

Requesting a User ID, Personal Email, Shared Ministry Email and Ministry Web Page

User ID's

To receive access to the AT network, the AT Administrative Manager (for AT staff) or your Cluster Leader (for AT ministry chairs) will submit the request as a Help Desk ticket. Removal, changes or validation will be made by the requestor.

Information required on the Help Desk ticket:

- Your name [User ID's will be in the following format: [first initial+last name](#)]
- Your personal email address (used for emergency notification purposes if AT mail is not operational)
- Your Ministry and Cluster or Staff affiliation

Personal Email Address

Personal AT Email address can be requested at the same time a User ID is requested. To receive an AT Email address for personal use, the AT Administrative Manager (for AT staff) or your Cluster Leader (for AT ministry chairs) will submit the request through the Help Desk. Removal, changes or validation will be made by the requestor.

Information required on the Help Desk ticket:

- Your name [Personal AT Email addresses will be in the following format: [firstinitial+lastname@allen-temple.org.](#)]
- Your personal email address (used for emergency notification purposes if AT mail is not operational)
- Your Ministry and Cluster or Staff affiliation

Shared Ministry Email Address

Ministries may request a shared email address for their ministry use. Pre-approval for a shared ministry email address must be made through the Communication Ministry Director. To receive a Shared Ministry Email address, your Cluster Leader should submit a request through the Help Desk. Removal, changes and validation to a shared ministry email address will be made by the Communication Director or Cluster Leader.

Information required on the Help Desk ticket:

- Ministry name [Shared ministry mailboxes will be in the following format: [ministryname@allen-temple.org.](#)]
- Chairperson's AT email address and names of other AT users with AT email addresses
- Personal email address for at least one or more shared users (for emergency notification purposes if AT mail is not operational)

Ministry Web Page

Approval for a web page must be made through the Communication Ministry Director who will open a Help Desk Ticket. The ticket will trigger a form to be sent to the Ministry Chair or designee to begin the design and content discussion. Removal of a web page will be approved by the Communication Ministry Director, Administrative Manager and/or Cluster Leader.