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ePASS v1.5 - Desktop & Catalogue

What is ePASS?

ePASS stands for Electronic PASSport, which is a central directory for ICT services Catalogue and Provisioning.

ePASS was implemented to assist the outsourced service providers determine the true identity of NTG users ringing their service centres for assistance.

DCIS undertakes some of the processing functions of payroll for the Institute and as such the Institute uses a number of NTG systems, including my-HR. In the instructions that follow where it is stated *NTG employees* this also includes Institute staff.

What are the benefits of using ePASS?

- A **significant reduction** in time to process requests for ICT Services
- A challenge database for **added security**
- **Greater control** of accounts to delete a user and services
- A move towards **one User ID** for all systems
- A move towards **one password** for all systems
- **Prior access** set up for new starters
- One stop shop - no chasing around and is **user friendly**

Why use ePASS?

If you wish to access any services provided by the Northern Territory Government, it is now mandatory to have an ePASS account. This will be used to verify users when the contact the service providers for assistance.

ePASS is used to;

- Register a New User
- Modify a Users account
- Change Services
- Transfer a User in and out of a Department
- Transfer within a Department
- Check details against Cost Centres
- Access other Applications that use ePASS
- Disable a Users account
- Re-enable a Users account

Responsibilities

User Access and Responsibility

Users must ensure that they update their ePASS account when they:

- commence employment
- relocate to another department
- cease employment

Users have the ability to log requests to change their access to NTG services, eg. network accounts, email accounts, internet access and Mainframe access.

They must then forward this type of change request onto a Delegate for approval.

Users have the ability to log requests for modifications for them-selves or a New user.

They cannot log modifications for other user's.

Delegate Responsibility

A Delegate has the responsibility to ensure that the information entered for the users is correctly maintained.

Delegates have the ability to:

- create accounts for New User's
- modify existing User accounts details
- disable User accounts

Delegates are also responsible for:

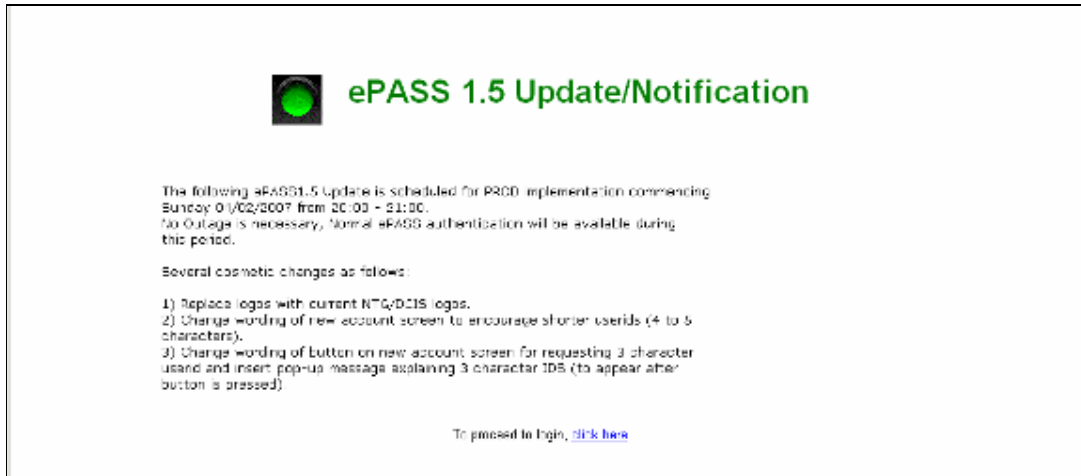
- advising ePASS Support when they are going on leave so that they can be removed off the list and no emails are sent to them
- arranging backup Delegates while they are on leave

Notification of impending changes.

If there are changes to be implemented over the week end within the ePASS environment you will be greeted with the following screen when you access the <http://epass.nt.gov.au> site.

This screen will list the date, time and what proposed changes are to be implemented.

Once you have read the information on the screen, click on the link beside the words **To proceed to login**, [click here](#).

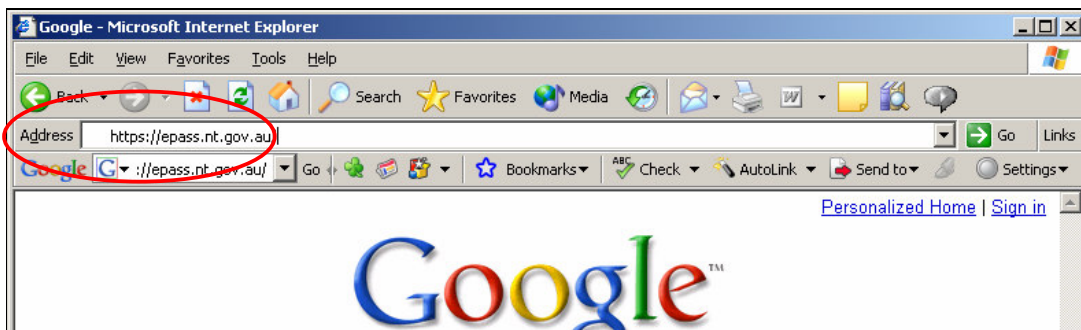


Logging on to ePASS.

To sign into ePASS you will need to open a Web Browsing page, eg: Internet Explorer and enter the following address

<https://epass.nt.gov.au/>

Then click **GO** or press the enter key.

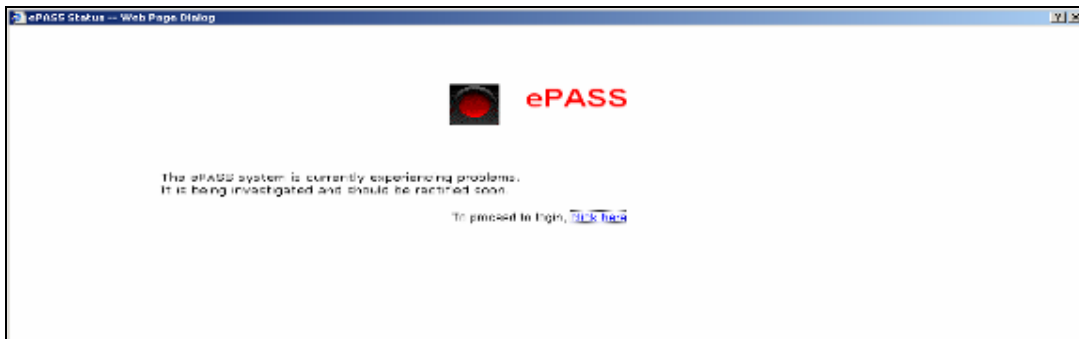


Outages

If ePASS is experiencing operation issues, when you attempt to access the login page you will have the following Alert screen appear.

This will indicate the current status of the alert.

The screen with the **Red** Traffic Light, indicates that there is an ePASS outage and is not available for use at this time.



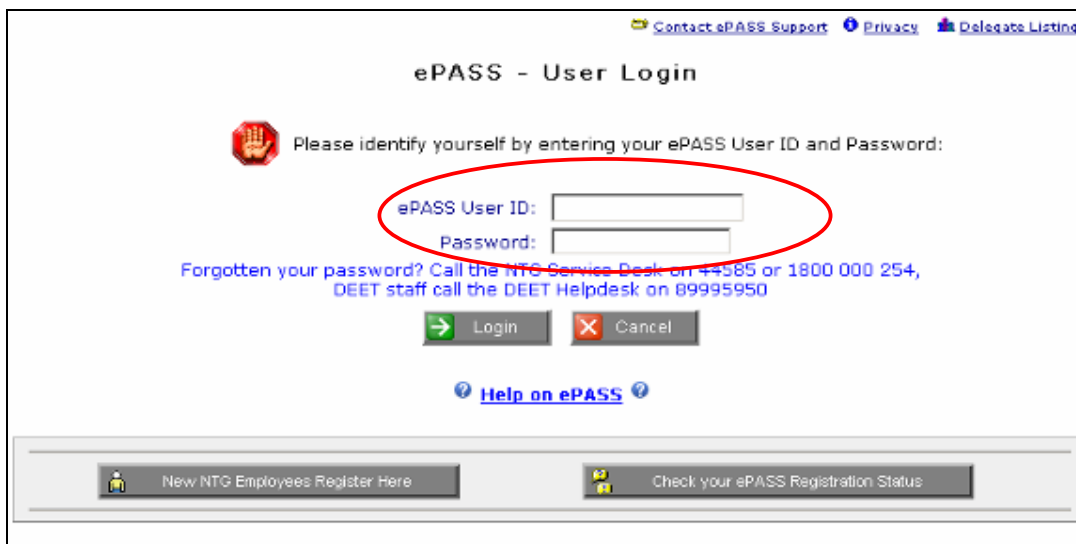
The page with an **Amber** Traffic Light, indicates that there have been or is experiencing periodic network issues, however is available for use.

