

Requesting a New User Account in ITSM
A Guide for CONNECTIONS Voluntary Agency
Local Security Administrators



October 2021

With the retirement of WebStar, Voluntary Agency Local Security Administrators (LSAs) who need to create accounts for users of the OCFS CONNECTIONS application will need to submit a request for account creation in the NYS ITSM system.

This guide outlines the simple steps needed to submit an account creation request for a voluntary agency user. This process is only for account creation. All other account management is done in the Active Roles System (ARS).

Before submitting the request, please be sure that all information is accurate and complete to avoid delays in fulfilling your request.

Step-by-Step: Submitting a Request for a New User Account

There are two ways to access the ITSM application: directly through a URL using your internet browser, or by logging in to the SSL-VPN landing page.

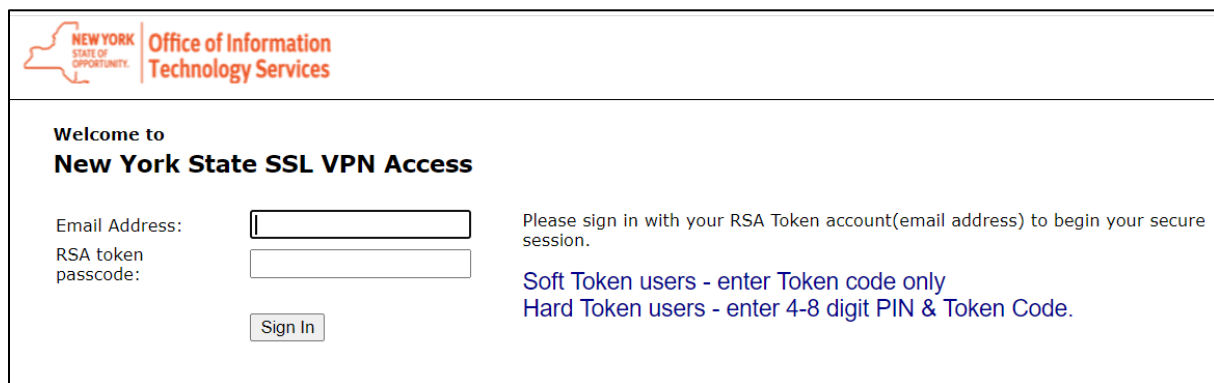
You may find it more convenient to go through the SSL-VPN path if you are also going to be accessing ARS.

URL Path:

1. From your browser navigate to the ITSM website at: <https://nysitsm2.service-now.com/>
2. Log in using your **User Principal Name (UPN)** (<userID>@ext.ny.gov) and the password you use to access CONNECTIONS.

SSL-VPN Landing Page Path:

1. Log in to the SSL-VPN site at: <https://nysra.ny.gov/svc>



NEW YORK
STATE OF OPPORTUNITY

**Office of Information
Technology Services**

**Welcome to
New York State SSL VPN Access**

Email Address:

RSA token
passcode:

Please sign in with your RSA Token account(email address) to begin your secure session.

Soft Token users - enter Token code only
Hard Token users - enter 4-8 digit PIN & Token Code.

2. Use your **User Principal Name (UPN)** (<userID>@ext.ny.gov) **NOT** your email address and your token passcode as you normally would to sign in to the ITS landing page.

