

How to request Group/Shared Mailbox

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

Under Account Request Selection: select **Group/Shared Mailbox**

New Group/Shared Mailbox:

1) Complete Section 1

Agency: select **DJJ**

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

Type of Request: select appropriate option

Select **NEW** only to create a new shared folder or mailbox

Section 1 : Request Information 	
Agency:	<input type="text" value="Select..."/>
Effective Date for Request:	<input type="text"/>
Requests greater than five (5) business days in advance are unable to be process ed. Please submit the request within five (5) business days of the desired effective date.	
Type of Request:	<input checked="" type="radio"/> New <input type="radio"/> Modify <input type="radio"/> Remove

2) Complete Section 2

Provide:

New Group/Share Mailbox Name

New Group/Shared Mailbox Email Address: (ex. Name of Group or Shared Mailbox@djj.virginia.gov)

Section 2: Group/Shared Mailbox Requirements 	
New Group/Shared Mailbox Name:	<input type="text"/>
New Group/Shared Mailbox Email Address:	<input type="text"/>

3) Complete Section 3

<This is the information of the person who will be the shared mailbox manager/owner>

Provide:

Manager's First Name:

Manager's Last Name:

Manager's Email Address:

Manager's Phone:

Manager's Ext.:

Section 3: Group/Shared Mailbox Manager Information 

Manager's First Name:

Manager's Last Name:

Manager's Email Address:

Manager's Phone:

Manager's Ext:

4) Complete Section 4

Add Single or Multiple Users: select the appropriate option

[for multiple users see the instructions at the end of this document for detailed instructions]

Provide User information

Section 4: Add Users to Group/Shared Mailbox 

Add Single or Multiple Users: Single Multiple

First Name:

Middle Initial:

Last Name:

Email Address:

Phone:

Ext:

Address:

City:

ST: 

Zip:

5) Complete Section 6

Provide any additional information that can be helpful to set up the new Group/Shared Mailbox

Section 6: Other Instructions/Comments (Not Required) 





6) Complete Section 7

Provide Requester information or if the requester is the same as the Manager check Same as Manager Information

Section 7: Account Requester Information

Same as Manager Information

Requester's First Name:

Requester's Last Name:

Requester's Email:

Requester's Phone:

Requester's Ext:

7) Complete Section 8

Under: **Agency Approver's Email 1:** always use the Account.Facilitator@djj.virginia.gov DO NOT use any other email address unless the system will not accept this email address.

Section 8: Agency Authorized Account Request Approver Information

Requests cannot be sent directly to the VITA Customer Care Center or to non-agency or VITA/NG partner's email addresses from this website. All provided email addresses must be your agency's ISO, AITR, and/or Designee.

Agency Approver's Email 1:

Agency Approver's Email 2:

Agency Approver's Email 3:

Agency Approver's Email 4:

If the system does not accept the Account Facilitator email address, then send the request to the Agency authorized approvers as follows:

Agency Approver's Email 1: Abigail.Russell@djj.virginia.gov

Agency Approver's Email 2: Lourdes.lunsford@djj.virginia.gov

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

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

DO NOT use any other email address in this Section

CLICK 

Modify Group/Shared Mailbox:

1) Complete Section 1

Agency: select DJJ

Effective Date for Request: provide Effective Date

Type of Request: select Modify

Modifications Required: select the appropriate option

Section 1: Request Information 	
Agency:	<input type="text" value="DJJ"/>
Effective Date for Request:	<input type="text"/>
Requests greater than five (5) business days in advance are unable to be processed. Please submit the request within five (5) business days of the desired effective date.	
Type of Request:	<input type="radio"/> New <input checked="" type="radio"/> Modify <input type="radio"/> Remove
Modifications Required:	<input type="checkbox"/> Modify Name of Group/Shared Mailbox <input type="checkbox"/> Modify Email Address of Group/Shared Mailbox <input type="checkbox"/> Modify Manager of Group/Shared Mailbox <input type="checkbox"/> Add Users to Group/Shared Mailbox <input type="checkbox"/> Remove Users from Group/Shared Mailbox

2) Complete Section 2

Provide the information required based on the Modification option selected

- **For option Modify Name of Group or Shared Mailbox**

Provide the Old Group/Shared Mailbox Name and the New Group/Shared Mailbox Name.

