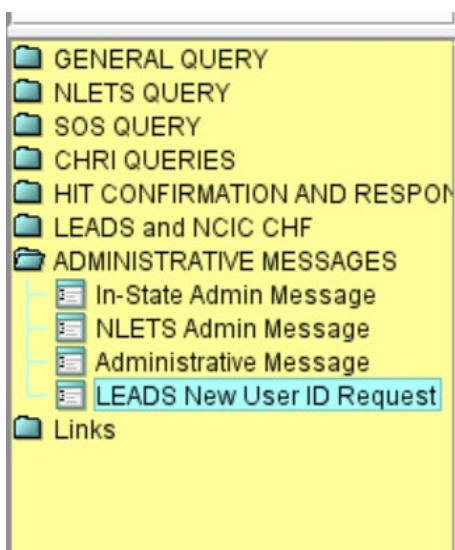# LEADS Daily Bulletin
December 19, 2022

User Request Process for LEADS and nexTEST

ALL user requests (NEW, Transfer and Modifications) must be sent through the ADMINSTRATIVE MESSAGE form located in the FORM TREE on the left side of the Messenger screen, labeled "**LEADS NEW USER ID REQUEST**". The requests will be sent directly to the LEADS Administration staff. Once received and processed, staff will be in contact regarding the user request. Ensure information is accurate before submitting. *Any inaccuracies will cause a delay in processing of the request.*

User requests must be submitted by the LAC and/or Delegates. LEADS users needing added, corrected or transferred to another agency must contact their LAC or Delegate to process the request. For modifications to user profiles please explain the changes needed in the "Additional Information If Needed" box. As a reminder, the edit function in nexTEST for LAC's and Delegates is no longer available.

*Fields marked with an * are required fields.*

Non-Messenger agencies should contact the agency that manages their HOT FILES and request the servicing agency submit the Admin user request on behalf of their agency. **Non-Messenger (LEADS3.0) agencies can contact the ISP Help Desk for further assistance if needed.**

User profiles in nexTEST may be out of synch with their active expiration date. This is due to the nexTEST integration with LEADS and should not affect LEADS use. For updates to a user's profile, please contact the HelpDesk with the user's name, USER ID, ORI and the correction needed.

For questions, contact the ISP Help Desk at ISP.HelpDesk@illinois.gov or by calling 866/LEADS-00.

Operator's Initials	Date	Operator's Initials	Date	Operator's Initials	Date	Operator's Initials	Date	Operator's Initials	Date