Requester Views/Instructions

To access IS Service Requests, log into Campus Connect, go to Self Service, IS Service Requests, and click on My Requests.

**Some personally identifiable information is redacted in the screenshots below**

To submit a new request, click on the ‘Add Request’ button. Once you click ‘Add Request’, you will now need to select whom you are requesting access for. You may lookup the employee by Name or ID#. Please note: You may only request service/access for active employees.
If the person in question has more than one active job, select the respective job that pertains to the request. This is important, since the supervisor of record for the job selected may need to sign off on the request.

Next step is to select which system access or service you are requesting from IS. You may fill out multiple requests under each option. Once you click on one of the options, you then enter the relevant details for that request.
Make sure to enter the reason the person needs access inside the *Notes* field, along with any other clarifying details that will give the approvers the appropriate information. When requesting PeopleSoft access, you may enter multiple roles/role descriptions at the same time from each data owner when filling out information.

**Note:** Users should be careful as to the data owner selected. When filling out the request, the roles identified should be relevant to that data owner. Data owners may reject requests that are misdirected or that they are not responsible for, so users should ask them if they are unsure. The contact information for the data owner is at the top of the page if you have any questions.
After you hit OK, you will see that request line item in the form. You may go back in to edit that section, add a new one by clicking the ‘+’ button, or remove it by clicking the ‘-’ button. You may also request other services/access for this person by clicking on one of the other sections (i.e. ImageNow, Telephone Requests, or Proxy Approval authorization), all within the same form submission.

Once you submit the form, each request will begin a workflow consisting of one or more approval steps. PeopleSoft Access Requests and ImageNow Access requests will begin the approval workflows by sending an email to the first approver, notifying them they need to review a request. Proxy requests will automatically be approved and filled, with emails going to the requestor, the Proxy approver, and the manager the Proxy can now authorize requests for.
You may track the status of your requests in the *My IS Service Requests* page. Just click on the details link in the list to see the details for all individual access requests from that request.

The detail view shows the individual workflow steps for that request, including the status, who the Approver is for that step, the last update time, etc. If you have any questions regarding the status of a request, please email netadmin@depaul.edu. NetAdmin can direct you to the appropriate approver.

Once all approvals have been completed, the requestor, supervisor, and the individual being granted access will receive confirmation emails. If any approval is denied, an email will also be sent. If a request is denied at any step, that request will need to be re-submitted.

If you ever need to review a previous request you have made, you may view previous requests at the same path, under My Request Archive.