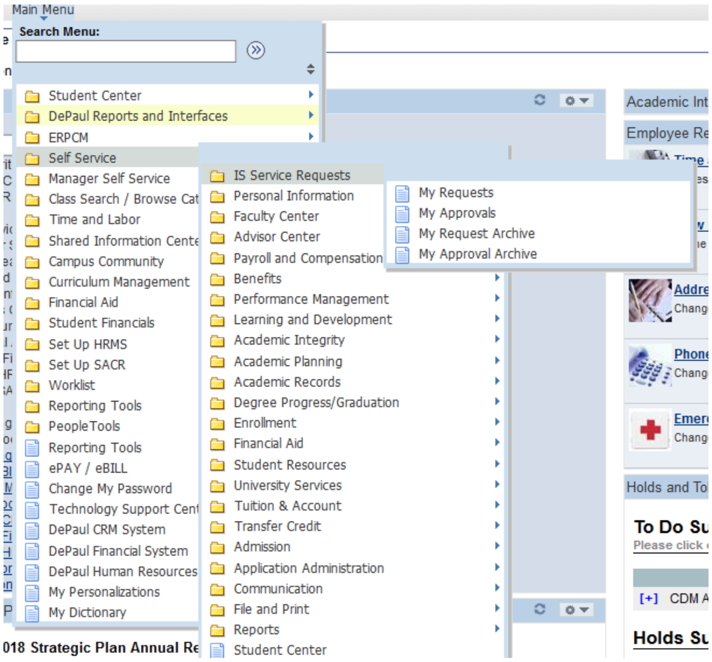
Requester Views/Instructions

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

My IS Service Requests

Add Request

Personalize | Find | View All | First 1-4 of 4 Last

	Details	Empl ID	Display Name	Status	Department	Business Title	Manager/Supervisor	Request Date
1	Details		Todd	Pending	710100	Associate Director, Infrastruc	Jos	10/30/2017
2	Details		Jame	Completed	710100	Infrastructure Tech Architect	Jos	10/27/2017
3	Details		Jame	Pending	710100	Infrastructure Tech Architect	Jos	10/27/2017
4	Details		Joshi	Completed	710100	Director of Infrastructure	Ro	10/27/2017

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.. You may look up the employee by Name or ID#. Please note: You may only request service/access for active employees.

