

COV Account Request for New Employee

Visit <https://esupport.virginia.gov/accountrequest/>

Under “Account Request Selection:” select “**COV Network Account**”

- **Complete Section 1**

Agency: Select “**DJJ**”

Effective Date for Request: provide the **Effective Date**

Type of Request: select **NEW**

- **Complete Section 2**

Single or Multiple Users: select accordingly, usually **SINGLE** (for multiple users see instructions at the end of this document).

Type of Employee: select appropriate employee status

Position/Job Title: provide Position and Title information as shown in Time and Labor

Provide new employee’s information

Provide Manager’s information

- **Complete Section 3**

Access Groups and Distribution Lists Required?

select **NO** unless you know the specific list of security groups and distribution list needed.

Account Model Required?

Note: if you provided the list of security groups and distribution lists in the step above the answer to this question must be **NO**. If you don’t know the specific security groups or distribution lists but you have a current employee with COV account that can be used as model to clone the new employee’s account then select **YES** and continue to the next step.

Account Model Name: provide the name of the current user that is going to be used as a clone for the new account.

Account Model Email: provide the email address of the current user that is going to be used as a clone for the new account.

Email Account Required? select appropriate option.

Please Note: if the new account is going to be for a contractor that is going to be using his own email address with his company the answer here should be **NO**. Otherwise select **YES** and continue to next step.

Mailbox Size Required: select appropriate option.

Please Note: the standard default mailbox size for all new employees should be **100 MB** choosing a mailbox size of **500 MB** incurs an additional monetary charge by the VITA/NG partnership and requires an approval from the Agency Information Technology Resource (AITR).

Ability to Send/Receive Encrypted Email Required? select appropriate option.

Please Note: choosing this option will incur additional monetary charges by the VITA/NG partnership. However; if the user is going to be sending and receiving sensitive data or PII (Personally Identifiable Information) data or data classified as private then email encryption must be used.

VPN Access Required: select appropriate option

Please Note: DJJ use VPN as standard configuration for remote access. This option should only be selected for Users that will require the use of a Key Fob. Key Fob will have to be requested separately thru an eVA Procurement request.

Blackberry Service Required? Select appropriate option

Only select this option if the new employee is going to be provided with a DJJ or COV phone.

- **Complete Section 4**

Provide any additional information that can be helpful to setup the new employee's account.

- **Complete Section 5**

Provide authorized requester's information

- **Complete Section 6**

Under: **Agency Approver's Email 1:** *always* use AccountFacilitator@DJJ.VIRGINIA.GOV DO NOT use any other email address unless the system will not accept this email address.

If the system doesn't accept the AccountFacilitator email address, then send the request one of the following Agency approvers:

Agency Approver's Email 1: Lourdes.Lunsford@djj.virginia.gov

Agency Approver's Email 2: Kevin.Ferlazzo@djj.virginia.gov

Agency Approver's Email 3: ISO@djj.virginia.gov

ONLY use the individual approver's email address if the DGSSECURITY email address cannot be used. You can use all three approvers or only one, to ensure quick processing response always uses all three approvers.

DONOT use any other email address in this Section

If you have any questions please contact DGSSECURITY@dgs.virginia.gov

*Instructions for requesting **MULTIPLE** new users under Section 2*

If **MULTIPLE** option is selected provide the information for the first new employee as well as the Manager's information. Then make sure to click the ADD USER (green) button. The information for the first new employee will be posted into the open textbox.

Then provide the information for the second new employee as well as the Manager's information and click ADD USER. The information for the second new employee will be added into the open textbox. Continue with this process until all the new employees have been added.

When done continue to Section 3 instructions above.