EHC - Request a Generic NetID to be Assigned for Virtual Fax

**Audience:** Emory Healthcare

**Procedures:**

Emory Healthcare staff can use the following information to request to have a department or generic NetID (also known as "sponsored account") assigned for a voicemail or a new virtual or line only fax.

**NOTE:** The procedures below **must be followed without exception** for HIPAA compliance.

**For new generic account requests:**
Contact your Access Coordinator to submit a request thru Lotus Notes. The following information is needed when submitting a request:

- Director/Manager Name,
- Director/Manager Phone Number,
- What type of information will be tracked, sent, received, and/or posted,
- Proposed "Generic Account" name (Must be tied to business need/and or department name),
- and a list of names of existing email user(s) who will need proxy access to the account (include name and netID)

**For existing generic accounts:**
Verify that the generic netID is allowed to be used for virtual fax by contacting and working with a designated Access Coordinator.

Once your Access Coordinator has confirmed that the generic netID has rights to be used for Voicemail or Virtual Fax, they must submit a work order using [OIT Shopping Cart & Billing Portal](#) for the voicemail or virtual fax assignment.