The page with the **Green** Traffic Light, indicates that ePASS is now available for use and you should not be experiencing any further problems

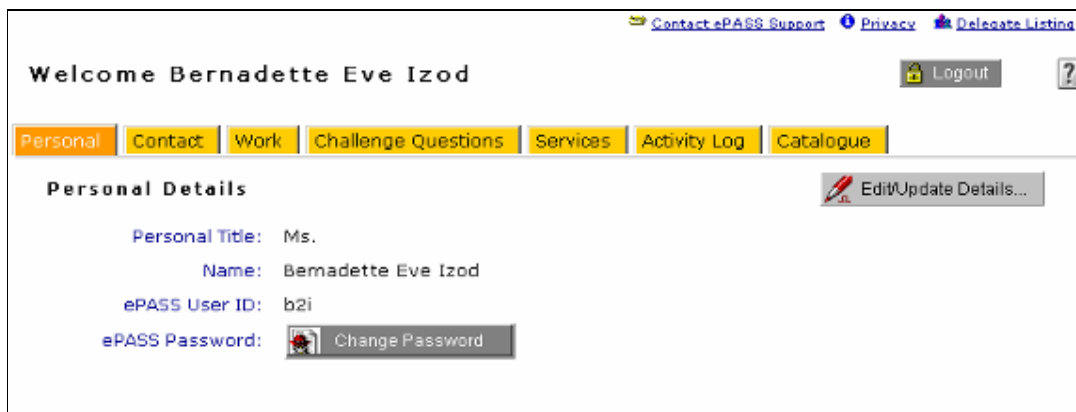
If there have not been any further operating interruptions with ePASS, for a preceding period of time, the ePASS login screen will appear with no advice page being displayed first.

Type in your ePASS User ID.

Enter your password that has been provided by your manager or the NTG Helpdesk.



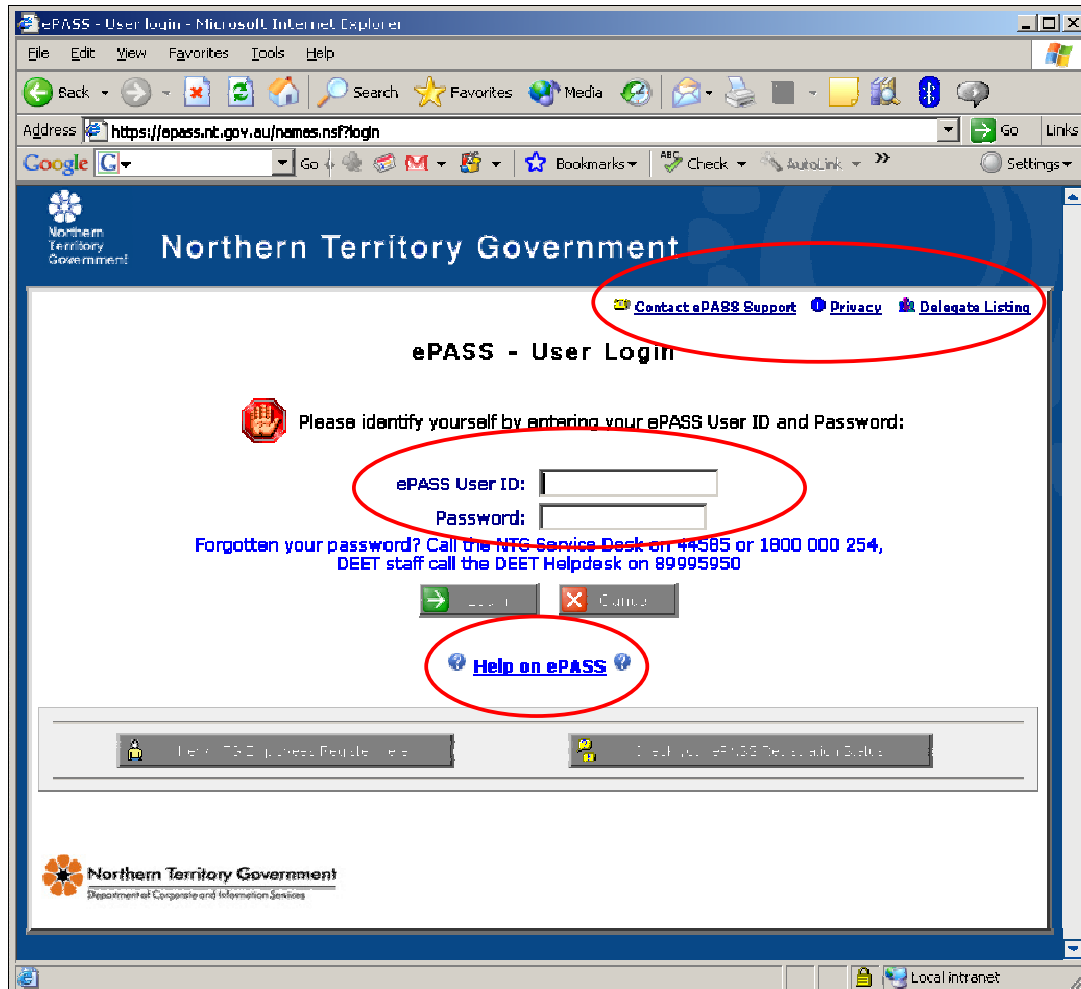
The following screen will appear once you have successfully logged onto ePASS.



Exploring the ePASS Logon Screen

Take a quick tour to familiarise yourself with the logon screen.

- List of NTG ePASS Delegates by department cost code identifier.
- Privacy information
- Contact ePASS Support



- ePASS user login – enter your User ID and ePASS Password here.
- ePASS Online Help
- New NTG Employees Register Here
- Check your ePASS Registration Status

Wherever you see a grey rectangular bar, this is a link, you will need to click on this to access list of information that you will need to choose from.

Delegate Listing

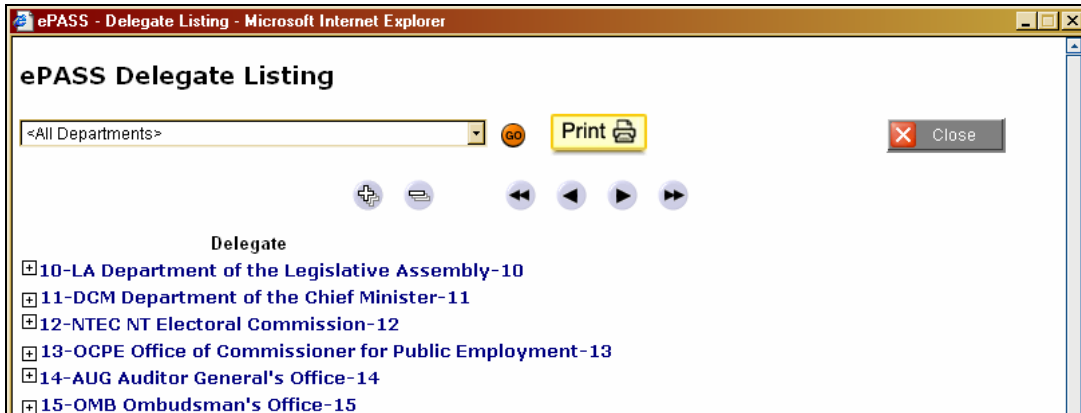
Click on the **Delegate Listing** link at the top left side of the ePASS logon screen as outlined above.

You will be able to view all the Northern Territory Government departments listed in order of numerical Cost Code. You will also be able to view all the external agencies that use ePASS as well.

