Access and Permissions

- How to Request Access to Shared Mailboxes, SharePoint Sites, and Distribution Lists
- Staff Offboarding: What Happens When Someone Leaves

How to Request Access to Shared Mailboxes, SharePoint Sites, and Distribution Lists

Need access to a shared resource? Here's how to request it — and what's already set up for you automatically.

What's Already Set Up Automatically

Many group memberships at FVSD are **assigned automatically** based on your school and role. For example, if you're a teacher at High Level Public School, you'll automatically be added to the HLPS Faculty group and receive the associated access.

These automatic memberships are based on your information in the HR system (Atrieve). If you believe you're missing access that should come with your role:

1. **Check with your school office** — make sure your role and school are correctly entered in Atrieve
2. Automatic group memberships update once your HR record is correct — IT cannot manually override these

Important: Your FVSD account is created and activated based on your Atrieve record. If you're a new staff member and don't have an account yet, your school office needs to ensure you've been entered and activated in Atrieve first.

What You May Need to Request Manually

Some resources are not automatically assigned and require a request:

- **Shared Mailboxes** — group email accounts like `office@yourschool.fvsd.ab.ca`
- **Distribution Lists** — email groups that send to multiple people at once
- **SharePoint Sites** — shared document libraries and team sites
- **Shared OneDrive Folders** — shared folders or libraries
- **Software** — applications not currently installed on your device

How to Submit a Request

1. **Submit a ticket** through the IT helpdesk or **email** helpdesk@fvsd.ab.ca
2. In your request, include:
3. **What you need access to** (be specific — e.g., "the LCPS Office shared mailbox" not just "a mailbox")
4. **Why you need access** (e.g., "I'm covering the front office this year")
5. **Your role/position** at your school
6. IT will verify the request with your principal or supervisor if needed
7. Once approved, you'll receive a confirmation and access will be granted

What to Expect

- Most access requests are completed within **1-2 business days**
- Some requests may require **principal or supervisor approval** before IT can proceed
- You'll receive a notification when access has been granted

Shared Mailboxes: How to Open Them Once You Have Access

In Outlook Desktop

1. Open **Outlook**
2. Click **File** > **Open & Export** > **Other User's Folder**
3. Type the shared mailbox name and click **OK**

Or it may appear automatically in your folder list on the left side.

In Outlook on the Web

1. Go to https://outlook.office.com
2. Click your **profile icon** (top right) > **Open another mailbox**
3. Type the shared mailbox address and click **Open**

Common Questions

Q: I'm a new staff member and don't have an account yet.

A: Your account is created once you're entered and active in the HR system (Atrieve). Contact your school office to confirm your HR record is in place. Once it is, your account will be created automatically.

Q: I changed roles/schools — will my access update?

A: Automatic group memberships will update once your HR record in Atrieve reflects your new role and school. Manually assigned access (shared mailboxes, etc.) will need a new request — your old access will be removed during the transfer process.

Q: I need access urgently — can it be done faster?

A: Mark your ticket as urgent and note the reason. IT will prioritize where possible. Note that if the issue is related to your Atrieve record, IT cannot bypass this — the HR record must be updated first.

Q: Can I request access on behalf of someone else?

A: Principals and supervisors can request access for their staff. Include the staff member's name and email in the ticket.

Contact IT

- **Submit a ticket** through the IT helpdesk
- **Email:** helpdesk@fvsd.ab.ca

Staff Offboarding: What Happens When Someone Leaves

This guide is for **principals, office staff, and supervisors** who need to understand what happens to IT accounts when a staff member leaves FVSD.

How Offboarding Works

When a staff member leaves the division, their IT access is disabled based on their status in the HR system (Atrieve).

1. **HR/school office** updates the staff member's record in Atrieve to reflect their departure
2. The account **remains active for 2 weeks** from the end of employment to allow for transition
3. After the 2-week period, the account is **disabled**
4. Disabled accounts are **permanently deleted 30 days** after being disabled
5. Automatic group memberships (email lists, shared resource access, etc.) are **removed** when the account is disabled

Need more time? If access is required beyond the 2-week period, contact the **HR Department** to request an extension. Accounts may also be disabled immediately or extended as deemed appropriate by the supervisor or Superintendent.

What Principals/Office Staff Need to Do

1. **Update Atrieve** — ensure the departing staff member's record is updated promptly. The account will remain active until this is done.
2. **Collect FVSD equipment** — computer, phone, charger, adapters, keys, etc.

3. **Submit a ticket to IT** if any of the following apply:
4. The staff member had access to a **shared mailbox** that needs to be reassigned
5. There are files on the staff member's **OneDrive or Google Drive** that need to be transferred to someone else
6. The staff member's **phone extension** needs to be reassigned
7. The staff member had any **specialty access** (admin consoles, software licenses, etc.)

What Happens to Their Data

- **Email:** The mailbox is disabled with the account. If emails need to be preserved or forwarded, submit a ticket to IT **before** the account is deactivated.
- **OneDrive/Google Drive:** Files remain for a limited time after the account is disabled. If files need to be transferred, submit a ticket as soon as possible.
- **Shared resources:** Any manually assigned access (shared mailboxes, SharePoint permissions) will need to be updated by IT.

Common Questions

Q: A staff member left but their account still seems active.

A: The account stays active until Atrieve is updated. Contact your school office to ensure the record has been changed.

Q: Can we keep the account active longer than 2 weeks?

A: Contact the **HR Department** to request an extension. The supervisor or Superintendent can approve keeping the account active longer if needed.

Q: A departing staff member had important files — how do we get them?

A: Submit a ticket to IT as soon as you know the staff member is leaving. Files can be transferred during the 2-week active period or within 30 days of the account being disabled (before permanent deletion).

Q: The departing staff member managed a shared mailbox — what now?

A: Submit a ticket to IT with the shared mailbox name and who should take over access.

Contact IT

- **Submit a ticket** through the IT helpdesk

- **Email:** helpdesk@fvsd.ab.ca