

 HELIOS GROUP	DEPARTURE OF AN EMPLOYEE DEMAND FOR DELETION OF A USER ACCOUNT, AN E-MAIL ACCOUNT, RETURN OF MATERIALS AND/OR REMOVAL OF SOFTWARES		TI-03
All requests for products and/or IT services must only go through the Helios Group IT department			
1 IDENTIFICATION			
Last Name, First Name		Division	Project N°
Employee N°	Office Phone	Cell. Phone	
2 DEMAND TYPE <i>(always open a ticket to support.ti@groupehelios.com and include, if applicable this form properly completed)</i>			
DELETE a user account		Specify the account:	
DELETE an e-mail address		Specified:	
ARCHIVING of e-mails		Note(s) specified:	
REDIRECTION of e-mail		Specify the e-mail address for the redirection:	
ACTIVATE MESSAGE « Automatic Replies » (Departure) in the mail box		Specify the message:	
END OF EMPLOYMENT / PROJECT			
RESTORATION of data		Note(s) specified:	
ARCHIVING of data		Note(s) specified:	
3 REMOVAL OF APPLICATIONS ACCESS			
REMOVE all SHAREPOINT access		REMOVE all CIDEX access	
Note(s) specified:			
4 MATERIALS RETURN / ACCESSORIES		5 UNINSTALL OF SOFTWARES	
Return Item(s): DESKTOP computer LAPTOP computer Docking station External monitor Laptop briefcase Mouse Keyboard MONOCHROME Printer COLOR Printer	Justification for the return: Reparation Replacement Defective Obsolete / Recycle Lost / Stolen Note(s) specified:	Nitro Pro – PDF Visio Project Antidote <i>Uninstallation of software is important for the recovery of licenses.</i>	
6 APPROBATION			
Director		Date (DD-MM-YYYY)	

TO CONTACT IT SUPPORT

For a request (creation of a ticket by e-mail):

support.ti@groupehelios.com

For an emergency (by phone):

1 877 323-2433 or **1 450 646-9045 extension 2229**

Postal address:

4750 Henri-Julien Avenue, Suite RC-050, Montreal (Qc) H2T 2C8