Departmental MyID Annual Verification: How To Claim Your Departmental MyID Account

- Verification process:
- If you got a reminder email:

Verification process:

1) The primary account owner will get an email like the sample below asking to verify the Departmental MyID account. Note: The email will be from EITS Access Services <notify@teamdynamixapp.com> a legit sender as the verification process uses TeamDynamix a hosted web application EITS uses for ticketing. (reminder this is an example dates and bold information will be different)

Response Requested (Verify ownership of your Departmental MyID account by November 24)

Response Requested

EITS conducts an annual verification of all Departmental MyID accounts. Departmental MyID are MyID accounts created for departments, colleges and units. These accounts are typically used to establish a central email address for a college, department or unit, or for running automated processes.

Our records show you as the owner of a Departmental MyID account.

[Click here to start verification process. Note: You must sign in using your MyID and not the Departmental MyID to verify]

- Departmental MyID Name: Example MyID
- Email Address of Departmental MyID (if applicable): Friendly Email Name
- Primary Owner Name: Gary Pitman
- 1st Shared Owner Name: Owner 1 name
- 2nd Shared Owner Name: Owner 2 name
- 3rd Shared Owner Name: Owner 3 name
- 4th Shared Owner Name: Owner 4 name

Verification Note: 2021

If you need assistance completing this process, visit our Departmental MyID page here: [https://coffeecup.emory.edu/display/ITM/Departmental-%40Emory-Verified-MyID](https://coffeecup.emory.edu/display/ITM/Departmental-%40Emory-Verified-MyID)

If you are concerned about the legitimacy of this email, please contact the EITS Help Desk at [helpdesk@emory.edu](mailto:helpdesk@emory.edu) or call 706-542-3156.

Thank You,
Enterprise Information Technology Services
University of Georgia
Computer Services Annex
Athens, Georgia 30602-1911
[706-542-3156]

Phone Assistance Hours: 8AM – 7PM (Mon-Fri), 1PM – 7PM (Sat-Sun)
Email: helpdesk@emory.edu
Chat: [https://coffeecup.emory.edu](https://coffeecup.emory.edu)
Website: [http://eits.emory.edu](http://eits.emory.edu)

To comment on this item, reply to this email.

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2) Click the link within the email "Click here to verify ownership and the information below" to get a list of choices to choose from. **Sign in with YOUR personal MyID, not the Departmental MyID.** (reminder this is an example dates and link information will be different)
3) Once you select the choice relevant to the information provided from the ticket to be verified, you will be given a comment box to type in your comments. Provide comments and click save. Your comments will be sent to EITS Access Services for review. Please ensure pop ups are not blocked.

4) Once saved, the page will refresh with "step updated". The status will show a blue check mark, shown in the yellow circle below, along with your comment in the feed. Your actions are complete and you may close this window. EITS Access Services may reach out to you in email if any other correspondence is required.
If in Step 2 you clicked the link "Verify ownership of your Departmental MyID by November 24":

You will be given the ticket details of the Departmental MyID verification. Some of this ticket information is for TeamDynamix use and may be ignored like the red strikes in the example below. The only data EITS Access Services is wanting to be verified is in the black box. Click the link in the yellow circle to return to the choices. Got back to step 2 in these directions above.
If you got a reminder email:
1a) Once you click the link "Click here" you will be redirected to TeamDynamix ticketing system we use for the verification process. If you are not signed in, it will prompt you to sign into SSO. Note: Please use your MyID and not the Departmental.

My Approvals (230)

<table>
<thead>
<tr>
<th>ID</th>
<th>Item</th>
<th>Step</th>
<th>Result</th>
<th>Date</th>
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<td>Verify ownership of your Departmental MyID by November 24</td>
<td>Verify ownership of your Departmental MyID account</td>
<td>Pending</td>
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<td>18352769</td>
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<td>Verify ownership of your Departmental MyID account</td>
<td>Pending</td>
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<td>18358122</td>
<td>Verify ownership of your Departmental MyID by November 24</td>
<td>Verify ownership of your Departmental MyID account</td>
<td>Pending</td>
<td></td>
</tr>
</tbody>
</table>

2a) If you have only one approval, please click the link "Verify ownership of your Departmental MyID account" for the id from the reminder email. If multiple like example above, click the link "Verify ownership of your Departmental MyID by November 24" to get the ticket view. Go here on how to approve from this screen.