



CITY OF HOUSTON



Houston Public Works Network
& E-Mail Account Request Form

Type of Request:	<input type="checkbox"/> New User	<input type="checkbox"/> Delete User	<input type="checkbox"/> Change Account
Account Type:	<input type="checkbox"/> Network	<input type="checkbox"/> E-Mail	<input type="checkbox"/> ILMS
Model accounts after (employee name and ID):			

Supervisor's Name:	Phone Number:

User Name: (Include middle initial, if one)	Phone Number:

Employee Number: (It's required to process the request)	Title:

Employee Status:	<input type="checkbox"/> Full Time	<input type="checkbox"/> Part Time	<input type="checkbox"/> Student	<input type="checkbox"/> Contractor
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Office Address:	Zip Code:

Division / Section:	Cost Center Number:

ILMS User Only	
<input type="checkbox"/> Need Software Install	<input type="checkbox"/> Do Not Need Software Install
Account setup with permission :	
<input type="checkbox"/> Read Only	<input type="checkbox"/> Read and Write
(Full name and Employee ID # of the current ILMS user)	
Group Name:	
Add Additional Screen Number (if needed):	
Default ILMS Printer Number:	

Any special application(s) needed: (Rumba, Advantage etc.)	
Other:	

To Delete or Change Below User Information Only:

NT Account Name (First Initial & Last Name)	Current NT Domain:	Delete Account	Change NT Domain To:
		<input type="checkbox"/> Yes	
Other:			

Note: To change current user **Office Address, Phone Number, Title, Division / Section** or **Distribution List**, please create a ServiceNow request using the Self-Service Portal at <https://pwehelp.houstontx.gov>

Please attach the completed form to the Service Now Self-Service Portal when going through the On-Boarding steps at <https://pwehelp.houstontx.gov> and it will be assigned to the appropriate support group.

All other Technical Support issues should be directed to the Houston Public Works Service Desk @ 832/395-2100 option 1.