

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
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Revision #1
Created 2026-08-06 22:44:03 UTC by Admin
Updated 2026-08-06 22:44:03 UTC by Admin