Section 2: Group/Shared Mailbox Requirements 	
Old Group/Shared Mailbox Name:	<input type="text"/>
New Group/Shared Mailbox Name:	<input type="text"/>

Then continue to Section 6

- **For option Modify Email Address of Group/Shared Mailbox**

Provide the Group/Shared Mailbox Name, Old Group/Shared Mailbox Email Address and the New Group/Shared Mailbox Email Address.

Section 2: Group/Shared Mailbox Requirements 	
Group/Shared Mailbox Name:	<input type="text"/>
Old Group/Shared Mailbox Email Address:	<input type="text"/>
New Group/Shared Mailbox Email Address:	<input type="text"/>

Then continue to Section 6

- **For option Modify Manager of Group/Shared Mailbox**

Enter the Group/Shared Mailbox Name

Section 2: Group/Shared Mailbox Requirements 	
Group/Shared Mailbox Name:	<input type="text"/>

Then continue to Section 3

- **For Add Users to Group/Shared Mailbox**

Enter the Group/Shared Mailbox Name

Section 2: Group/Shared Mailbox Requirements 	
Group/Shared Mailbox Name:	<input type="text"/>

Then continue to Section 4

- **For Remove Users from Group/Shared Mailbox**

Enter the Group/Shared Mailbox Name

Section 2: Group/Shared Mailbox Requirements 	
Group/Shared Mailbox Name:	<input type="text"/>

Then continue to Section 5

3) Complete Section 3

<This is the information of the person who will be the shared mailbox manager/owner>

Provide:

Manager's First Name:

Manager's Last Name:

Manager's Email Address:

Manager's Phone:

Manager's Ext.:

Section 3: Group/Shared Mailbox Manager Information 	
Manager's First Name:	<input type="text"/>
Manager's Last Name:	<input type="text"/>
Manager's Email Address:	<input type="text"/>
Manager's Phone:	<input type="text"/>
Manager's Ext.:	<input type="text"/>

4) Complete Section 4

Add Single or Multiple Users: select the appropriate option

[for multiple users see the instructions at the end of this document for detailed instructions]

Provide User information

Section 4: Add Users to Group/Shared Mailbox	
Add Single or Multiple Users: <input type="radio"/> Single <input type="radio"/> Multiple	
First Name:	<input type="text"/>
Middle Initial:	<input type="text"/>
Last Name:	<input type="text"/>
Email Address:	<input type="text"/>
Phone:	<input type="text"/>
Ext:	<input type="text"/>
Address:	<input type="text"/>
City:	<input type="text"/>
ST:	<input type="text" value="VA"/>
Zip:	<input type="text"/>

5) Complete Section 5

Remove Single or Multiple Users: select the appropriate option

[for multiple users see the instructions at the end of this document for detailed instructions]

