**Requesting Access to Pinnacle for Contact Center Requests**

In order to be granted access to submit Contact Center Requests in Pinnacle for Adds, Changes, and Disconnects, you must complete this document (including signatures) and submit it electronically using the following web form: [www.it.ubc.ca/itsc](http://www.it.ubc.ca/itsc).

By signing and submitting this document, both the user and authorizer acknowledge that the user will be granted access to Pinnacle for the purpose of submitting Add, Change, and Disconnect requests for the named Contact Center and that some of these requests may incur billable costs.

**User information**

The following user information must be provided by the person requiring access to Pinnacle for submitting Contact Center requests.

**Name:** Click here to enter text.

**Position/Title:** Click here to enter text.

**CWL Username:** Click here to enter text.

**Contact Center Name:** Click here to enter text.

|  |  |  |  |
| --- | --- | --- | --- |
| **User Signature:** |  | **Date:** |  |

**Authorizer Approval**

The following authorizer information and signature must be provided by the Dean, Director, Department Head, or a senior department member who is authorized to charge against your FMS accounts.

**Name:** Click here to enter text.

**Position/Title:** Click here to enter text.

**Email Address:** Click here to enter text.

**Phone Number:** Click here to enter text.

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| **Authorizer Signature:** |  | **Date:** |  |