employee the Request Extension form will open with your name and any existing University Leave Date or Extension date details displayed.
 - b) If you are a Manager or Sponsor you will be asked to select whether to request an Extension 'For me' or 'For Others'
 - If 'For Others' is selected a list of '**Available identities**' will be displayed.
 - The list may run over several pages. Use the arrows and navigation options at the bottom of the screen to move between pages or increase the number of items displayed on the screen.
 - Use the search features to limit the identities included in the list.
 - The order of the list can be sorted by clicking on any of the column headings. The initial click will order from the lowest to highest value and each subsequent click will reverse the order.
 - Click on the user ID in the Name column to select the account for which you want to request the extension.

- 3) The name of the selected person and the name of the designated Approver for the area where they work will be displayed. Where present the University Leave Date* and/or any Current Extension Date will be displayed, where no date exists there will be message to confirm this.

***The University Leave Date for an External is the current Expected End Date for their account.**

Request an Account Extension

Account to be extended

Name

University Leave Date

Current Extension Date

New Extension Date *

Approver *

Comments

Supporting comments *

- a) All items marked with an * (red asterisk) are Mandatory and must be completed
- b) Select a New Extension Date by clicking on the Calendar icon  .
If an account needs to be closed quickly, then today's date can be specified. Otherwise future dates, up to a maximum of 2 years for Externals or 3 months for employees, should be selected. If an invalid date is selected you will get an error message on Submitting the form for Approval.

Note: If the selected date displays in an American format e.g. 03/29/2021 instead of 29/03/2021 you will need to update your PC and/or browser setting(s) to English (UK) before proceeding with the extension request.
For assistance, please log a call in TOPdesk (<https://uor.topdesk.net/tas/public/login/form>).

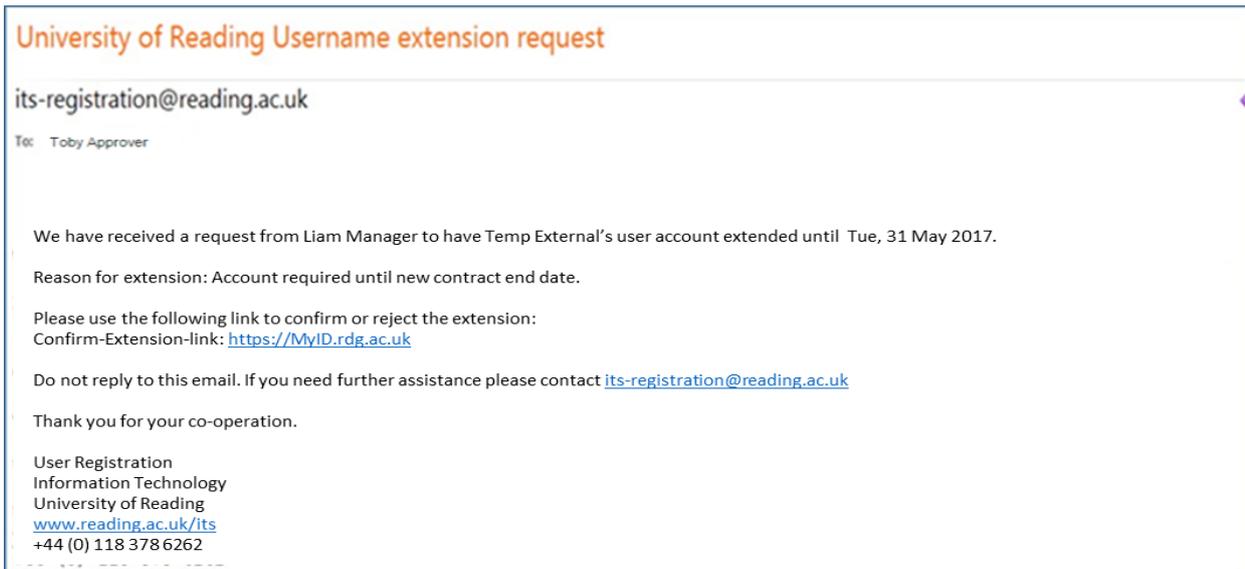
- c) Enter the reason for the extension in the Supporting Comments section.
This information will be passed to the approver to assist in their decision whether or not to approve the request.
- d) Click on Submit to proceed to approval with the request, or Cancel to exit the screen.

- 4) After submitting the extension request form for approval, you will automatically be returned to your Homepage. An email will also be sent to you, confirming that your request has been submitted.
- 5) Once the request has been actioned by the Approver you will receive another email confirming whether your request has been approved or rejected.
- 6) If the request is Approved:-
 - a) The account will be updated with the new extension date in the next IIQ processing run, which will normally be within 24 hours.
 - b) If the account had previously been disabled, on reactivation by IIQ a notification email is sent to the Manager or Sponsor – for a UK account, or IT UoRM – for a Malaysia account.
 - c) If the account is reactivated then the user will be prompted to change their password when they first login.
 - d) If the account is not disabled an email is sent to the Employee or External to advise of their new extension date.

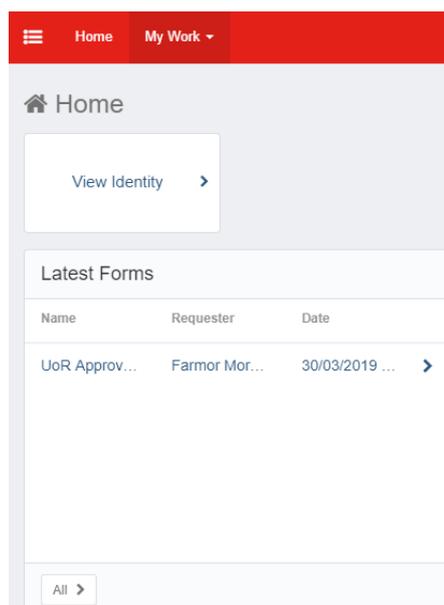
Step 2: Approving an Extension Request

Once an extension request is submitted (see Step 1 above), an email requesting Approval of the extension is sent to the designated Approver. This will normally be the Head of School (HoS) or Head of Department (HoD), for the area (Faculty/School/Department) where the External or Employee works. The Approver either Approves or Rejects the request.

- 1) The Approver will receive an email notification requesting Approval of the extension with a link to the IIQ User Account Management (UAM) system. Click on the link to Login to MyID or enter the link in your browser.



- 2) On Login you can approve or reject the request from the Latest Forms window on your Homepage



- 3) Click on the request to open the form.
 - a. If required, you can change the requested extension date.
If an account needs to be closed quickly, then today's date can be specified.
Otherwise future dates, up to a maximum of 2 years for Externals or 3 months for employees, should be selected (see Step 1 above).
 - b. Add any comments you may have for the Requestor.

- 4) Either Approve or Reject the request
by clicking on the  or  button.

- 5) The request will now have disappeared from your Latest Forms window.

- 6) The requestor will receive an email confirming whether their request has been Approved or Rejected, and including any comments made on the approval form.

- 7) If the request is Approved:-
 - e) The account will be updated with the new extension date in the next IIQ processing run, which will normally be within 24 hours.
 - f) If the account had previously been disabled, on reactivation by IIQ a notification email is sent to the Manager or Sponsor – for a UK account, or IT UoRM – for a Malaysia account.
 - g) If the account is reactivated then the user will be prompted to change their password when they first login.
 - h) If the account is not disabled an email is sent to the Employee or External to advise of their new extension date.