

APPLICATION ACCESS REQUEST - APPROVER - QUICK GUIDE

INTRODUCTION

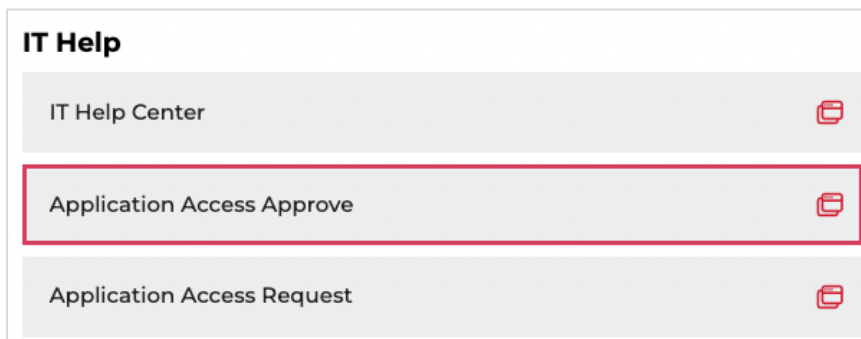
The Application Access Request module replaces paper access forms and is accessed from the CSUN Portal. This process consists of requesting access and the approval of access. This guide is geared towards the approver and provides step-by-step instruction on how to approve or deny an access request. The approver receives an email when a request has been sent for approval.

APPROVING/ DENYING A REQUEST

1. Log in to the [CSUN Portal](#) using your CSUN user ID and password.
2. As an employee, select **Campus & Operations**, and then **Information Technology**.



3. Under **IT Help**, select **Application Access Approve**.



4. Select **Approvals**.



- The **Find an Existing Value** page displays. If the requisition number is known, enter it in the **Request No** field, and then select the **Search** button to bring up the request. **Note**, if the number is not known, select the **Search** button to view a list of requests needing approval and select from there.

Note: The request number should be entered in its two-digit format (i.e., 89 instead of 89.2). There may be multiple role requests under one request. If this is the case, each will be issued a sequence number, 89.1, 89.2, etc., but for searching, only the two-digit number is needed.

Approval Request

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

▼ **Search Criteria**

Reference No begins with ▼ 89

Employee ID begins with ▼

User ID begins with ▼

Case Sensitive

Search **Clear** [Basic Search](#) [Save Search Criteria](#)

The **Approve Request** page displays and includes the following sections:

Approve Request

Request No. 96 Effective Date 06/28/2018

Name [redacted] Title Application Developer

Email [redacted]@csun.edu Department IT Adm App Development Dept. ID 10227

Employee ID 007821417 College N/A

User ID E0013015 Division Information Technology

Supervisor [redacted]@csun.edu 818/677-[redacted] Confidentiality Statement Signed

Requestor [redacted]@csun.edu 818/677-[redacted] Data Access Signed by VP AF of Admin & Fin

Reference No. 96-3 Approval Status Pending Requested 06/28/18

Justification/Notes

Request Role(s)

Action	Application	*Role Name	Role Description	Notes
1 Add ▼	System Admin/Secur	NRPT LDAP ADMIN	Group Account	COPY FROM ITRPWJ

Approval Status

▼ REFERENCE_NO=96-3:Pending

→
 →
 →
 →
 →
 →

Header

The header section at the top of the page includes key information about the request:

- **Request No** (request number)
- **Effective Date**
- **Name** of the employee needing access

- Employee **Email, Employee ID, User ID**
- **Supervisor** name and contact information
- **Requestor** and contact information
- Other info such as employee's **Title, Department, College** (if applicable) and **Division**
- Checkbox for **Confidentiality Statement Signed**
- Checkbox for **Data Access Signed by VP AF of Admin & Fin**

Justification/Notes Section

Certain roles require justification by the requestor. If the requestor included justification, it displays in this section for the approver's review. If the approver requires additional justification, the approver may deny the request and include a reason for the denial.

