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 the IIQ User Account Management (UAM) system 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. All requests need to be approved by another university employee. Once the request has been submitted IIQ will automatically route it to the appropriate approver.

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 the IIQ User Account Management (UAM) system.

2) From your Homepage click on [☰] then select [⚲ UoR Quicklinks] followed by [Create External] 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 external account request.
   For assistance, please log a call in TOPdesk (https://uor.topdesk.net/tas/public/login/form).

d) Once the sponsoring faculty, school and department for the external have been selected the name of the approver will be displayed on the form.

e) The Access Options section allows you to specify:

    a. 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.

    b. Whether your visitor will have access to personal or sensitive corporate data held by the University and so requires access to the standard Information Compliance training modules via UoR Learn. The default value is No.

f) Information from the Comments section will be passed to the approver and should be used to provide evidence to support your request.

4) After submitting the external account 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 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 new account will be created during the next IIQ processing run, which will normally be within 24 hours.

    b) A new account notification email will be sent to the Sponsor – for a UK account, or IT UoRM – for a Malaysia account.

   c) The new user will be prompted to change their password when they first login.

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, the IIQ User Account Management (UAM) system 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 (UAM) system. Click on the link to Login to MyID or enter the link in your browser.
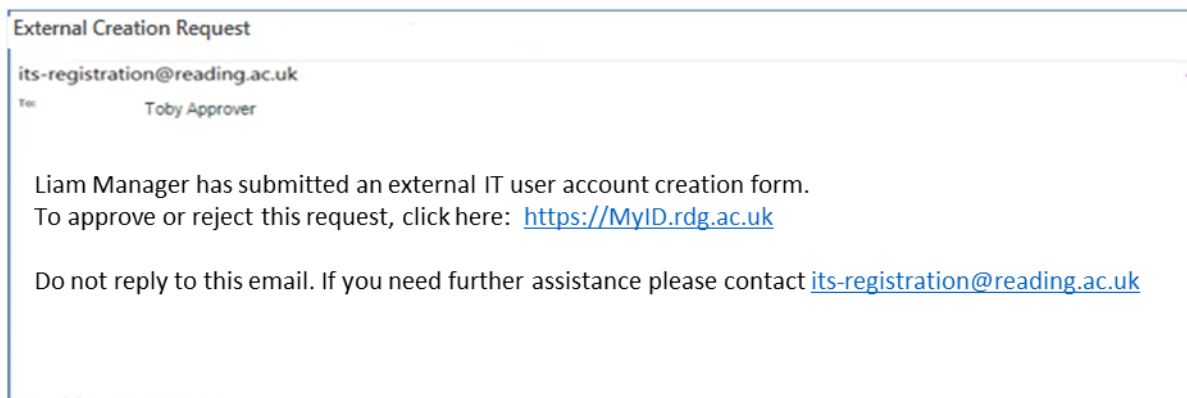
2) On Login you can approve or reject the request from the **Latest Forms** window on your Homepage
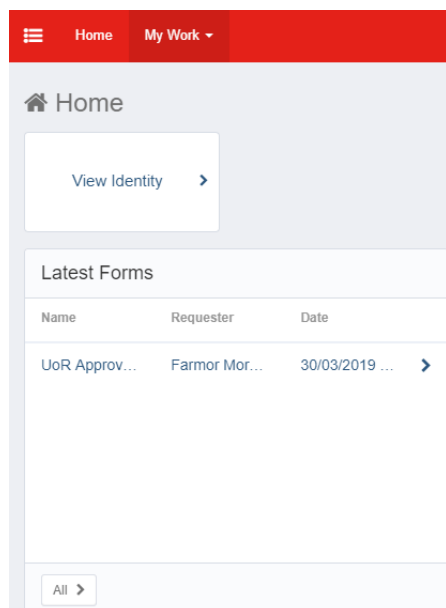
3) Click on the request to open the '**External Approver Form'**.

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 new account will be created during the next IIQ processing run, which will normally be within 24 hours.
   b) A new account notification email will be sent to the Sponsor – for a UK account, or IT UoRM – for a Malaysia account.
   c) The new user will be prompted to change their password when they first login.