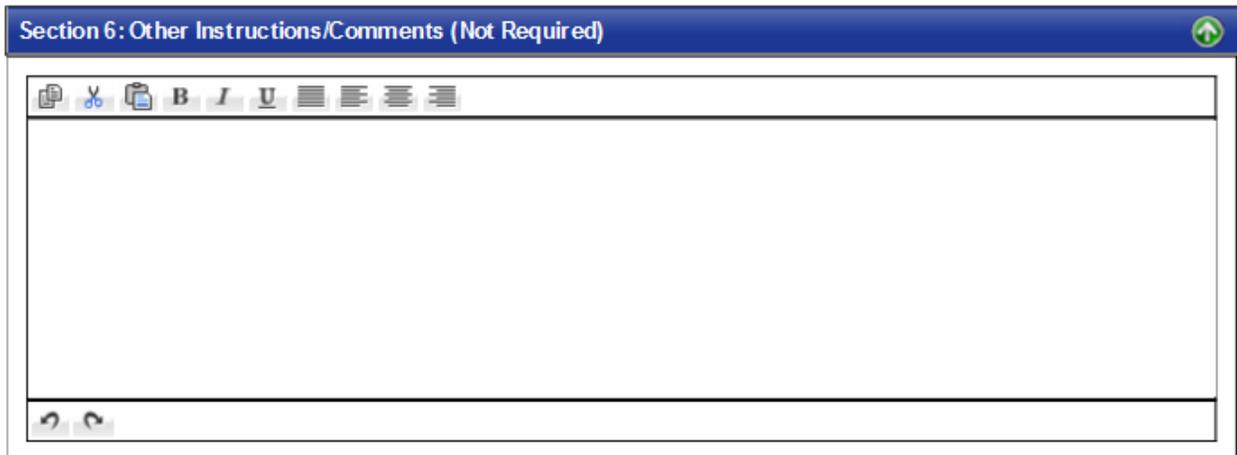
Provide User information

Section 5: Remove Users from Group/Shared Mailbox	
Remove Single or Multiple Users: <input type="radio"/> Single <input type="radio"/> Multiple	
First Name:	<input type="text"/>
Middle Initial:	<input type="text"/>
Last Name:	<input type="text"/>
Email Address:	<input type="text"/>
Phone:	<input type="text"/>
Ext:	<input type="text"/>
Address:	<input type="text"/>
City:	<input type="text"/>
ST:	<input type="text" value="VA"/>
Zip:	<input type="text"/>

6) Complete Section 6

Provide any additional information that can be helpful to set up the new Group/Shared Mailbox

Section 6: Other Instructions/Comments (Not Required)



7) Complete Section 7

Provide Requester information or if the requester is the same as the Manager check Same as Manager Information

Section 7: About Requester Information

Same as Manager Information

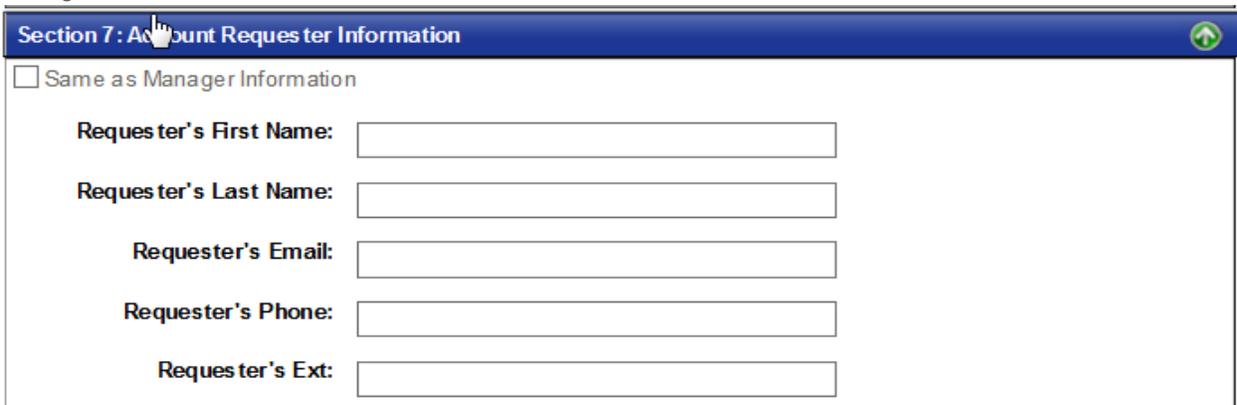
Requester's First Name:

Requester's Last Name:

Requester's Email:

Requester's Phone:

Requester's Ext:



8) Complete Section 8

Under: **Agency Approver's Email 1:** **always use the Account.Facilitator@djj.virginia.gov** DO NOT use any other email address unless the system will not accept this email address.

Section 8: Agency Authorized Account Request Approver Information

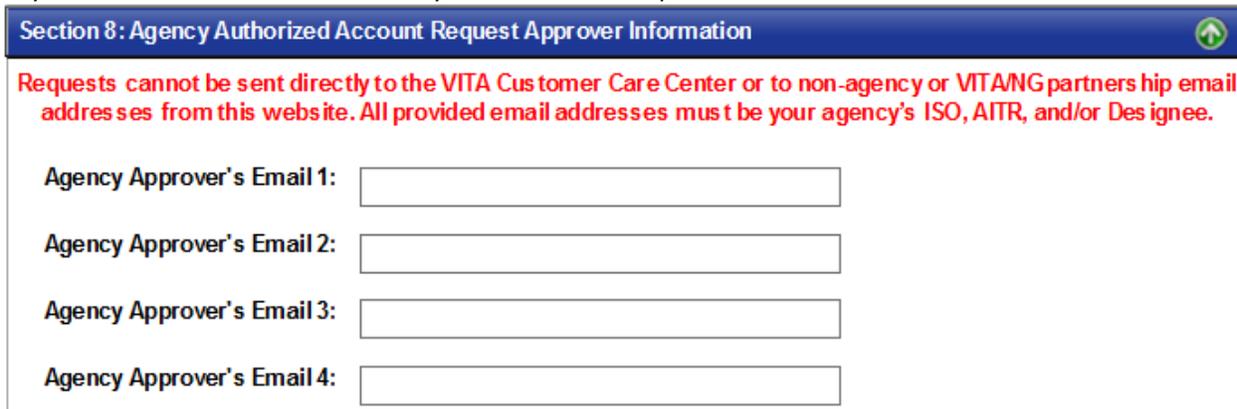
Requests cannot be sent directly to the VITA Customer Care Center or to non-agency or VITA/NG partner's email addresses from this website. All provided email addresses must be your agency's ISO, AITR, and/or Designee.

