



# Approve a Request to Join a Billing Account

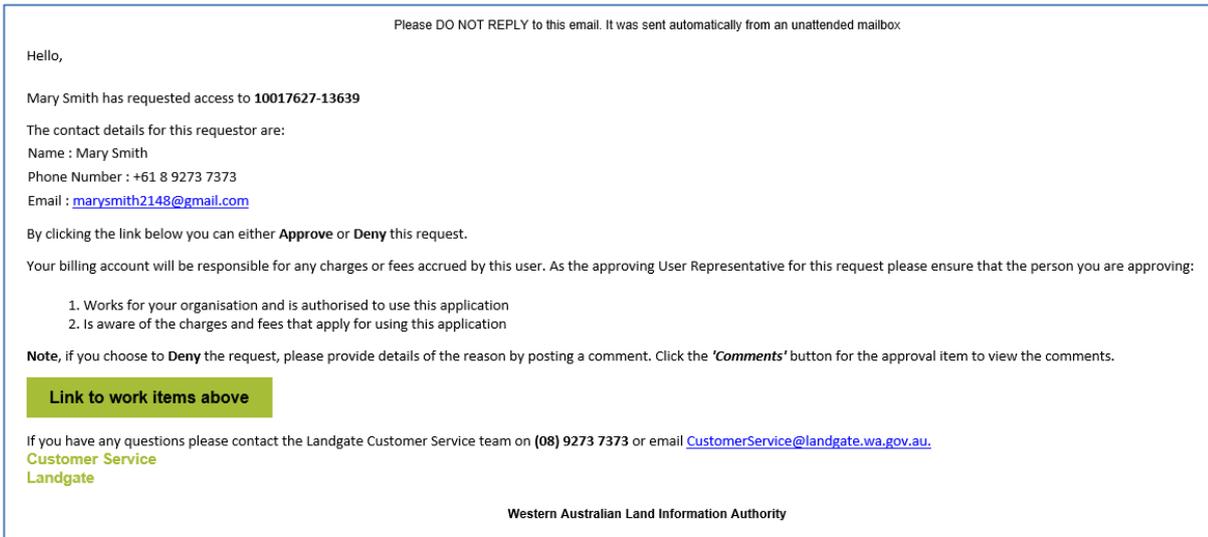
## Quick Guide

20/02/2020

Version: 4

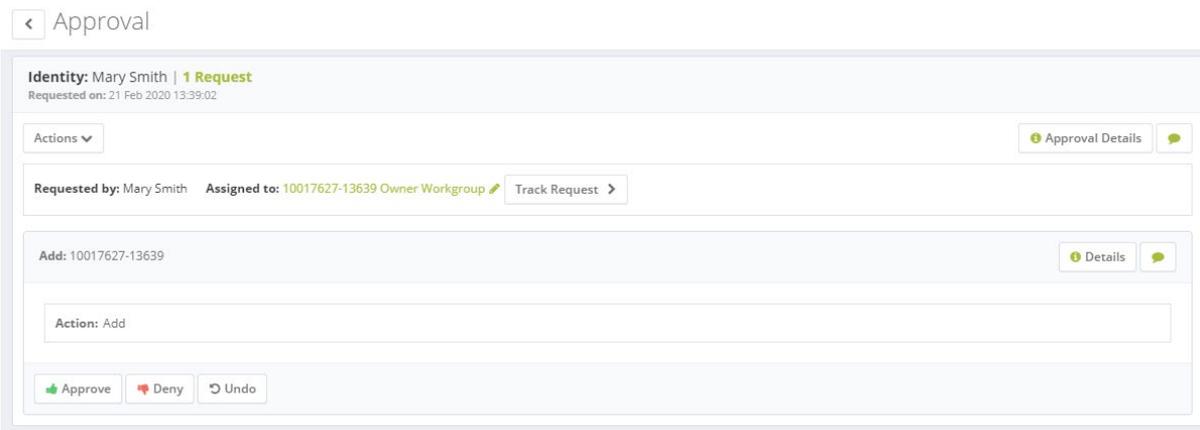


It is possible that users can request access to an account by accident as a result of miss-typing the account number. Diligence during the approval process will ensure your billing account is protected from unauthorised personnel.