Select Employee

First Name

Last Name

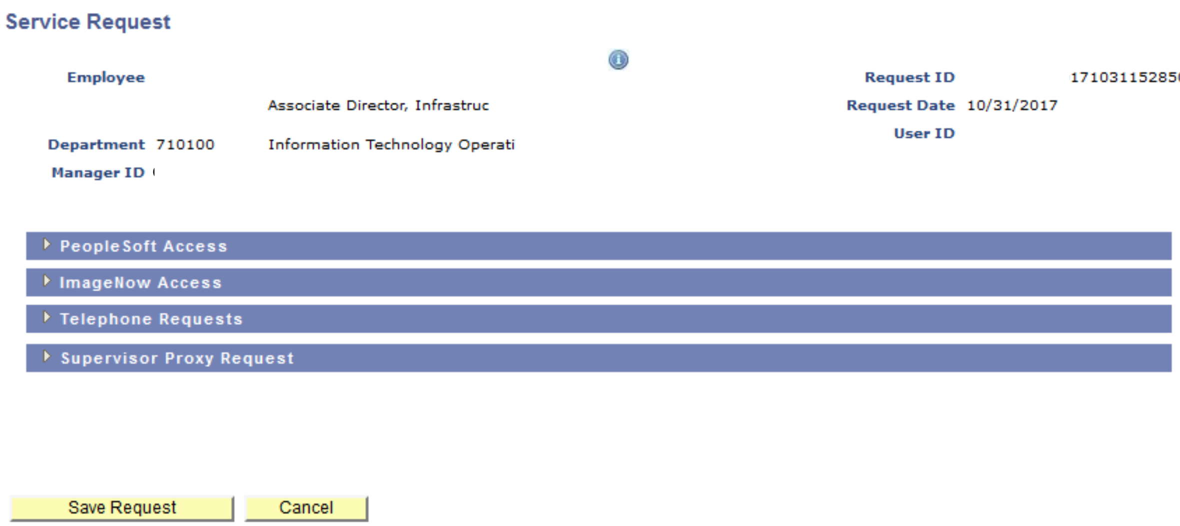
-- or --

Empl ID

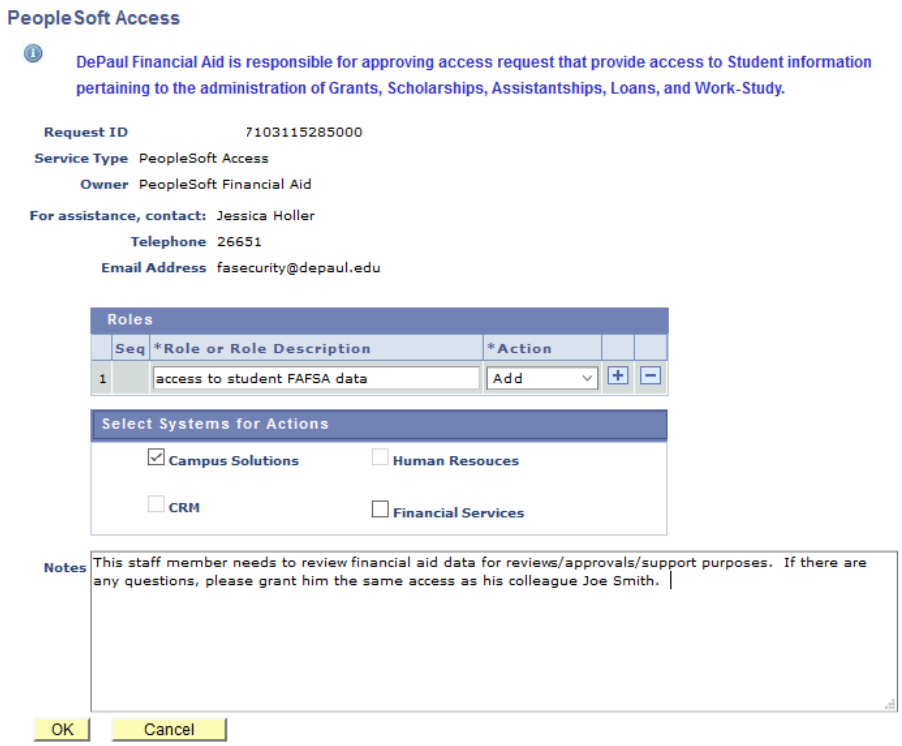
Search

Cancel

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.


PeopleSoft Access

DePaul Financial Aid is responsible for approving access request that provide access to Student information pertaining to the administration of Grants, Scholarships, Assistantships, Loans, and Work-Study.

Request ID 7103115285000
Service Type PeopleSoft Access
Owner PeopleSoft Financial Aid

For assistance, contact: Jessica Holler
Telephone 26651
Email Address fasecurity@depaul.edu

Roles

	Seq	*Role or Role Description	*Action
1		access to student FAFSA data	Add

Select Systems for Actions

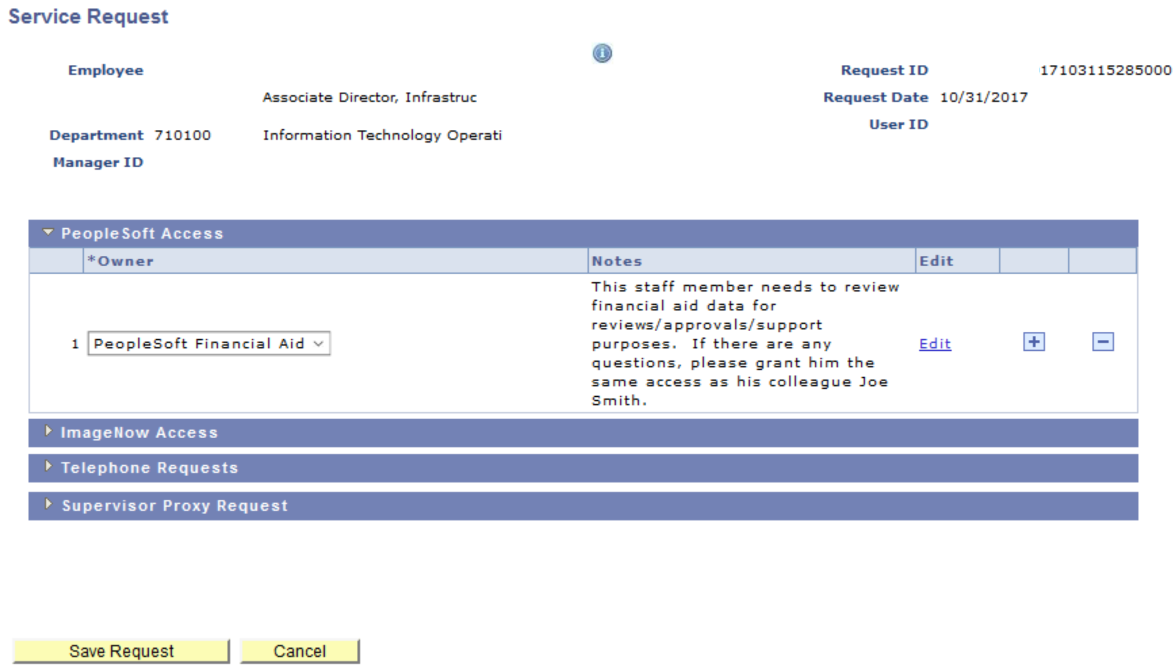
☑ Campus Solutions ☐ Human Resouces
☐ CRM ☐ Financial Services

Notes: This staff member needs to review financial aid data for reviews/approvals/support purposes. If there are any questions, please grant him the same access as his colleague Joe Smith.

