



- ✓ Send completed form as an attachment to ALR Support.
- ✓ After the request is processed, you will receive back an updated form. **Keep this updated form for your next request.**

**2. To request a user edit (deactivation, email change, etc.)**

- ✓ Clearly state in your email to ALR Support the purpose of your request and attach the completed User Request Form. Describe the change you would like to make, for example: “Edit user account email for Lucy Willis. Change email address as indicated on form”
- ✓ Make sure that ALR name, user’s full name, and user’s email address are complete and accurate
- ✓ Put information on the existing row for the appropriate user.
- ✓ Select “Edit” from the “NEW or EDIT” column
- ✓ Highlight the box with the requested change, as shown below.

A	B	C	D	E	F	G	I
ALR Full Name (as displayed in ALR-Dynamics)	Active?	New or Edit	User's Full Name (Please double check spelling)	ALR-Dynamics Username (To be completed by EOE)	User's E-mail Address (Please double check that email address is active and spelled correctly)	User Role	Date forwarded (To be complete
Example ALR of Massachusetts	Yes		Susan Jones	Susan.Jones@umassmedcwm05.onmicrosoft.com	susan.jones@exampleALR.com	Lead User	
Example ALR of Massachusetts	Yes	edit	Lucy Willis	Lucy.Willis@umassmedcwm05.onmicrosoft.com	lucy.jones-willis@exampleALR.com	ALR User	
Example ALR of Massachusetts	No		Joan Jenkins	8567edfd315e49d2b9c7305719018ea9Joan.Jenkins@umassmedcwm05.onmicrosoft.com	joan.jenkins@exampleALR.com	ALR User	

**3. ALR Expectations:**

- ✓ ALRs should always have a current and updated list of their ALR-Dynamics system users. If you have misplaced your list, please request it from ALR Support.
- ✓ ALRs should save the most recent version of the URF in a place where those staff who make user requests can easily access it.
- ✓ ALRs should carefully review the list, and deactivate users who no longer need access as soon as possible.
- ✓ Updated documentation available here: ALR Support Blog: <https://alrir.800ageinfo.com/>