

REQUESTWEB – ONLINE ACCESS FORM

Please complete ALL steps below and email the completed form to the Care Team – more.info@ironmountain.com

This form is for New Users to be created or to Deactivate a user.

FIRST NAME	LAST NAME	YOUR PERSONAL COMPANY EMAIL ADDRESS	**IRON MOUNTAIN ACCOUNT CODE	* WEB USER SECURITY LEVEL 5 OR 9 RUSS	N - NEW USER OR D - DEACTIVATE

Additional Accounts – list any additional accounts for access that don't fit in the field above.

*Web User Security Levels and their permissions.

Web User Level 5 – Can set their own personal preferences, check status of orders, search database, edit existing Carton/File details, create and submit all work order types, utilise Add online (charges may apply).

Web User Level 9 RUSS – As above with Administrator privileges. This allows customers to manage and create users, access rights and activities without the need to contact Iron Mountain. Customer and Level 9 users accept sole responsibility for all user creations, changes to users or user deactivation requests for internal users. Level 9 users are discouraged from creating users with generic email addresses or emails not linked to a business domain (e.g. Gmail or Hotmail). Iron Mountain does not accept any liability for any loss arising from or in connection with the utilisation of User Self-Service. As a Level 9 user I understand that it is solely my responsibility for deactivating any employee's access.

If this is the first time your company is registering for Online Access you will be set up with Web User Security Level 9. This means you will be the Administrator for your accounts to manage internal Web Users. There is a maximum of two Level 9 users permitted per account, only Iron Mountain can assign Level 9 access.

**All active Level 2 and 3 accounts will be assigned to each user. It will be the Level 9 RUSS user's sole responsibility to add/remove and amend web users access after initial set up by CARE.

***Please allow 24 hours for all New Users or Deactivations to be processed. Email confirmation will be sent to all users when actions have been completed. The employees listed above are hereby authorised to access information, as indicated by each employee's WebUser profile, through ReQuestWeb.