There are two ways of viewing the lists of delegates associated to the departments.

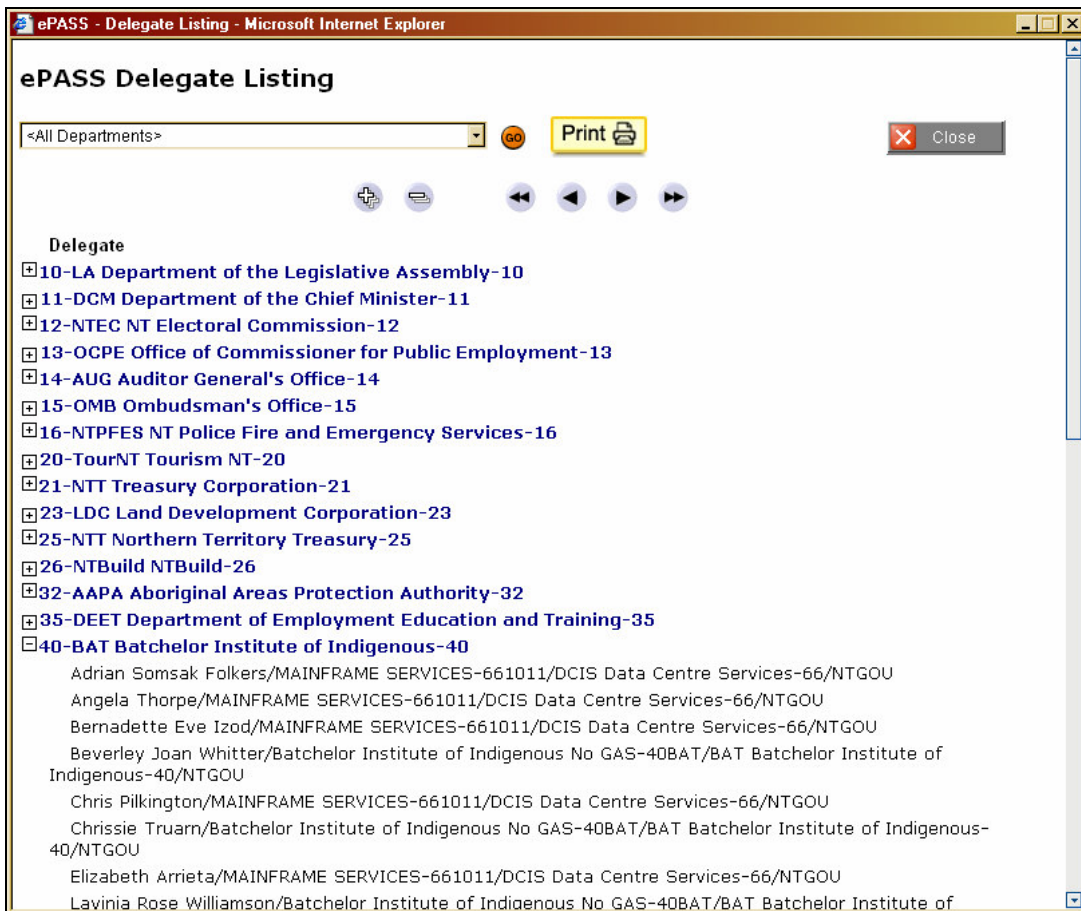
1. You can search by the departmental list on the main page.

Using the scroll bar to locate the department, click on the Plus sign beside the department you are looking for and expand the list.



Scroll down the list, you will be able to see all the delegate names for that department/cost code.

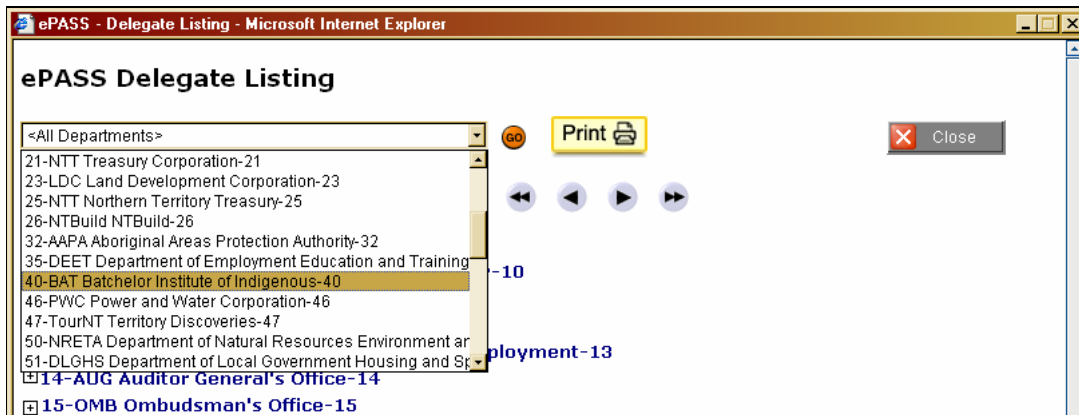
Note: There are some delegates listed that are DCIS Data Centre Services employees, they are listed so that they can provide assistance when required.



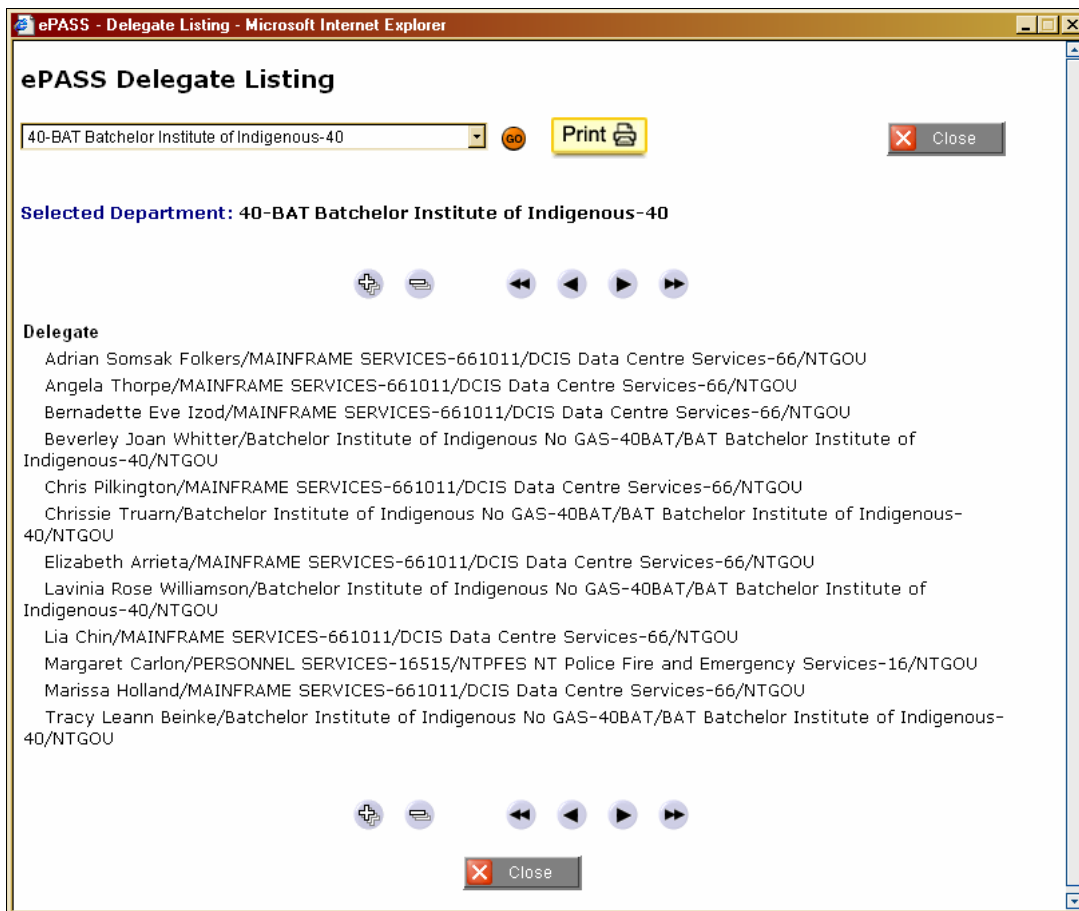
2. You can search for your department via the **All Departments** list at the top of the page.