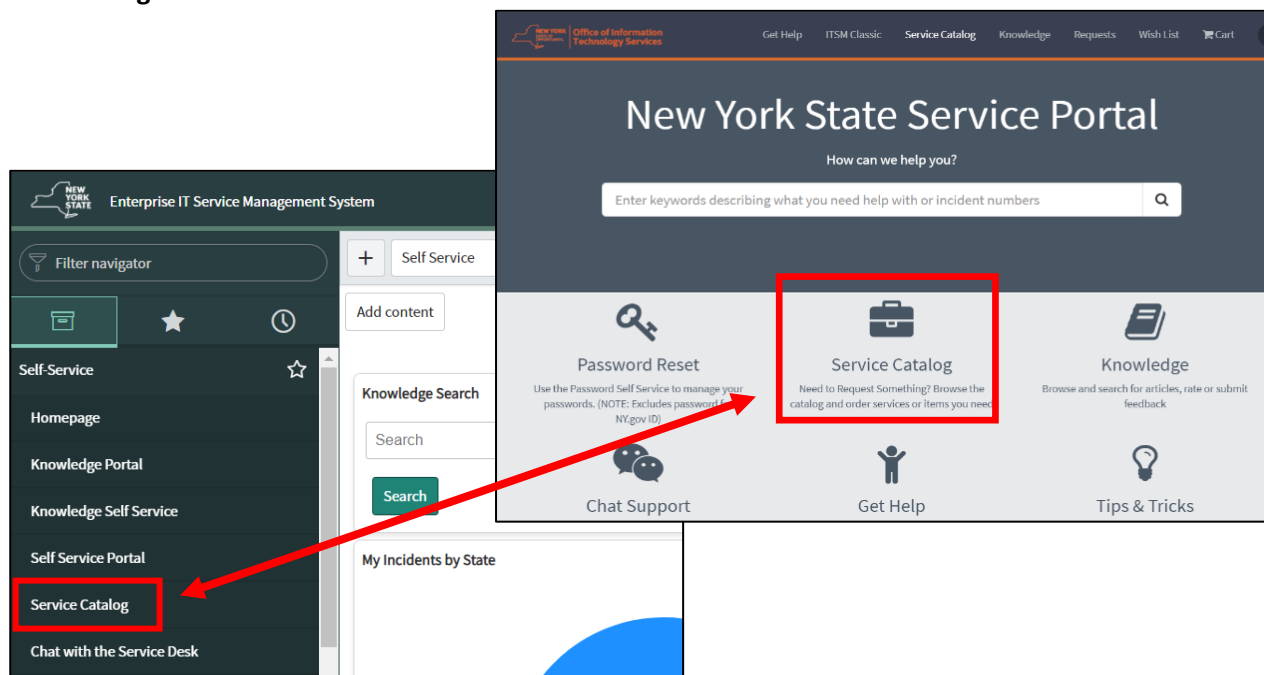
3. On the landing page, click the ITSM Form link.



4. On the State of New York Enterprise Single Sign On page, enter your UPN and your CONNECTIONS password.



5. While the page it opens to and therefore the location of the link may vary, click the "Service Catalog" link.



6. In the left column of the resulting page, select **“User Accounts and Access”**. (You may need to scroll down to see this option.)

The list of User Accounts and Access topics displays.

The screenshot shows the Service Catalog interface. In the left sidebar, the category **User Accounts and Access** is highlighted with a red box. The main content area displays a list of services under the heading **User Accounts and Access**, which is also highlighted with a red box. The list includes services such as Password Reset/Account Unlock, Active Directory (AD) Privileged & Service Accounts, Administer an Organizational Unit, Create New User Accounts, Create WebEx Host Account, Employee Onboarding - Account Creation, Internet Access Permission Elevation, and NY.gov ID (NYS Directory Services) - Administer a Large Amount of User Accounts. The **Employee Onboarding - Account Creation** service is highlighted with a red box and a hand cursor, with a red arrow pointing to it from the left. Another red arrow points from the top of the page to the **User Accounts and Access** heading in the main content area.

Submit Request	Description	Action
Password Reset/Account Unlock	This request is used to reset or unlock existing access to PCs, email or other applications. This request does not provide new user access which is provided by the Onboarding service. Use Request Database Access for database accounts.	Submit Request Get More Info
Active Directory (AD) Privileged & Service Accounts	Use this form to request privileged/service accounts and groups.	Submit Request Get More Info
Administer an Organizational Unit	This request is for creating,merging or removing an Organizational Unit.	Submit Request Get More Info
Create New User Accounts	Use this form to submit a request for new user accounts which includes Active Directory, email, and NY.gov ID	Submit Request Get More Info
Create WebEx Host Account	Request for Create WebEx Host Account	Submit Request Get More Info
Employee Onboarding - Account Creation	New Employee to NYS	Submit Request Get More Info
Internet Access Permission Elevation	This service should be requested when one has a legitimate business need to a Website that is currently blocked by the State's filtering process.	Submit Request Get More Info
NY.gov ID (NYS Directory Services)- Administer a Large Amount of User Accounts	Request a large number of accounts (50 or more) to be added, modified or removed (archived) in the NY.gov ID (NYS Directory Services)	Submit Request Get More Info
NY.gov ID (NYS Directory Services)- General Request	NY.gov ID (NYS Directory Services) request to modify Siteminder Applications, SAML configurations.	Submit Request

7. Click on the link for **“Employee Onboarding - Account Creation”**

The electronic Employee Onboarding-Account Creation form displays.

