Remote Access Documentation

Problem Description

- End user needs a new HRA account and/or is not able to connect receiving the next error message: ""

Procedure

1. Go to https://ipcreg.honeywell.com/IPCREG/hgr/jsp/main.jsp and enter EU's EID in the Request Account /Check Status section and click on “Check Status” button

   Welcome to the NEW IPC Registration site
   
   Click here to view the Data Privacy Notice.

   To request an IPC account, the following information is required:
   - ED of the user for the account being requested “Failed to look up an ED”?
   - The Work Region of the user
   - The IPC Access Group Type and Group Name if the access group type is restricted

   Account Status
   
   Requestor ED : E320130
   Request for : Special
   Final Approver ED : E000012
   Initially Requested on : 08/15/2005
   Request Status : Account Active

   Requirer Company : Honeywell
   Group Name : HGR-4018
   Manager ED : E011007
   Approver Comments : 
   Status Changed on : 08/15/2005

   Note: The ED requested already has an active IPC account. If the IPC password has been forgotten or lost, please contact the helpdesk so that it can be reset.

2. If you can see the “Account Status” information validate that request status is “account active”, if so send the ticket to US-GBL-HGRA queue

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3. If you can see the legend “There are no pending requests for EID provided” then request a new account clicking on place request.

4. Fill out the form; select standard access type unless the end user states that he needs access to a special group. Select continue.
5. Automatic email will be sent to end user’s manager and after approval new account will be ready to use it.

You will see the terms and conditions page, click on accept.

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