Click on the Drop Down list, scroll down until you locate your departmental cost code.

Select the code and then click on the Orange **GO** button beside the drop down arrow.



This will also list all of the departments' delegates.

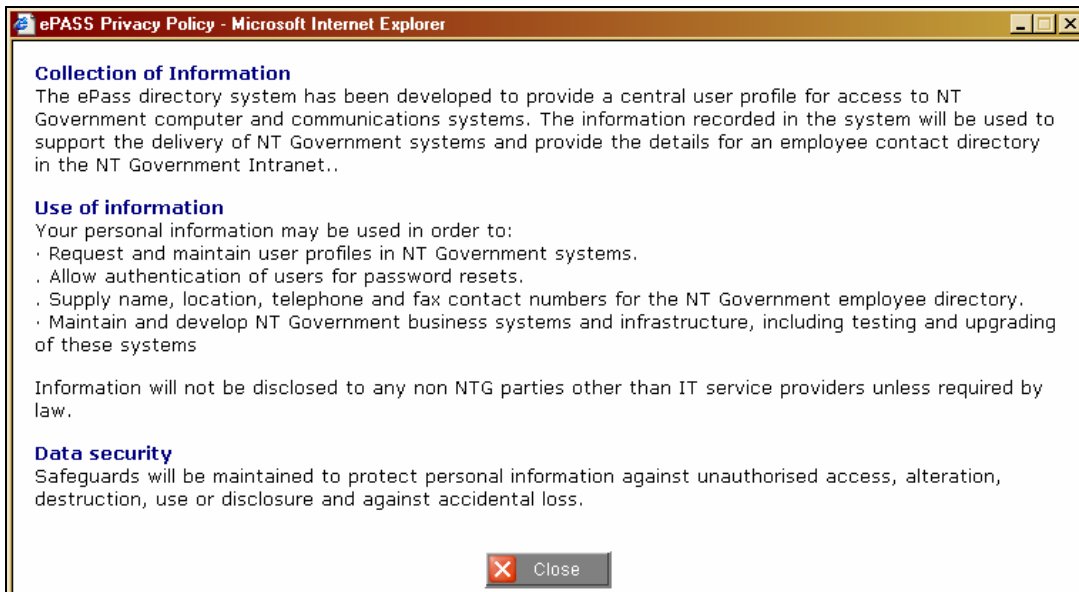


Click on the Close button when you have finished.

Privacy information

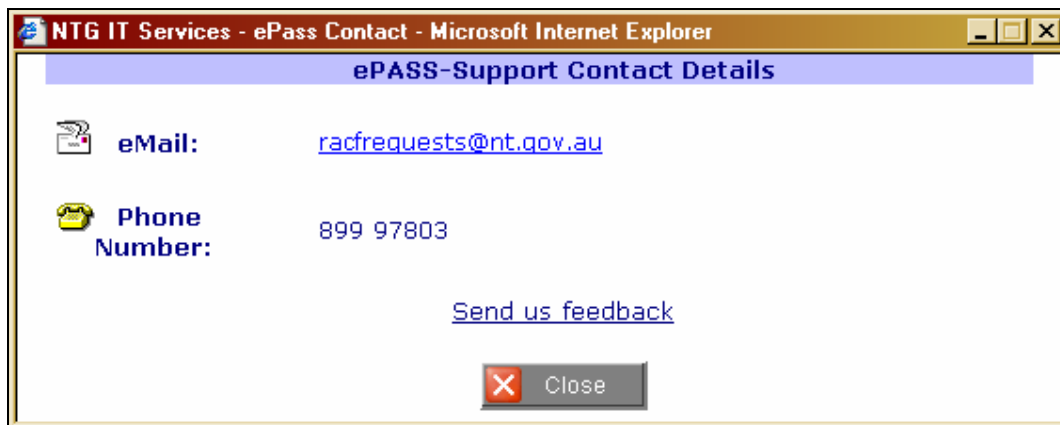
ePASS has a Privacy Policy, listing the reasons why the information will be collected, how it will be used and a assurance that the information will be kept secure.

To locate this information, click on the **Privacy** link beside the Delegate Listing link.



ePASS Support Contacts

To locate the ePASS Support contact information, click on the **Contact ePASS Support** link next to the Privacy link.



ePASS Support & RACF Help

89997803

e-mail

racfrequests@nt.gov.au

On-line Help

<http://uluru.nt.gov.au/ntg/ePASS/help.shtml>

Note: If you are unsure of a button, you can move your cursor over buttons or icons, a Screen Tip will be displayed, indicating details what the button or icon is used for.

Contact ePASS Support Privacy Delegate Listing

ePASS - User Login

Please identify yourself by entering your ePASS User ID and Password:

ePASS User ID:

Password:

Forgotten your password? Call the NTG Service Desk on 44585 or 1800 000 254, DEET staff call the DEET Helpdesk on 89995950

Login Cancel

Help on ePASS

New NTG Employees Register Here Check your ePASS Registration Status

Click here to check your registration status

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For Institute employees who have forgotten their password the correct number to contact is:

ePASS Support & RACF Help

89997803

Cogs Spinning Screen

This screen is informing you that ePASS is processing your request. If this process does not complete within a reasonable time eg. 2 minutes, you will need to log out then back into ePASS and re-log your request.



Checking your user Registration Status

Go to the ePASS Homepage and click on the grey button **Check your ePASS Registration Status**. This is located at the bottom right corner, under the ePASS User ID: & Password: text boxes.

[Contact ePASS Support](#) [Privacy](#) [Delegate Listing](#)

ePASS - User Login

Please identify yourself by entering your ePASS User ID and Password:

ePASS User ID:

Password:

Forgotten your password? Call the NTIS Service Desk on 44565 or 1800 000 254, DEET staff call the CEET Helpdesk or 85935550

[Help on ePASS](#)

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You can either enter your User ID, if you know it, **or** your Surname into the text box area, Then click **Go**.

[Contact ePASS Support](#) [Privacy](#) [Delegate Listing](#)

ePASS - User Registrations Status

Please enter the ePASS User ID or Last Name.

ePASS User Id:

Or Enter Last Name:

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If you chose to type the User ID, you will see the following screen appear.

Note: The text below the text boxes: This indicates that this user has an active account, and which department they are currently employed with.

[Contact ePASS Support](#)
[Privacy](#)
[Delegate Listing](#)


ePASS - User Registrations Status ?

Please enter the ePASS User ID or Last Name.

ePASS User ID:

Or Enter Last Name:

The ePASS Account: b2i for User: Barnadette Eye Izoc,
 has been 'APPROVED'. You may login to the ePASS system using this ePASS ID and password
 Agency: DCIS Data Centre Services-66


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If you chose to type your Surname, please note a drop down arrow may appear on the far right side of the text box, this indicates that there is more than one entry found.


[Contact ePASS Support](#)
[Privacy](#)
[Delegate Listing](#)

ePASS - User Registrations Status ?

Please enter the ePASS User ID or Last Name.

Your Query returned one or more entries.
Please select an ePASS ID, from the list below to view the status of the selected user

▼

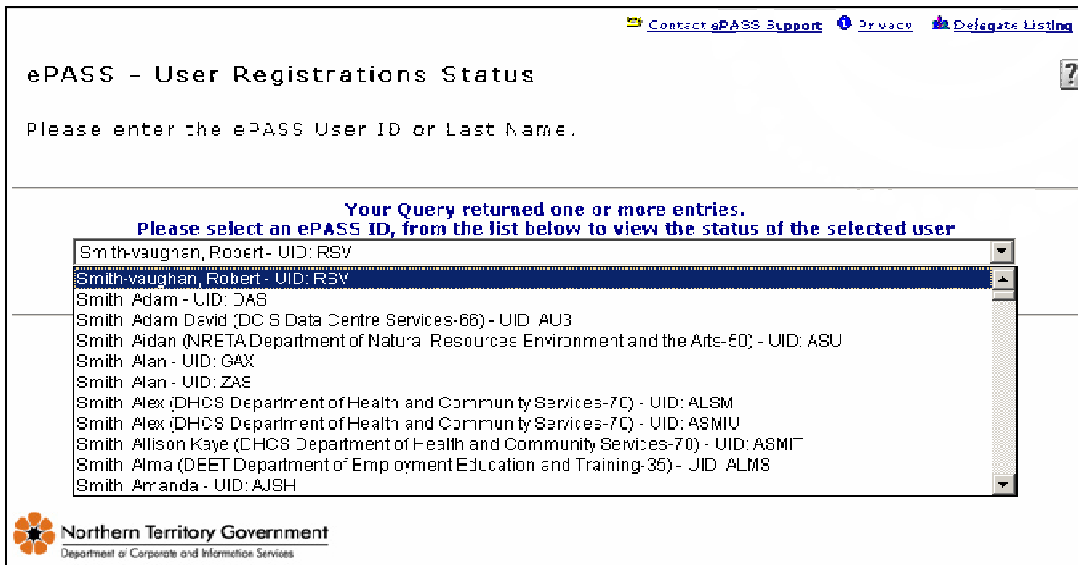

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Click on the drop down arrow on the far right side, you may need to scroll down the list to locate the correct entry if you are listed.