8. Enter the First Name and Last Name of the new user.

Employee Onboarding - Account Creation

New Employee to NYS

Describe Needs Choose Options Summary

This form is used to submit requests for NEW employee accounts ONLY. Please do not use this to submit a request for an INTERNAL AGENCY TRANSFER OR ROLE CHANGE. Please ensure that all information is accurate prior to submitting this request. It will be fulfilled upon approval. Typos, misspellings, or inaccuracies in the First Name and Last Name fields may result in the request being rejected, and may require you to resubmit the request. The new user's ID and password will be securely communicated by End User Services when the accounts are ready.

Please Note: Only some agencies have transitioned to using this request as part of the New Employee Onboarding process. If your agency is not using this method yet, you will be informed when you submit the request.

Short Description (Max 80 Characters):

New Employee Information

* First Name Manager/Supervisor

Middle Initial Floor

* Last Name Room

* Work Location

Use street address rather than building name, including zip code. If you wish to search for a specific address, enter "" and a word included in the address.

Employee Type

* Agency

Employee ID (N#) or Contractor Number (C#)

Is an Office 365 account needed?

Desired User ID

9. For **Work Location**, begin entering the work street address.

Possible addresses will auto complete after the first few characters have been entered.

Choose the correct address from among the possible suggestions.

If no correct choice appears, use the most logical option for your agency. If no address for your agency can be found, contact your CONNECTIONS Implementation Team member for assistance. The address will need to be added to the database.

10. Select "No" to the question, "Is there an Office 365 account needed?"

11. Leave the **Desired User ID** field set to "Let system generate (recommended)".

12. Click the **Next** button.
A new page displays.



13. Click the down arrow in the **Options** field to display the **Agency Profile** field.

Onboarding Create New User Accounts - Non - EUS Create New User Accounts Options

14 Days Delivery

This form is used to submit requests for NEW employee accounts ONLY. Please do not use this to submit a request for an **INTERNAL AGENCY TRANSFER OR ROLE CHANGE**. Your request will be reviewed for accuracy. It will be fulfilled upon approval. The new user's ID and password will be securely communicated by End User Services when the accounts are ready.

Please Note: Only some agencies have transitioned to using this request as part of the New Employee Onboarding process. If your agency is not using this method yet, you will be informed when you submit the request.

* Agency Profile

Add attachments

Previous Next

14. In the **Agency Profile** field, select the only choice, "Voluntary".

* Agency Profile

Voluntary

15. Click the **Next** button.

* Agency Profile

Voluntary

Add attachments

Previous Next

16. Review your request (AKA "order").

If correct, click the "Order Now" button to submit.

Employee Onboarding - Account Creation
New Employee to NYS

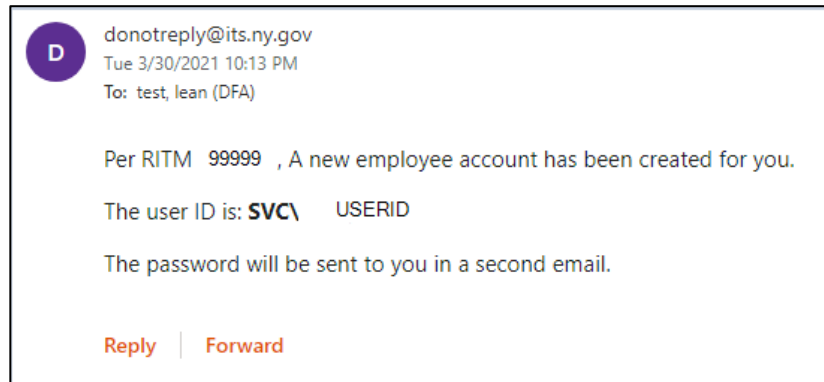
Describe Needs Choose Options Summary

Order Guide Details	Quantity	Price (ea.)	Recurring (ea.)
Onboarding Create New User Accounts - Non - EUS	---	---	---

