INTRODUCTION

The Application Access Request module replaces paper access forms and is accessed from the myNorthridge 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 myNorthridge portal using your CSUN user ID and password.
2. Under the Staff tab, in the Information Security pagelet, select Application Access Approve.
3. Under Approvals, select Approve Request.
4. 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.
The **Approve Request** page displays and includes the following sections:

![Approval Request page screenshot]

**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.

5. 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.

6. 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.
7. 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 [myNorthridge](#) portal using your CSUN user ID and password.
2. Under the **Staff** tab, in the **Information Security** pagelet, select **Application Access Approve**.

3. Under **Approvals** select **Delegate Approvals**.

- [Image of the myNorthridge portal]

- [Image of the Information Security pagelet with options]

- [Image of the Approvals pagelet with options]
4. The Delegate page displays.

![Delegate page]

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

![Look Up Delegate Approver]

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

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

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

9. 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.

<table>
<thead>
<tr>
<th>Approval Flow</th>
<th>Gatekeeper for the Role</th>
<th>Supervisor</th>
<th>Area Administrator</th>
<th>VP of Admin&amp;Finance</th>
<th>Security Admin</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOLAR Advisement</td>
<td>Yes</td>
<td>Yes</td>
<td>(skip if Supervisor is MIPS)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>SOLAR Campus Community</td>
<td>Yes</td>
<td>Yes</td>
<td>(skip if Supervisor is MIPS)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>SOLAR Financial Aid</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>SOLAR Admissions and Records</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>SOLAR Student Financials</td>
<td>Yes</td>
<td>Yes</td>
<td>(skip if Supervisor is MIPS)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>SOLAR Schedule of Class</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>eTravel</td>
<td>Yes</td>
<td>Yes</td>
<td>(skip if Supervisor is MIPS)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>SOLAR Human Resources</td>
<td>Yes</td>
<td>Yes</td>
<td>(skip if Supervisor is MIPS)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Institutional Research Apps</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>System Admin/Security</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>SOLAR Financials</td>
<td>Yes</td>
<td>Yes</td>
<td>(skip if Supervisor is MIPS)</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>PEP - Education/Credentials</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Portal</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Application Access Workflow (.pdf)

APPENDIX B – EMAIL WORKFLOW

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

<table>
<thead>
<tr>
<th>Approval Workflow</th>
<th>Add</th>
<th>Delete</th>
<th>Approve</th>
<th>Deny</th>
</tr>
</thead>
<tbody>
<tr>
<td>(submit)</td>
<td></td>
<td></td>
<td>next approver</td>
<td>Requester</td>
</tr>
<tr>
<td>Gatekeeper</td>
<td>x</td>
<td>x</td>
<td>next approver</td>
<td>Requester</td>
</tr>
<tr>
<td>Supervisor</td>
<td>x</td>
<td>x</td>
<td>next approver</td>
<td>Requester</td>
</tr>
<tr>
<td>College/Area Administrator</td>
<td>x</td>
<td></td>
<td>next approver</td>
<td>Requester</td>
</tr>
<tr>
<td>VP for Confidential Access</td>
<td>x</td>
<td></td>
<td>next approver</td>
<td>Requester</td>
</tr>
<tr>
<td>IT Security Admin</td>
<td>x</td>
<td>x</td>
<td>Requester / Employee / Gatekeepers</td>
<td>Requester</td>
</tr>
</tbody>
</table>

Application Access Workflow (.pdf)

NEED HELP?

Contact the IT Help Center by phone (818-677-1400), online at [http://techsupport.csun.edu](http://techsupport.csun.edu) or in person in (Oviatt Library, First Floor, Learning Commons).