If you are already register return to the ePASS- User Login Screen and log on.

Note: If you have forgotten or don't know your password please find 8999 7803 and ePASS support will reset your password for you.

Once you have this information please go to Modifying/Updating a User Account section of this User manual and check that your details are correct.

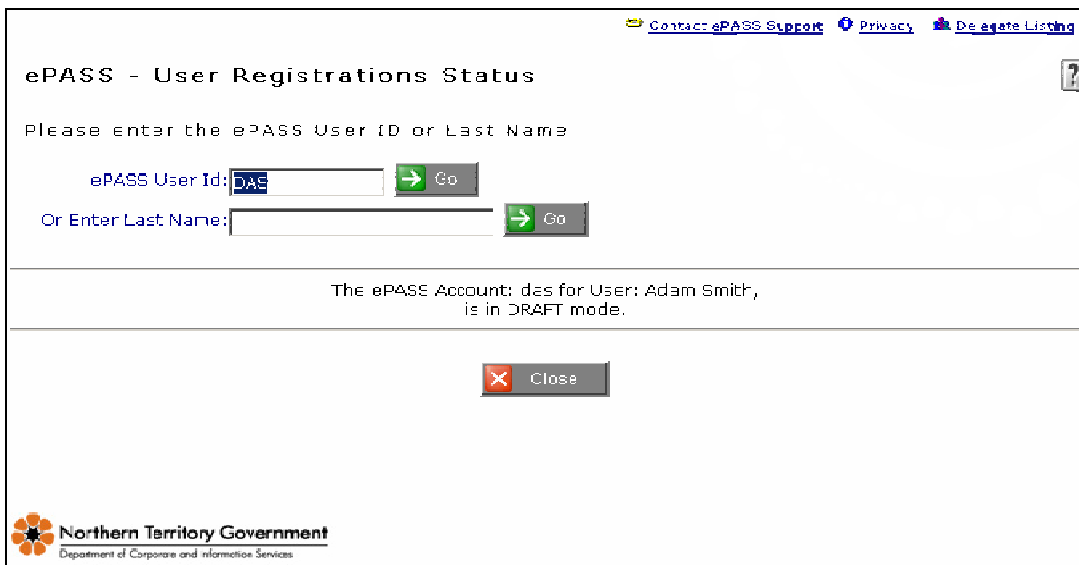


Note: There are 2 entries for Adam Smith, if the user you are searching for has the same name as these, it could be one of them, you will need to ring ePASS Support to have confirmed who the details listed are for.

If your name is not listed you will need to have a new ePASS Account created. To do this you click the Close button to return to the ePASS – User Login.

Before creating a New ePASS Account, you should always check to ensure that your name is not already listed in ePASS.

Take note of the entries that only have the user name and User ID listed. These are either disabled accounts or they are in draft mode and have not yet been activated.



Select one of the names that are listed with only the User ID next to it, you should see the details relating to the User ID listed as displayed below.

After performing a search for a user or User ID, you don't need to close the window to perform another search. Delete the User ID listed in the **ePASS User ID** text field, enter the next User ID, click **Go**.

If the user is listed and the User ID is in **Draft Mode**, you will need to ring ePASS Support and have the account activated.

Creating a New ePASS account

After you have checked in **Check your Registration Status** to see if you already have an existing ePASS account, and there is no listing for your name, return to the ePASS logon screen and click on the **New NTG Employees Register Here** button.

ePASS - User Login

Please identify yourself by entering your ePASS User ID and Password:

ePASS User ID:

Password:

Forgotten your password? Call the NTG Service Desk on 44585 or 1800 000 254, DEET staff call the DEET Helpdesk on 89995950

[Help on ePASS](#)

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Department of Corporate and Information Services

Registering a New Batchelor Institute Employee in ePASS

Note: All fields that have a **Red Asterisk, *** beside it, are a mandatory field and must contain information before you can submit your request.

ePASS - New User Registration

The fields indicated with an asterisk * are required to complete this form

Personal Contact Work Challenge Questions Services

Personal Details

Personal Title: *

First Name: *

Middle Name:

Last Name: *

ePASS User ID: * I need a 3-character User ID
4 to 5 characters long, Special User IDs up to 7 characters long - check with delegate
Valid characters are a to z and 0 to 9
A valid ePASS User ID cannot be modified once assigned

ePASS Password: * Minimum 8 characters required

Confirm Password: * Reenter your ePASS password to confirm

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Choosing a New User ID

When choosing a new **User ID** remember to choose a User ID between **4 and 5** characters

Most people choose the first initial and then a few characters from the users' last name. ie: *Sarah Smith User ID = ssmit*

Make sure the User ID is not offensive to anyone.

As the user creating the request, you will need to provide a logon password for your ePASS Account. Passwords must be complex, a combination of **8 or more letters alpha, numeric, upper and lower case**. eg: Monday19.

Contact Details Tab

Update your **Office Phone**: number as the default number listed is the NTG Switchboard number and you should insert your work number.

Enter your Mobile & fax numbers, where applicable and your email address in the relevant fields,

The screenshot shows the 'ePASS - New User Registration' form with the 'Contact Details' tab selected. The form includes fields for Office Phone, Mobile Number, Fax Number, Pager Number, e-mail Address, State, and Location. The 'Office Phone' field is circled in red and contains the number '0005511'. The 'State' dropdown is set to 'Northern Territory'. The 'Location' dropdown is set to 'Not Listed'. There are buttons for 'Previous', 'Next', and 'Cancel'. The Northern Territory Government logo is at the bottom left.

[Contact: ePASS Support](#) [Privacy](#) [Delegate Listing](#)

ePASS - New User Registration

The fields indicated with an asterisk * are required to complete this form

Persona Contact Work Challenge Questions Services

Contact Details

Office Phone: * 0005511

Mobile Number: []

Fax Number: []

Pager Number: []

e-mail Address: []
(Please specify your @nt.gov.au e-mail address eg: joe.bloggs@nt.gov.au)

State: * Northern Territory

Location: * [Click here to select your Office Location in Northern Territory](#)
Not Listed

[Publish phone and location details on Internal NTG Phone Directory ?](#)
 Yes No

[Previous](#) [Next](#) [Cancel](#)

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Department of Corporate and Information Services

Location Details

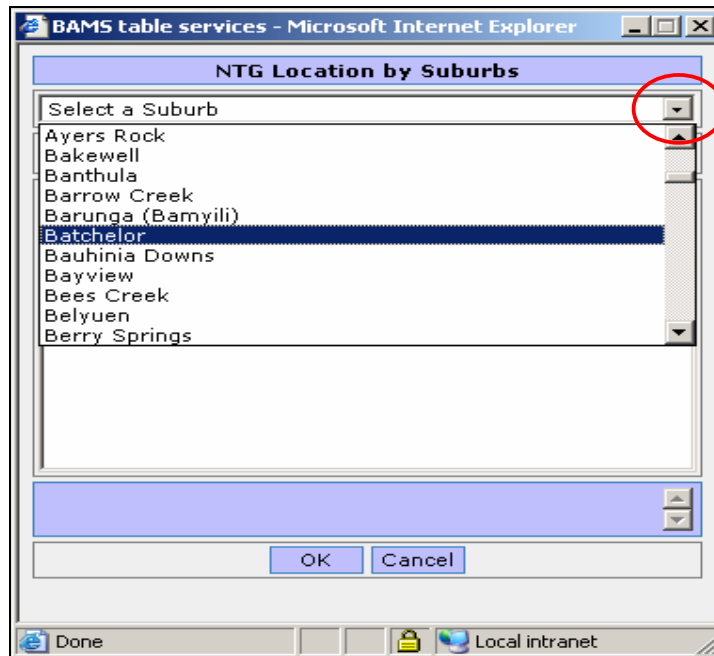
Every time you click on one of the Grey bars/buttons, an ePASS table window will open, displaying a list of information to select from.

