

SYSTOC - Hosted - Customer Authorization Form (CAF)

This form identifies the staff members that are authorized to modify your hosted Citrix environment as follows:

Account Change Form (ACF): The ACF is used to request an addition, change, or removal of Citrix user accounts. Only staff members authorized for ACF by this form will have their Account Change Forms processed when submitted. The ACF is available on the Customer Resource Center here: http://ul.custhelp.com/app/answers/detail/a_id/921/

*In addition, ACF authorization will grant the same staff members **Super User** in the Hosted Citrix password reset tool. **Super User** allows staff members with their own Hosted Citrix account to reset the password for other Hosted Citrix users at your site. We recommend authorizing multiple staff members in case of sickness, vacation, and if needed after hours to support users having login trouble. Instructions for the Hosted Citrix password reset tool (SSPR) are found here: https://ul.custhelp.com/app/answers/detail/a_id/1831/

Change Data Release (CDR): The CDR is used to request a change to your hosted data. Only staff members authorized for CDR by this form will have their Change Data Release forms processed when submitted. The CDR is available on the Customer Resource Center here: http://ul.custhelp.com/app/answers/detail/a_id/564/

Site ID: XX-XXXX-DH Date: _____

Authorized Person(s)

_____	_____	☐ CDR	☐ ACF
Contact Name (print)	Title		
_____	_____	☐ CDR	☐ ACF
Contact Name (print)	Title		
_____	_____	☐ CDR	☐ ACF
Contact Name (print)	Title		

This request is approved by:

Signature

Printed Name and Title

Email to SYSTOCsupport@ul.com
Customer Support phone: 844.881.8713

