

## What is an External Account?

An External account can be requested where there is a valid requirement for a University Visitor or Associate to have access to University computer systems and services on campus such as Email, Blackboard, TOPdesk or other Network applications.

The term External at the University of Reading is for IT/Systems purposes. It is used to describe a group of individuals comprised of Visitors and Contractors and External Students but does not include guest accounts.





An External account can be requested in IIQ by any current Employee or by an Authorised External from an Associated organisation e.g. RUSU, who has additional Access rights assigned to their account by IT. The requester will become the Sponsor of the account and will be the person responsible for managing the University's relationship with the External.

The following restrictions apply to External staff accounts

- No access to locally installed Office applications (can use online applications)
- No access to University owned Windows computers allocated to individuals

If an External staff account requires access to locally installed Microsoft Office applications or requires a University assigned Windows device, they will need a paid licence. The Licence will be paid for by the sponsoring department. Once you have received the new external account details please use the IT Self Service Portal to request a licence or contact the IT Service Desk.

## Step 1: Requesting an External Account

- 1) Open <https://myid.reading.ac.uk> to Login to IIQ.
- 2) From your Homepage click on  then select  followed by  to open the Request form.
- 3) The UoR Create New External User Account form now has help text below each item.
  - a) All items marked with an \* (red asterisk) are Mandatory and must be completed
  - b) All requests for an External account now require details for a personal or non-University of Reading email address for the External.
  - c) Select the **Expected End Date** by clicking on the Calendar icon  .  
Only future dates up to a maximum of 2 years can be selected or you will get an error message on Submitting 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 reset 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>).

- d) The item at the bottom of the form is to confirm whether any printing costs incurred by the External will be paid for by the sponsoring School or Department. It has a default value of Yes. Therefore, if the External is to pay for their own printing please make sure to change this to No.
- 4) After submitting the extension request form for approval, you will automatically be returned to your Home page.
- 5) Once actioned by the Approver you will receive an email confirming whether your request has been approved or rejected.

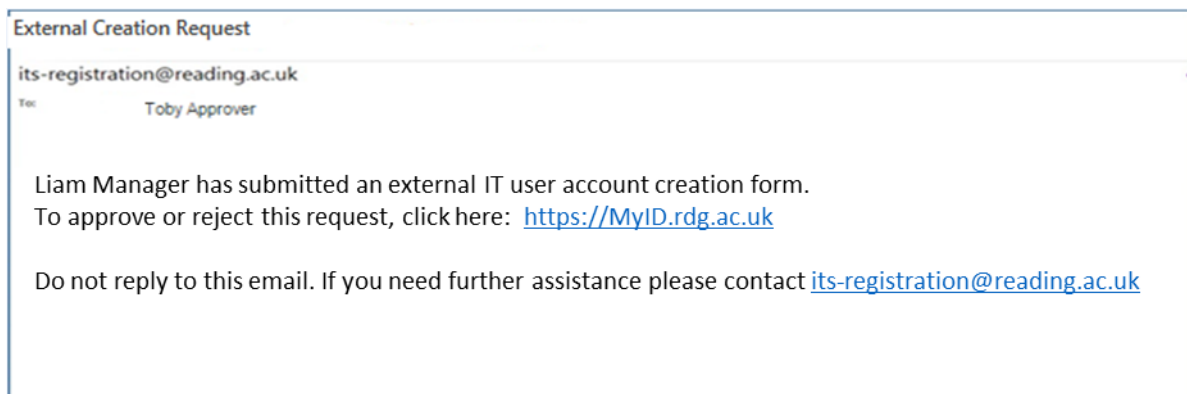
## Step 2: Approving an External Account Request

Once the request for account creation is submitted, an email requesting approval is sent to the designated Approver who will normally be the Head of School (HoS) or Head of Department (HoD), for the area (Faculty/School/Department) where the external will be working.

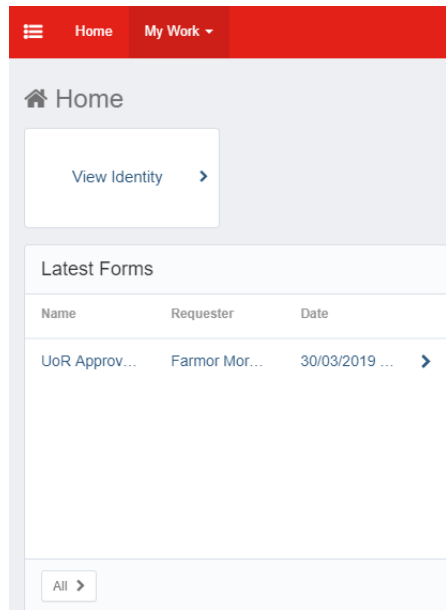
If the request is approved, IIQ will create the account and email the details to the Sponsor.

If a request is rejected the requestor will be notified by email.

- 1) The Approver will receive an email notification requesting Approval for the account to be created with a link to the IIQ User Account Management 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 completed '**External Approver Form**'.
- 4) Either **Approve** or **Reject** the request.
- 5) The request will now have disappeared from your Latest Forms window.
- 6) The Sponsor will receive an email confirming whether their request has been Approved or Rejected.
- 7) If the request is Approved :-
  - a) The account will be created in the next IIQ processing run, which will normally be within 24 hours.
  - b) A notification email containing the account details will be sent to either the Sponsor - for a UK External, or IT UoRM – for a Malaysia External.