Request Role(s)

This section displays the role(s) being requested by the requestor. Approvers can add and delete roles as needed using the **plus** and **minus** buttons.

Approve or Deny

The approver can use the **Approve** button to approve the request which sends it to the next approver in the workflow, or the request can be denied by selecting the **Deny** button. If **Deny** is selected, the approver will be asked to complete the reason for the denial which then becomes part of the request's history. The requestor will then have the opportunity to edit the request.

Approval Status

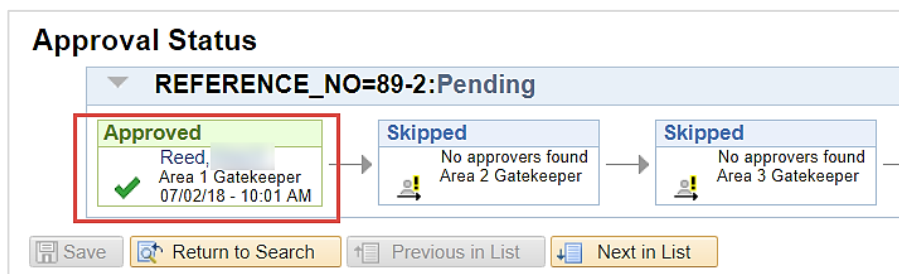
This section provides a real-time view of the request's workflow and where it is in the approval process. Once approved, it automatically moves to the next approver until access has been granted. The approver can approve or deny the request which sends a notification back to the requestor.

Save & Return to Search

At the bottom of the page, an approver can save changes without sending the request for approval. This might be useful if a change is made but more information is needed before the request can be approved.

The approver may also use the **Return to Search** button to begin a new search or to fine-tune the existing search criteria.

6. Approvers may see roles from other areas in addition to the roles they are responsible for. The system will only allow approvers to approve the roles that they are directly responsible for. Review the request and select the **Approve** or **Deny** button.
7. Once approved, the approval is noted in the **Approval Status** workflow. If denied, this is also noted in this section and the requestor is notified.



8. Select **Return to Search** to begin a new search or **Next in List** to move to the next request.

WHAT HAPPENS AFTER FINAL APPROVAL?

When a request has moved through all the approvals required for the role, the requestor (the user who initiated the request) and the employee will receive an email notifying them the request has been approved. The employee should be able to access the role(s) requested.

DELEGATE APPROVALS

Approvers have the option of delegating approval responsibilities to a supervisor in their chain of command or a manager in their college or area.

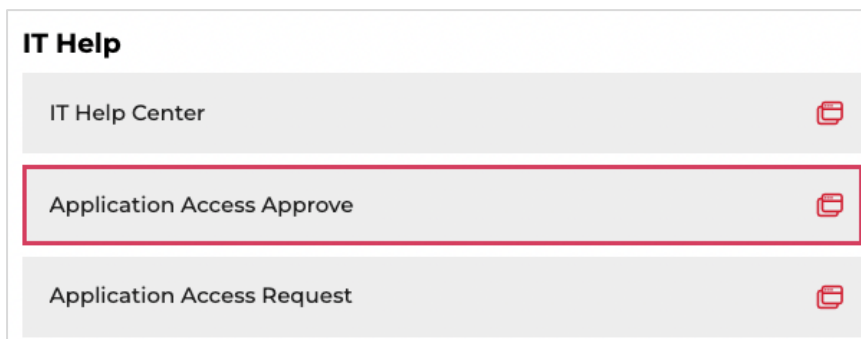
For example, if an approver will be on vacation, he/she can delegate approvals for a set amount of time.

To delegate approvals:

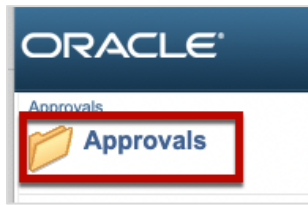
1. Log in to the [CSUN Portal](#) using your CSUN user ID and password.
2. As an employee, select **Campus & Operations**, and then **Information Technology**.