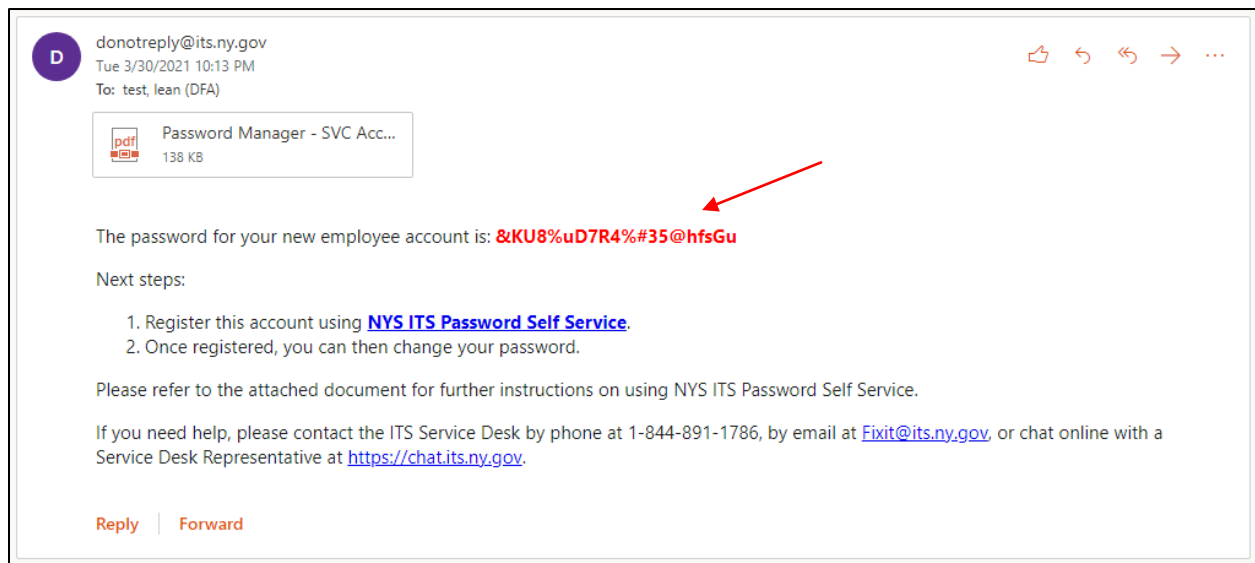
Total: \$0.00 Add to Cart Edit Options Order Now

ITS staff creates the new account and adds the user to the CONNECTIONS group. The user account will appear in ARS within five minutes but will not appear in CONNECTIONS until the next day after the overnight batch process has run.

17. Within the next 5 minutes you will receive an email confirming that the account was created.



18. A second email will be sent to you (**not to the user**) with the user's temporary password.



This email also reminds users to register their new account with the Password Portal (<https://password.ny.gov>) where they will need to set up their security questions and set a new password.

Registering the account with the Password portal ensures that the user will be able to unlock their own account and reset their own passwords in the future.

Passwords expire after 365 days and have the following requirements:

- must be at least 14 characters in length
- must include at least 3 letters; at least one must be an upper-case letter
- must include at least one number
- special characters (e.g., #, \$, %, &) may be used, but are not required

The account will be fully finished provisioning within 24 hours.

Troubleshooting Tips:

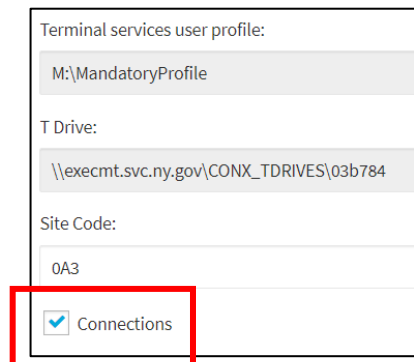
The New User ID looks different

In the past, CONNECTIONS accounts contained 2 letters and 4 numbers (e.g.: 6972XX, AD7802). Accounts created in the new system are 6 digits (e.g.: 000143)

I added a user with the wrong address/wrong agency code

If you selected an incorrect address in ITSM and added a user with a different agency's code, this can be corrected in ARS.

1. Log in to the SSL-VPN landing page (<https://nysra.ny.gov/svc>).
2. Log into ARS using your Special Privilege account (e.g., SVC_<FirstInitialLastName>)
3. Locate the user either by searching directly for them by name or navigating to the list of your agency users (Directory Management>Managed Units>Voluntaries>Agency name>Users).
4. Click on the user's name to open the General Properties window.
5. Scroll down and click the CONNECTIONS link in the left navigation pane.
6. Uncheck the CONNECTIONS checkbox.
7. Click the Save button.
8. In the Site Code field, delete the incorrect site code and add the correct site code for your agency.
9. Click the Save button.
10. Recheck the CONNECTIONS checkbox.
11. Click the Save button.



Terminal services user profile:
M:\MandatoryProfile
T Drive:
\\execmt.svc.ny.gov\CONX_TDRIVES\03b784
Site Code:
0A3
<input checked="" type="checkbox"/> Connections

Once the overnight batch process is complete, the worker will appear under your agency in a CONNECTIONS conversion unit to be assigned to a permanent unit and given any needed security settings (marked as case assignable, assigned business functions, etc.).