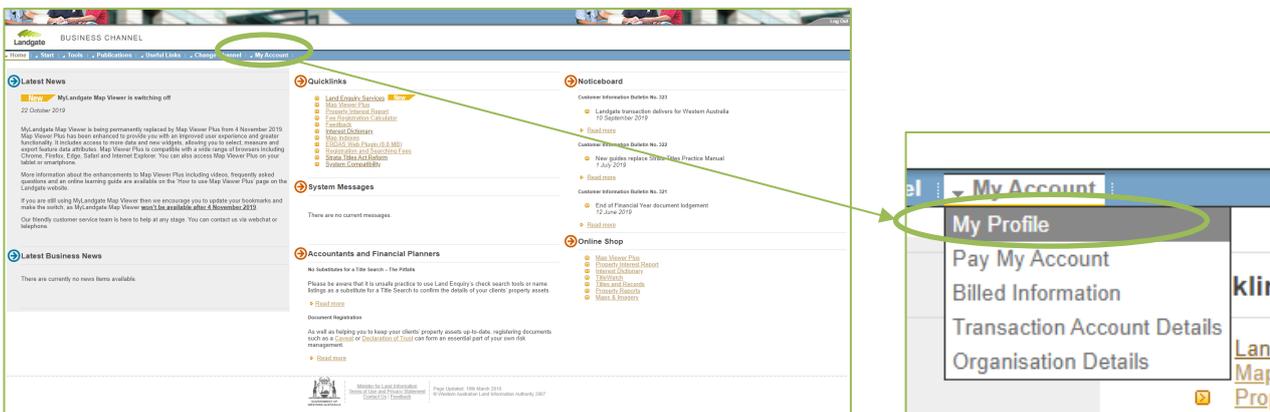
To action the request, click on the green link in the email.

This will open the Approval Item screen so that you can review that specific submission for approval. If you are not yet logged into MyLandgate, it should prompt you to do so.

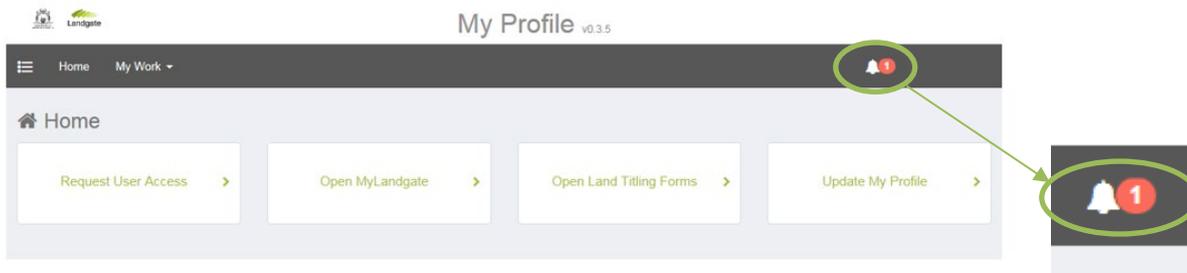


Launching the request from the portal alert

Request are also available through the MyLandgate portal, via My Profile.



The MyProfile menu has tile options to select from, and the alert bell icon at the top right hand side.