OK Cancel

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.



Service Request

Employee
Associate Director, Infrastruc
Department 710100 Information Technology Operati
Manager ID

Request ID 17103115285000
Request Date 10/31/2017
User ID

PeopleSoft Access

	*Owner	Notes	Edit		
1	PeopleSoft Financial Aid	This staff member needs to review financial aid data for reviews/approvals/support purposes. If there are any questions, please grant him the same access as his colleague Joe Smith.	Edit	+	−

ImageNow Access

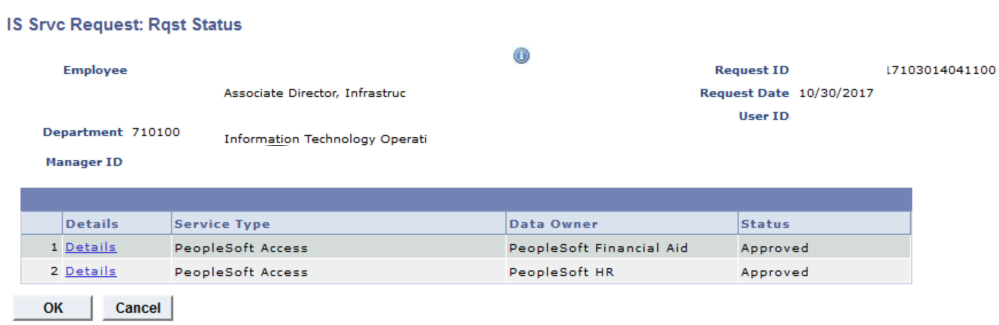
Telephone Requests

Supervisor Proxy Request

Save Request | Cancel

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.



IS Srvc Request: Rqst Status

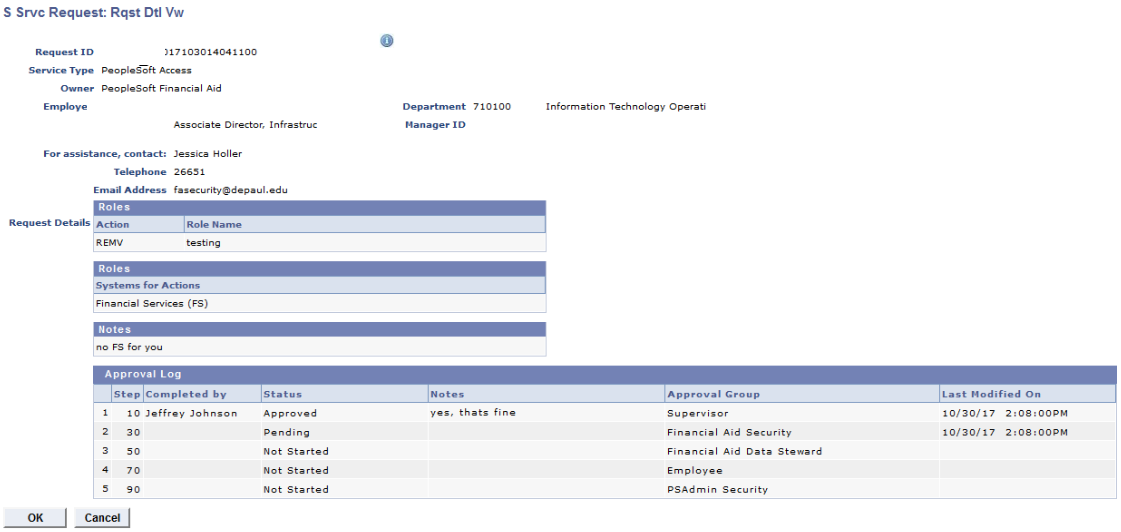
Employee
Associate Director, Infrastruc
Department 710100 Information Technology Operati
Manager ID

Request ID 17103014041100
Request Date 10/30/2017
User ID

	Details	Service Type	Data Owner	Status
1	Details	PeopleSoft Access	PeopleSoft Financial Aid	Approved
2	Details	PeopleSoft Access	PeopleSoft HR	Approved

OK | Cancel

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.



S Srvc Request: Rqst Dtl Vw

Request ID)17103014041100
Service Type PeopleSoft Access
Owner PeopleSoft Financial_Aid
Employe
Associate Director, Infrastruc
Department 710100 Information Technology Operati
Manager ID

For assistance, contact: Jessica Holler
Telephone 26651
Email Address fasecurity@depaul.edu

Request Details

Roles

Action	Role Name
REMV	testing

Roles

Systems for Actions
Financial Services (FS)

Notes

no FS for you

Approval Log

	Step	Completed by	Status	Notes	Approval Group	Last Modified On
1	10	Jeffrey Johnson	Approved	yes, thats fine	Supervisor	10/30/17 2:08:00PM
2	30		Pending		Financial Aid Security	10/30/17 2:08:00PM
3	50		Not Started		Financial Aid Data Steward	
4	70		Not Started		Employee	
5	90		Not Started		PSAdmin Security	

OK Cancel

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.