



New Account Request Form

Please refer to the Instruction Guide on Page 2 for help completing this form. On completion of the form please fax to the IT Farm Customer Support Team **0161 227 9864** or email to **support@itfarm.co.uk** (remembering to include your account number in the subject line).

New User's Details

First Name: Last Name:

Step	Customer Instructions	IT Farm Use Only
1	Account Activation What date do you want this account to become active? <input type="text" value="3"/> Type of account Required? <input type="checkbox"/> Full <input type="checkbox"/> Email only (please tick)	Case Ref: ID:
2	Email Setup Does the new user need an email account? <input type="checkbox"/> Yes <input type="checkbox"/> No (please tick) Enter the email address required <input type="text" value="4"/> Please contact the support team if you require additional email set-up for the starter	Storage Group <input type="checkbox"/> <input type="checkbox"/> Address List Updated <input type="checkbox"/> External SMTP Tested
3	Mobile Phone Setup Does the new user require mobile phone sync? <input type="checkbox"/> Not required (please tick) <input type="checkbox"/> *BIS (BlackBerry Internet Service) <input type="checkbox"/> *BES (BlackBerry Enterprise Service) <input type="checkbox"/> *ActiveSync/Windows Email (ie iPhone) *This is a chargeable service. Please contact your account manager for current pricing.	<input type="checkbox"/> BIS Sync completed <input type="checkbox"/> BES Sync completed <input type="checkbox"/> ActiveSync comp <input type="checkbox"/> Docs sent
4	Programme and File Setup Does the user need setting up exactly like an existing IT Farm user? <input type="checkbox"/> Yes <input type="checkbox"/> No (please tick) If "Yes" please enter the name of the user to copy <input type="text" value="5"/> If "No" please give details of the security groups the new user should be a member of <input type="text" value="6"/> Does the user need *Microsoft Access? <input type="checkbox"/> *Yes <input type="checkbox"/> No (please tick) *This is a chargeable addition. Please contact your account manager for current pricing.	<input type="checkbox"/> File quota updated File Server <input type="text"/> Drive <input type="text"/> <input type="checkbox"/> Drives mapped Initials <input type="text"/>

Additional Info:

Authorisation

Full Name: Position:
 Signature: Date:
 Company Name: Account No:

Please note there is a minimum chargeable period for all new accounts – please refer to your contract terms.

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Instruction Guide

Step 1: Account Activation

All new accounts are activated on the date you specify in Box 5. Please allow 24 hours for all new account set-ups.

The user name and password for the new account will be emailed to the person who signed the form.

Please note: *User accounts cannot be activated without a fully completed request form signed/sent from an authorised key user.*

Step 2: Email Setup

If you wish to add email to the new account please enter the email address in Box 6 of the Form. (NB it may take up to 24 hours for an email address to become active once setup.)

If you wish to add any of the following email services to the new account please contact the IT Farm Support Team:

- “Send As” another email address
- “Send On Behalf Of” another IT Farm user
- Receive against additional email addresses
- Forward emails to a non IT Farm account

Please note: *If you wish to import mail into the new account please follow the instructions in Step 5 below after you have received the new login details.*

Step 3: Mobile Phone Email Set-Up

All mobile phone email services offered by the IT Farm include everything **except** your airtime data contracts. Please check that your mobile phone network provider supports the service you require.

Please note: *Only the options listed are currently supported by IT Farm. All options are chargeable.*

Step 4: Programs & Files Set-Up

If you are unable to provide the name of a user in box 6 of the form or complete box 7, please submit the form and contact the IT Farm Support Team to discuss your requirements.

Step 5: Import existing email from .pst backup into your new IT Farm Outlook account (not always required)

- Logon to the IT Farm using the new account details.
- Open Outlook.
- On the ‘File’ menu click ‘Open’ then ‘Import and Export...’
- Select ‘Import from another file’ and click Next.
- Select ‘Personal Folder File (.pst)’ and click Next.
- Click ‘Browse’ and navigate to the folder where the backup file is saved (it must be in a location the new user has access to).
- Click Next.
- Choose where to import the file to.(we recommend that you create a new folder). Click Next.
- Click Finish.

The data will be imported into the folder specified.