

SPO ALERT

Date: 03-29-24
To: State Agencies
From: APP Team
Re: APP New User Request Process

Dear Valued APP User,

In our continuous effort to streamline operations and enhance efficiency, we have transitioned to an automated method for new user creation. Moving forward, we will be exclusively utilizing an online form for submitting requests to create new user accounts. This means that PDF versions of user creation forms will no longer be accepted.

What You Need to Know:

1. **Online Form Only:** From **05/01/2024**, we will only accept new user creation requests submitted through our online form. This form is designed to simplify the process and ensure accuracy and completeness of information provided.
2. **Accessibility and Convenience:** The online form will be accessible [[APP Service Request Portal](#)]. This will provide a more convenient and user-friendly experience for both requestors and administrators involved in the user creation process.
3. **Transition Period:** While we are implementing this change immediately, we understand that adjustments may be needed. Therefore, we will have a transition period until **04/30/2024**. During this time, if you encounter any challenges or have feedback regarding the new process, please don't hesitate to reach out to APP Help Desk.

We believe that this shift to an automated process will significantly enhance the efficiency and accuracy of our user creation system, ultimately improving the overall experience for all stakeholders involved. If you have any questions or concerns, please contact App Help desk by emailing support at: app@azdoa.gov.

Sincerely,
APP Team