3. Under **IT Help**, select **Application Access Approve**.



4. Select **Approvals**.



5. Under **Approvals** select **Delegate Approvals**.

6. The **Delegate** page displays.

A screenshot of the 'Delegate Approvals' form. The title is 'Select an approver to approve user access on your behalf'. There are three required fields: '*Delegate Approver' with a magnifying glass icon, '*Effective Begin Date' with a calendar icon, and '*Effective End Date' with a calendar icon. A 'Save' button is located at the bottom left, highlighted with a red box.

7. In the **Delegate Approver** field, select the **Magnifying Glass** lookup button. A list of approvers in your chain of command displays.

A screenshot of the 'Look Up Delegate Approver' dialog box. It has a search bar with 'Empl ID' selected and 'begins with' followed by an empty text field. There are 'Look Up', 'Cancel', and 'Advanced Lookup' buttons. Below is a 'Search Results' section with a table showing columns for 'Empl ID' and 'Name'. The table content is blurred, but the first few rows are visible. A red box highlights the table area.

8. Select a user from the list by clicking on it. Only approvers from this list can be used.

9. On the **Delegate** page, in the **Effective Begin Date** field, select a begin date using the **Calendar** button.

A screenshot of the 'Effective Begin Date' and 'Effective End Date' fields. Both fields have a calendar icon to their right. A red box highlights both fields.

1. In the **Effective End Date** field, select an end date using the **Calendar** button.

2. Select the **Save** button.

Note: Once the begin date and end date are set by an approver, there is nothing else needed. Delegation will begin and end automatically on the date/s selected.

APPENDIX A – APPROVAL WORKFLOW

This table illustrates the approval workflow for a request.

	Approval Flow				
	Gatekeeper for the Role	Supervisor	Area Administrator	VP of Admin&Finance	Security Admin
	- can have up to 3 gatekeepers - can be self-approved	- can be self-approved - can have a delegate	- can be self-approved - can have a delegate	- required only if the role has confidential data access - required only if Confidential Data Access hasn't been signed by VP - can NOT be self-approved	- can NOT be self-approved
SOLAR Advisement	Yes	Yes	(skip if Supervisor is MPP)	Yes	Yes
SOLAR Campus Community	Yes	Yes	(skip if Supervisor is MPP)	Yes	Yes
SOLAR Financial Aid	Yes	Yes	Yes	Yes	Yes
SOLAR Admissions and Records	Yes	Yes	Yes	Yes	Yes
SOLAR Student Financials	Yes	Yes	(skip if Supervisor is MPP)	Yes	Yes
SOLAR Schedule of Class	Yes	Yes	Yes	Yes	Yes
eTravel	Yes	Yes	(skip if Supervisor is MPP)	Yes	Yes
SOLAR Human Resources	Yes	Yes	(skip if Supervisor is MPP)	Yes	Yes
Institutional Research Apps	Yes	Yes	Yes	Yes	Yes
System Admin/Security	Yes	Yes	Yes	Yes	Yes
SOLAR Financials	Yes	Yes	(skip if Supervisor is MPP)	Yes	Yes
PEP - Education/Credentials	Yes	Yes	Yes	Yes	Yes
Portal	Yes	Yes	Yes	Yes	Yes

[Application Access Workflow \(.pdf\)](#)

APPENDIX B – EMAIL WORKFLOW

This table illustrates the email notification workflow as the request is being processed.

Approval Workflow	Add	Delete	Email	
			Approve	Deny
(submit)			next approver + Requester	
Gatekeeper	x	x	next approver	Requester
Supervisor	x	x	next approver	Requester
College/Area Administrator	x		next approver	Requester
VP for Confidential Access	x		next approver	Requester
IT Security Admin	x	x	Requester / Employee / Gatekeepers	Requester

[Application Access Workflow \(.pdf\)](#)

NEED HELP?

Contact the IT Help Center by phone (818-677-1400), online at (<https://csun.topdesk.net/>) or in person in (University Library, First Floor, Learning Commons).