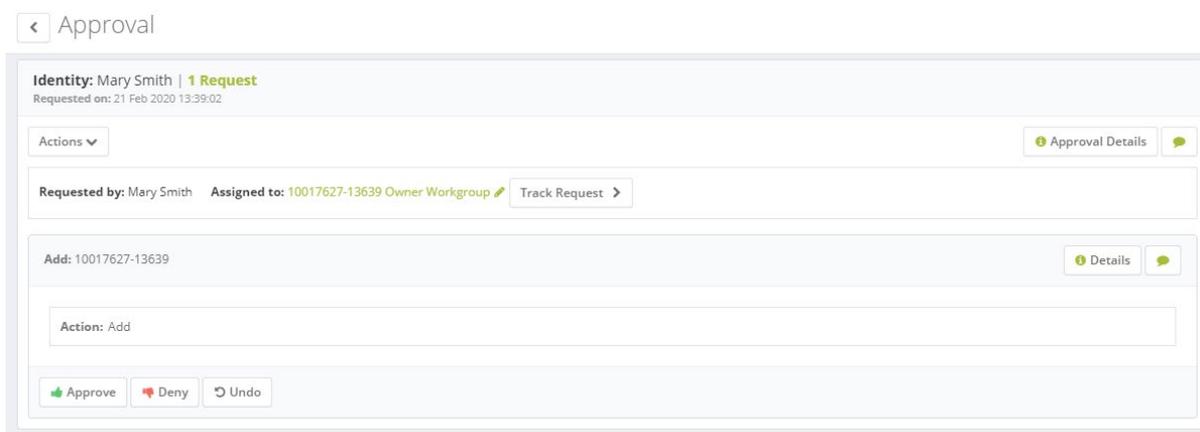
A red number will appear when there is an unattended request. To view the alerts, click on the icon. A menu will appear to allow you to view the approval requests. This will open the Manage Work Items screen so that you can review any number of submissions for approval.

### Manage Work Items

Work Item Administration												Work Item Archive
ID	Name	Type	Requester	Owner	Assignee	Created	Expiration	Next Event	Priority	Reminders	Escalation	Access Request ID
6651	Owner Approval - Account Changes for User: Mary Smith	Approval	Mary Smith	10017627-13639 Owner Workgro...	21/02/20	25/02/20	Normal	0	0	78778		

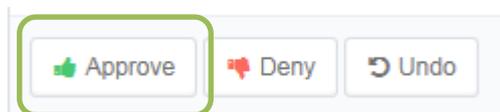
## Step 2

If you are on the 'Manage Work Items' screen, select the request you want to review by clicking on it. If you have opened the request directly from your email, it will automatically launch the approval screen.



On the Approval screen, you can review details of the user requesting access. There are 'Approval Details' and 'Details' which may help you to determine who the user is and contact details should you need to clarify anything prior to action.

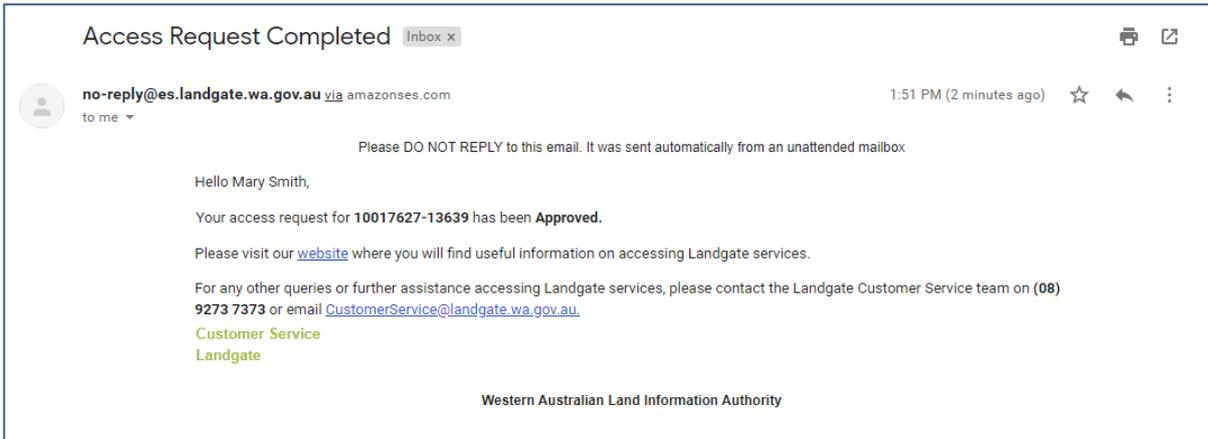
Often, you will be approving the access request for a user. There is an 'Approve' button at the bottom left. Click it to approve the request.



The application will prompt you to confirm your decision. If you have chosen to approve access for a user, there is no further administrative tasks for you to complete.

## STEP 3

Once approved, the user will receive an email to inform them.



This advises the user they are now able to log into MyLandgate and access Land Enquiry Services with billing account user access.