UW NetID Support Tool

What is UW NetID Support?

**UW NetID Support** is a tool that allows computing support staff on the UW campus to view basic UW NetID settings, manage delegated OU permissions and manage Microsoft Infrastructure (MI) settings for individuals who have authorized their support org.

How does it work?

As a Computing Support Org you create a workflow for the people you support to authorize access for your computing support org. Once they have authorized your Computing Support Org, computing support staff can use **UW NetID Support** to access basic UW NetID settings and manage the User's MI attributes.

Support Dashboard

To use this tool, start by navigating to the following page:

https://uwnetid.washington.edu/support/?dashboard

This page contains information about your Support Org and lists all of the NETID Delegated OUs that your support org manages. You can choose to edit the settings for the Support Org or any of the Delegated OUs by clicking the 'edit' button next to the title. More detail about the fields and what they do is included below. Unless otherwise noted, all fields are editable by the computing support staff in the Computing Support Staff list.

<table>
<thead>
<tr>
<th>Support Org Information</th>
<th>Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>The display name of your Support Org</td>
<td></td>
</tr>
<tr>
<td>Short Name</td>
<td>The NetID of your Support Org</td>
<td>Not editable once created</td>
</tr>
<tr>
<td>Description</td>
<td>Short description of your support org that will help users understand who you are</td>
<td></td>
</tr>
<tr>
<td>Responsible Party</td>
<td>Usually the computing director, the person responsible for the Support Org</td>
<td>To change this, contact <a href="mailto:help@uw.edu">help@uw.edu</a></td>
</tr>
<tr>
<td>Computing Support Staff</td>
<td>List of staff members that are part of your Support Org</td>
<td></td>
</tr>
<tr>
<td>Support Email Address</td>
<td>How your users should contact you for help</td>
<td></td>
</tr>
<tr>
<td>Support Phone Number</td>
<td>How your users should contact you for help</td>
<td></td>
</tr>
<tr>
<td>Support Web Site</td>
<td>Where your users can find information about your Support Org</td>
<td></td>
</tr>
<tr>
<td>Admin ID Exceptions</td>
<td>If you have a non-employee who needs to get an administrative UW NetID (wadm_ or sadm_ account) you can add them to this list.</td>
<td>Once added, they can request the account on their own Manage UW NetID Resources page.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Delegated OU Information</th>
<th>Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>OU Admins</td>
<td>List of &quot;sadm&quot; Admin UW NetIDs for individuals who are responsible for managing your Active Directory delegated OU.</td>
<td>Must include 2 or more UW NetIDs. To add UW NetIDs which are not &quot;sadm&quot; Admin UW NetIDs, open a request to Microsoft Infrastructure.</td>
</tr>
<tr>
<td>Group Policy Admins</td>
<td>List of &quot;sadm&quot; Admin UW NetIDs for individuals who are responsible for managing your Active Directory group policy objects.</td>
<td>Must include 2 or more UW NetIDs. Usually is the same as OU Admins. To add UW NetIDs which are not &quot;sadm&quot; Admin UW NetIDs, open a request to Microsoft Infrastructure.</td>
</tr>
<tr>
<td>Computer Joiners</td>
<td>List of &quot;sadm&quot; Admin UW NetIDs for individuals who are responsible for adding computers to your Active Directory delegated OU.</td>
<td>Must include 2 or more UW NetIDs. To add UW NetIDs which are not &quot;sadm&quot; Admin UW NetIDs, open a request to Microsoft Infrastructure.</td>
</tr>
</tbody>
</table>
OU Contacts | List of Personal UW NetIDs for individuals who are responsible for managing your Active Directory delegated OU. | Must include 2 or more UW NetIDs. Usually is the same as OU Admins, except personal UW NetIDs.  
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DFS Admins | List of "sadm" Admin UW NetIDs for individuals who are responsible for managing your DFS namespace. | Must include 2 or more UW NetIDs. To add UW NetIDs which are not "sadm" Admin UW NetIDs, open a request to Microsoft Infrastructure.

Individual User Support Settings

To view the basic UW NetID settings for a user that you manage you have a few options. You can select their UW NetID from the dropdown menu in the top-right corner of the page under the heading Support UW NetID, you can type their UW NetID into the box under the Support UW NetID heading and click the Go button, or you can click on the Supported UW NetIDs tab on the left-hand side of the page and click on the UW NetID that you'd like to manage. Once you navigate to the individual user you would like to support you will be able to view basic settings, NETID Domain Settings, Computing Services, and Disk Services.

The NETID Domain Settings tab allows you to customize many Microsoft Infrastructure settings as needed. To do this, click the 'edit' button next to the title. Then, edit the fields as desired and click the 'Save' button.

- Not all fields on the NETID Domain Settings page are editable from this tool.

The Computing Services tab lists the computing services for that user. It is for viewing reference only and must be modified by the user if changes are needed.

The Disk Services tab allows you to modify disk space for a user. You can change their storage options by clicking on the 'change' link next to the Disk and selecting the desired disk space and budget number (if applicable). Unfortunately, you cannot view the billing history from this tool. Instead, you will need to contact the budget administrator to see the billing history for specific budget numbers.

- You can also access the disks page from the individual user's base support page (the tab titled Support UW NetID) by clicking on the 'Need more space?' link.

How do I establish a Computing Support Org?

To request a Computing Support Org send mail to help@uw.edu with the following information:

Subject: New Computing Support Org

I would like to request the following new Computing Support Org:

Name: _Department Name_
UW NetID: _Desired UW NetID/shortname_
Responsible Party: _UW NetID of your department's computing director_
Computing Support Staff: _UW NetIDs of support staff authorized to use this tool_
Description: _Description of your support group_
Support Email Address: _Support org email address_
Phone Number: _Support org phone number_
Web Page: _Support org web page_
Delegated OUs: _A list of the delegated OUs your support org has_

The UW NetID can be a shared UW NetID you already own or a new one. The name for the UW NetID must follow the same rules as any other shared departmental UW NetID.

How does someone authorize your Computing Support Org? or How do I see my users' information?

To connect a user with your Computing Support Org each user will need to authorize the Support Org by navigating to:

target="_blank" _uwnetid.washington.edu/manage/?add_org=shortname_

Immediately after the end user navigates to this page and authorizes your Support Org will be able to view their UW NetID information on the site.

It is up to you to decide how to distribute this information to your supported users. Suggestions include sending an email or posting it on a "getting started" page.
How do I know who is in the Computing Support Staff or has chosen my Support Org?

Computing Support Staff for the Support Org can use the UW NetID Support tool to access this information. You can also access this information via the Groups Service by viewing the membership of:

- u_netid_<support org>_support-staff for Computing Support Staff
- u_netid_<support org>_auth-for-support for UW NetIDs which recognize this Support Org as supporting them.