To enter your Building location where you are working, you need to click on the **Click here to select your Office Location in the Northern Territory** button.

The information listed is a list of the all the Northern Territory Government owned and leased buildings in the local area. This information is collected from BAMS (Building Asset Management System).

You will need to click on the **Select a Suburb** drop down arrow to access all the buildings in that suburb/community.

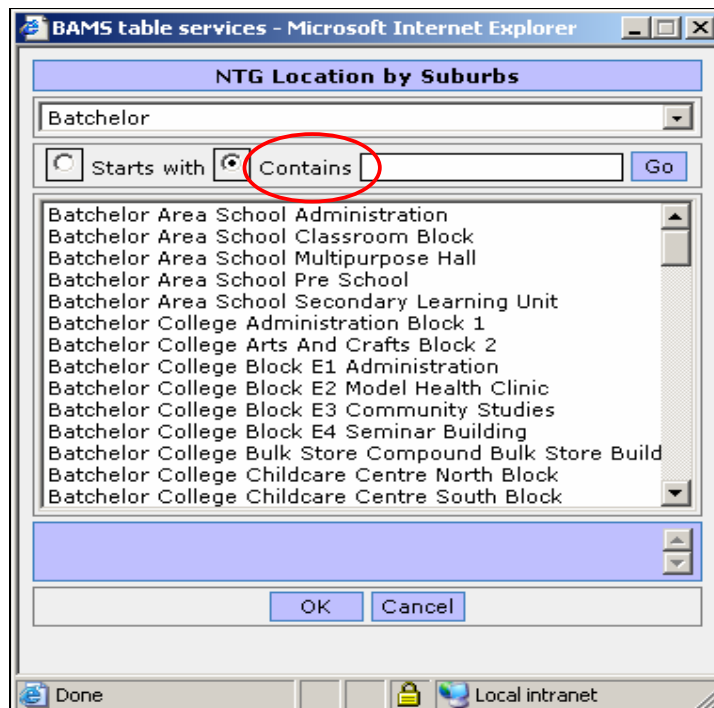
Note: All the locations are in alphabetical order of large towns, cities, suburbs and then communities.



Scroll down the list until you locate Batchelor.

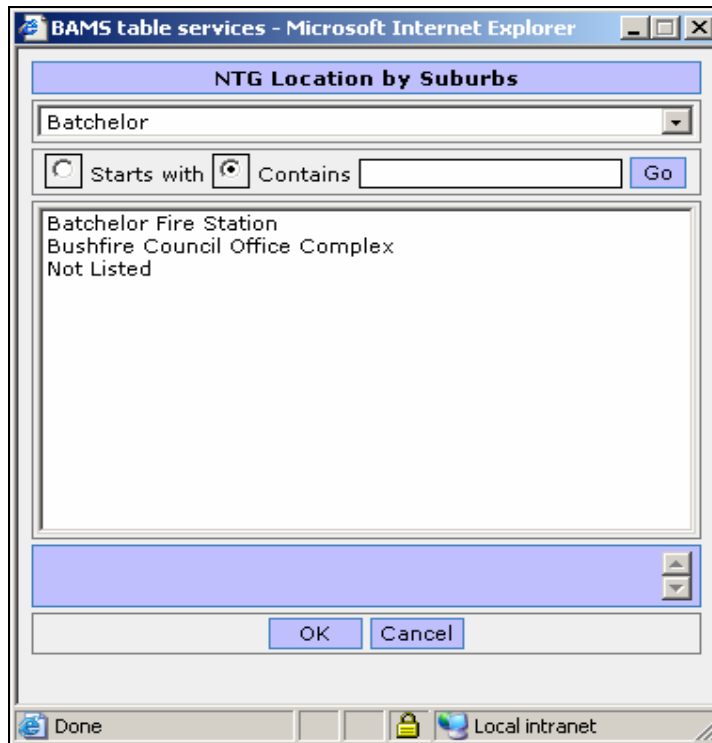
This will display the list of NTG buildings located in Batchelor region.

Click in the text field beside to the word **Contains** and type in part of the building name. eg. **Fire**, click on the **Go** button next to this field.



If you cannot see the name in the list, scroll down the list, it may be located further down the list. If there may be too many buildings in the list to all be displayed. Click in the **Contains text box field**, type part of the name and click **Go**.

Double click on the name if you can see it listed.



This will then conduct a search and list only the buildings that have the word Fire in their name. **Double click** on the Building name, or click on **OK** at the bottom once you have selected the name.

Work Details Tab

Employment Type

There are four types of employment within the NTG:

- **Permanent** – requires no date to be set
- **Temporary** (*for Institute appointments this is called a Fixed Term employment*) – requires an end date to be set
- **Contract** (*for Institute appointments this is called a Fixed Term employment*) – requires an contract end date to be set
- **Trainee** (*not applicable for the Institute staff*) – requires contract end date to be set

The Permanent employment type is the only type that does not require an End Date. This should be selected for Permanent employees to the position listed below. If they are employed on Higher Duties temporarily, they should have Temporary selected.

Note: If you are on any type of employment other than Permanent, and your contract end date has been extended, you will **HAVE** to update the date in ePASS before it expires. If you don't update this, your ePASS account will be automatically set to **Disable** when the agent is run at 11.00pm and you will **NOT** be able to logon to any of the NTG services the next working day.

Employment End Date

To set the Employment End Date for a Temporary, Contract or Trainee employee, click on the small **table** like icon next to the <<Click to select date.

The screenshot shows the 'ePASS - New User Registration' form. The 'Work Details' section includes fields for 'Employment Type', 'Employment End Date', 'Job Title', 'NTG Department', 'Cost Centre Code', 'Cost Centre Unit', and 'Manager'. The 'Employment End Date' field is highlighted with a red circle and contains a small table icon and the text '<< Click to select date'. The form also includes navigation buttons: '<< Previous', 'Next >>', and 'Cancel'. The Northern Territory Government logo is visible at the bottom left.

Select the relevant date,

The screenshot shows a date selection calendar for October 2006. The calendar displays the days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and the dates from 1 to 21. The calendar is titled 'October 2006' and has navigation buttons for '<<', '<', '>', and '>>'.

the << >> will move to the previous or next year

the < > buttons will move to the previous or next month

Click on the date button to select the contract end date.

Job Title

The **Job Title** field, this is a mandatory field and should contain the Position Title listed on the Job Description/Statement of Duties/Position Profile when it was advertised.

[Contact ePASS Support](#)
[Privacy](#)
[Delegate Listing](#)

ePASS - New User Registration ?

The fields indicated with an asterisk * are required to complete this form

[Personal](#)
[Contact](#)
[Work](#)
[Challenge Questions](#)
[Services](#)

Work Details

Employment Type: * Temporary

Employment End Date: * 29/2/2007 << Click to select date

Job Title: *

Click here to select your Department/ Cost Centre


NTG Department: * DCIS Data Centre Services-88 - 88

Cost Centre Code: * 661035

Cost Centre Unit: * EPAS3-861035

Click here to select your Manager

Manager: * Chris Pilkington - cap


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Department and Cost Centre

You can not type any text in these fields, you must lick on the **Click here to select your Department/Cost Centre** button.

[Contact ePASS Support](#)
[Privacy](#)
[Delegate Listing](#)

ePASS - New User Registration ?