Agency Approver's Email 1:

Agency Approver's Email 2:

Agency Approver's Email 3:

Agency Approver's Email 4:



If the system does not accept the Account Facilitator email address, then send the request to the Agency authorized approvers as follows:

Agency Approver's Email 1: Abigail.Russell@djj.virginia.gov

Agency Approver's Email 2: Lourdes.lunsford@djj.virginia.gov

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

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

DO NOT use any other email address in this Section



Remove Group/Shared Mailbox:

1) Complete Section 1

Agency: select DJJ

Effective Date for Request: provide Effective Date

Type of Request: select Remove

Section 1: Request Information 	
Agency:	<input type="text" value="Select..."/>
Effective Date for Request:	<input type="text"/>
Requests greater than five (5) business days in advance are unable to be processed. Please submit the request within five (5) business days of the desired effective date.	
Type of Request:	<input type="radio"/> New <input type="radio"/> Modify <input checked="" type="radio"/> Remove

2) Complete Section 2

Provide:

Group/Share Mailbox Name

Group/Shared Mailbox Email Address:

Section 2: Group/Shared Mailbox Requirements 	
Group/Shared Mailbox Name:	<input type="text"/>
Group/Shared Mailbox Email Address:	<input type="text"/>

Then continue to Section 6

3) Complete Section 6

Provide any additional information that can be helpful to set up the new Group/Shared Mailbox

The screenshot shows a web form titled "Section 6: Other Instructions/Comments (Not Required)". It features a rich text editor with a toolbar containing icons for copy, paste, bold, italic, underline, bulleted list, numbered list, and link. Below the toolbar is a large, empty text area for entering instructions or comments. At the bottom left of the text area are undo and redo icons.

4) Complete Section 7

Provide Requester's information or if the requester is the same as the Manager check Same as Manager Information

The screenshot shows a web form titled "Section 7: Account Requester Information". It includes a checkbox labeled "Same as Manager Information". Below this are five text input fields for the requester's details: "Requester's First Name", "Requester's Last Name", "Requester's Email", "Requester's Phone", and "Requester's Ext".

5) Complete Section 8

Under: **Agency Approver's Email 1:** **always use the Account.Facilitator@djj.virginia.gov** DO NOT use any other email address unless the system will not accept this email address.

The screenshot shows a web form titled "Section 8: Agency Authorized Account Request Approver Information". It features a red warning message: "Requests cannot be sent directly to the VITA Customer Care Center or to non-agency or VITA/NG partners hip email addresses from this website. All provided email addresses must be your agency's ISO, AITR, and/or Designee." Below the warning are four text input fields for "Agency Approver's Email 1", "Agency Approver's Email 2", "Agency Approver's Email 3", and "Agency Approver's Email 4".

If the system does not accept the Account Facilitator email address, then send the request to the Agency authorized approvers as follows:

Agency Approver's Email 1: Abigail.Russell@djj.virginia.gov

Agency Approver's Email 2: Lourdes.lunsford@djj.virginia.gov

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

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

DO NOT use any other email address in this Section

CLICK 

Instructions for requesting **MULTIPLE** users under Section 4

If **MULTIPLE USERS** option is selected provide the information for the first user as well as the Manager's

information. Then make sure to click the **ADD USER** button . The information for the first user will appear in the open text box below.

Then provide the information for the second user as well as the Manager's information and click . The information for the second user will be added to the open text box below.

Continue with this process until all the users have been added.

When done continue to **Section 6** instructions above.

If you have any questions please contact Account.Facilitator@djj.virginia.gov or ISO@djj.virginia.gov