The fields indicated with an asterisk * are required to complete this form

[Personal](#)
[Contact](#)
[Work](#)
[Challenge Questions](#)
[Services](#)

Work Details

Employment Type: * Temporary

Employment End Date: * << Click to select date

Job Title: *

Click here to select your Department/ Cost Centre


NTG Department: * -

Cost Centre Code: *

Cost Centre Unit: *

Click here to select your Manager

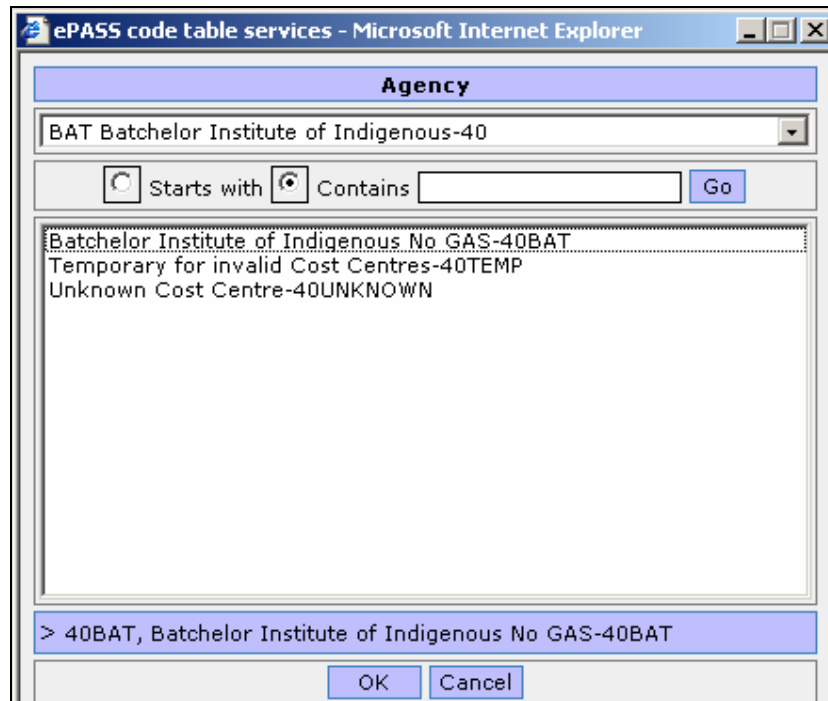
Manager: *


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From the list select your Business unit Cost Code. These cost codes have been up-loaded from GAS. If they are incorrect, contact Finance & Infrastructure and have them update the Business Unit Names and Codes to reflect the changes. They will then need to send these to GAS Support to be entered.

Once you have located your department, click on the relevant cost code.

Note: The cost code has been selected at the bottom of the screen. Click on the **OK** button to insert into the ePASS registration form.



Alternatively you can double click on the Cost Centre that will be financing the user's accounts, this will also insert the information into the ePASS form.

Selecting a Manager

(For Institute staff this should be your immediate supervisor and not your Manager)

Follow the instructions above to add your immediate supervisor's name to the form.

Challenge Questions Tab

All the fields that have the Red Asterisk * beside the field must be completed.

Enter the correct answer for Questions 1 & 2. Enter both questions and answers for Questions 3, 4 and 5.

Even though there is no asterisk beside question 5, it is a requirement to have all 5 questions and answers completed.

Note: It is very important that these questions are completed as you will experience problems having your password reset when required.

[Contact ePASS Support](#) | [Privacy](#) | [Delegate Listing](#)

ePASS - New User Registration ?

The fields indicated with an asterisk * are required to complete this form

Personal |
 Contact |
 Work |
 Challenge Questions |
 Services

Challenge Questions

Note: These challenge questions will be accessed by the service providers to verify your identity for Password Change, Internet, eMail etc.

* 4 questions and answers must be completed.

Question1:

Your Answer: *

Question2:

Your Answer: *

Question3: * ? (Enter your own question)

Your Answer: *

Question4: * ? (Enter your own question)

Your Answer: *

Question5: ? (Enter your own question)

Your Answer:

|
 |

Services Tab

With the exception of some Finance & Infrastructure staff & Human Resources staff at the Institute **all staff of the Institute** should click **No** on all Radio button options in the following screen.

Finance & Infrastructure & Human Resources staff who are required in the course of their positions at the Institute to access the Mainframe need to click **Yes** on the **Mainframe access required?** Radio button.

[Contact ePASS Support](#) | [Privacy](#) | [Delegate Listing](#)

ePASS - New User Registration ?

The fields indicated with an asterisk * are required to complete this form

Personal |
 Contact |
 Work |
 Challenge Questions |
 Services

Resource Access Service

Please indicate the service access required:

Is network access (Local Area Network - LAN) required? Yes No

e-mail Account required? Yes No

Collaboration services required? Yes No

Desktop Internet access required? Yes No


Dialup ISP Internet account required? Yes No

NTG WAN - VPN access required? Yes No

Mainframe access required? Yes No

Specify any special Mainframe access requirements:

|
 |


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Department of Corporate and Information Services

Relevant Finance & Infrastructure staff & Human Resources staff will need to state what Mainframe applications they are required to use and will need access to.

Note: The Links at the top:

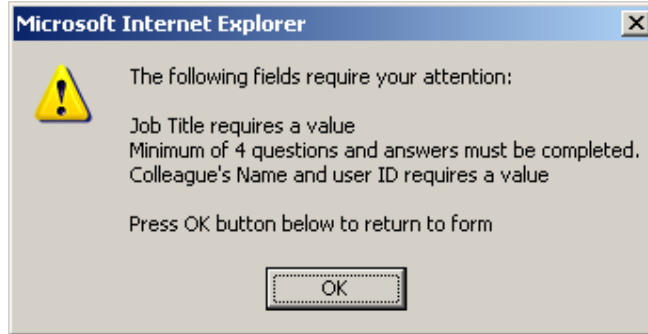
ePASS Support Contacts

Privacy

Delegate Listing at the top

These links are available in all ePASS screens.

If you have not completed all required fields, you will receive a Warning window listing the fields that require completion. When you click **OK**, you will be taken back to the form, all the fields that were empty will be high light red.



You need to complete all of the listed uncompleted fields before you can successfully submit the request.

Note: The examples below.

Job Title

The Job Title entered here should match the job title on your Job Description/Statement of Duties/Role Profile.

ePASS - New User Registration

The fields indicated with an asterisk * are required to complete this form

Personal Contact **Work** Challenge Questions Services

Work Details

Employment Type: * Temporary

Employment End Date: * 28/2/2007 << Click to select date

Job Title: *

NTG Department: * DC S Data Centre Services-66 - E6

Cost Centre Code: * 63103E

Cost Centre Unit: * EPAES-661035

Manager: * Chris Pilkington - cap

Previous Next Cancel

Northern Territory Government
Department of Corporate and Information Services

Note: If the name is not listed in the list, there may be too many names to list them all within the window. Click in the **Contains** text field and type the surname of your immediate supervisor, then click **Go**.

Confirm Users details

You need to check that the details that have been entered into ePASS are correct, check through the form, if details are correct click on the Confirm button at the bottom of the page.

[Contact ePASS Support](#) [Privacy](#) [Delegata Listing](#)

ePASS - New User Registration ?

Confirm Details

PERSONAL DETAILS Modify Details
Name: Ms. welcome1 Bloggs
ePASS User ID: joe6

CONTACT DETAILS Modify Details
Office Phone: 89995511
Mobile Number:
Fax Number:
Pager Number:
e-mail address:
State: Northern Territory
Location: Darwin Plaza Building Plans Third Floor [00159B3]
Publish phone and location details on internal NTG Phone Directory? Yes

WORK /JOB DETAILS Modify Details
Employment Type: Temporary
Employment End Date: 28/2/2007
Job Title: ePASS Support

CHALLENGE QUESTIONS Modify Details
Question 1: What is your mother's maiden name?
Your Answer: tba
Question 2: What is your father's middle name?
Your Answer: tba
Question 3: tba
Your Answer: tba
Question 4: tba
Your Answer: tba
Question 5:
Your Answer:

RESOURCE ACCESS SERVICE Modify Details
Is network access (Local Area Network - LAN) required? Yes
Is the access required the same as a current colleague profile? Yes
Specify colleague's Name and user ID: Bernadette Eve Izod - b2i
Specify any special LAN access requirements:
e-mail Account required? No
Collaboration services required? Yes
Desktop Internet access required? Yes
Dialup ISP Internet account required? No
NTG WAN - VPN access required? No
Mainframe access required? No

← Back → Confirm × Cancel

Selecting a Delegate

You need to select the appropriate delegate for your cost code from the list that appears after you have confirmed the user details. The Human Resources delegates for the Institute are:

- Lavinia Williamson
- Michelle Sorenson
- Randeem Sawyer
- Vivian Carson

ePASS - New User Registration

Approving Delegate

Please select the delegate in the department - DCIS Data Centre Services-66, who is responsible for authorising this request.

Angela Thorpe/MAINFRAME SERVICES-881011/DCIS Data Centre Services-88/NTGOU-CN=an70=NTG
Bernadette Eve Izo/MAINFRAME SERVICES-881011/DCIS Data Centre Services-88/NTGOU-CN=b210=NTG
Chris Haskins/MAINFRAME SERVICES-881011/DCIS Data Centre Services-88/NTGOU-CN=ch10=NTG
Chris Pilkington/MAINFRAME SERVICES-881011/DCIS Data Centre Services-88/NTGOU-CN=csp0=NTG
Colin McDonald/MIDRANGE SERVICES-881021/DCIS Data Centre Services-88/NTGOU-CN=icr0=NTG
Elizabeth Arrieta/MAINFRAME SERVICES-881011/DCIS Data Centre Services-88/NTGOU-CN=e7a0=NTG
Garey Neenan/MIDRANGE SERVICES-881021/DCIS Data Centre Services-88/NTGOU-CN=ghv0=NTG
Gary Copcutt/MAINFRAME SERVICES-881011/DCIS Data Centre Services-88/NTGOU-CN=a170=NTG
Gregory Thomas Connors/AGENCY SERVICES DWN-88418012/DCIS Department of Corporate and Information Services-88/NTGOU-CN=gtc0=NTG
Lia Chirn/MAINFRAME SERVICES-881011/DCIS Data Centre Services-88/NTGOU-CN=i770=NTG

Please provide your contact details, as the selected delegate or the NTG service providers may contact you about this request. You can use your personal contact number and e-mail address if you do not have a NTG contact number or e-mail.

Contact Number:

e-mail address:

Back Submit Cancel

Northern Territory Government
Department of Corporate and Information Services

User contact details

The user contact phone number and email address should be listed in the fields below the list of delegates. If they are not you will need to type the details of the user you want to be notified of the progress of the request.

When you have entered the Contact number and e-mail address, click on the **Submit** button at the bottom.

ePASS - New User Registration

Approving Delegate

Please select the delegate in the department - DCIS Data Centre Services-66, who is responsible for authorising this request.

Angela Thorpe/MAINFRAME SERVICES-881011/DCIS Data Centre Services-88/NTGOU-CN=an70=NTG
Bernadette Eve Izo/MAINFRAME SERVICES-881011/DCIS Data Centre Services-88/NTGOU-CN=b210=NTG
Chris Haskins/MAINFRAME SERVICES-881011/DCIS Data Centre Services-88/NTGOU-CN=ch10=NTG
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Garey Neenan/MIDRANGE SERVICES-881021/DCIS Data Centre Services-88/NTGOU-CN=ghv0=NTG
Gary Copcutt/MAINFRAME SERVICES-881011/DCIS Data Centre Services-88/NTGOU-CN=a170=NTG
Gregory Thomas Connors/AGENCY SERVICES DWN-88418012/DCIS Department of Corporate and Information Services-88/NTGOU-CN=gtc0=NTG
Lia Chirn/MAINFRAME SERVICES-881011/DCIS Data Centre Services-88/NTGOU-CN=i770=NTG

Please provide your contact details, as the selected delegate or the NTG service providers may contact you about this request. You can use your personal contact number and e-mail address if you do not have a NTG contact number or e-mail.

Contact Number: 8888667

e-mail address: bernadette.izo@nt.gov.au

Back Submit Cancel

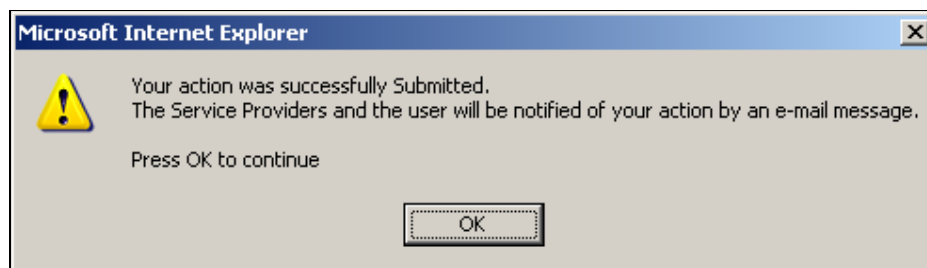
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You should see the screen with the cog wheels spinning, this is an indication that your request is being processed, wait a few moments and you should receive the notice advising that your request was submitted successfully.



If this screen does not disappear within approximately 1 minute, you may be experiencing network problems.

You should receive notification similar to the one below, indicating that your request has been submitted successfully.



If you do not receive this notification, your request has not been submitted and you will need to go through the whole process again.

Note: ePASS times out after approximately 20 minutes, if you have been distracted while you were completing the request and this amount of time has lapsed, you will need to re-do the request.

Modifying/Updating, or Transferring a Users account

Staff can change their own details themselves and send it to a delegate to be authorised/approved.

The steps for this are:

Sign into **ePASS** using your ePASS user id and password

Click on the **Edi/Update Details** button, this is located on the far right hand side and has a **Red** pen at the beginning.

[Contact ePASS Support](#) | [Privacy](#) | [Delegate Listing](#)
Welcome Bernadette Eve Izod | [Logout](#) | [?](#)

[Personal](#) | [Contact](#) | [Work](#) | [Challenge Questions](#) | [Services](#) | [Activity Log](#) | [Catalogue](#)

Personal Details

Personal Title: Ms.
 Name: Bernadette Eve Izod
 ePASS User ID: b2i
 ePASS Password: [Change Password](#)

[Edit/Update Details...](#)

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This will allow you to **edit** the form. Make the required changes and click on the **Submit** button at the bottom of the page.

The form will be displayed with all the details for you to check that the details are correct. You will need to click on the **Confirm** button.

FAX RECEIVE service via e-mail: No
 FAX Send service via e-mail: No
 Collaboration services required? Yes
 Desktop Internet access required? Yes
 Dialup ISP Internet account required? No
 NTG WAN - VPN access required? Yes
 Specify Delivery Address and/or any special NTG Wide Area Network-VPN OPI Trust access requirements: 3rd Floor Darwin Plaza, Will require access to do remote ePASS 2 testing.
 Mainframe access required? Yes
 Specify any special Mainframe access requirements: Please transfer user id to ZZSSTAFF.
 ePASS Status: Enabled

[Back](#) | [Confirm](#) | [Cancel](#)

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Note: The changes you have made are high-light in grey, the old information is maroon.

Employment Type:	Permanent
Job Title:	Admin Officer
NTG Department:	DCTS Data Centre Services-66-66
Cost Centre Code:	661035
Cost Centre Unit:	EPASS 661035
Manager:	Marissa Holland - hmu

RESOURCE ACCESS SERVICE	
Is network access (Local Area Network - LAN) required?	Yes ←
Is the access required the same as a current colleague profile?	No
Specify any special LAN access requirements:	ensure printer dwnplzps01-dwnplzps035 is enabled for printing. ←
e-mail Account required?	No
Collaboration services required?	No
Desktop Internet access required?	No
Dialup ISP/Internet account required?	No
NTG WAN - VPN access required?	No
Mainframe access required?	No
ePASS Status:	Enabled
<input type="checkbox"/> Do not notify service providers for this change request	
View recent modification and request history	
Action Date:	06/02/2007 <input type="button" value="Pick Date"/>
<input type="button" value="Submit Changes"/>	<input type="button" value="Cancel Request"/>
<input type="button" value="Make a copy of this page"/>	

When you are satisfied that the details are correct, click on the **Submit Changes** button at the bottom of the form.

Note: If you do not click on the Submit button the **second** time the request will not be approved and submitted.