Overview

This guide will assist the Initiator in creating an Access Request. The user requiring the access can initiate an Access Request or someone can initiate the Access Request on their behalf. For role definitions and overview of the Access Request process, refer to the Access Management Overview guide.

How to Initiate an Access Request

1. Log into the ServiceNow website using your NetID and associated password:

   https://csueastbay.service-now.com/sp

2. On the Service Portal page, click the link Order Something.
3. On the **Categories** page, select **Security and Access (NetID)**.
4. On the New Access Request Form, under the section **Requested For**, search for the information of the employee who requires the access.

Once the employee has been located, Employee Email, Phone, NetID, ID, affiliation, and the MPP of the requestor will be auto-populated. After this field is selected, a verification will take place to make sure all training requirements are met. If the training is not current, you will need to submit a request to take the required training.

Note: Fields with an asterisk represent mandatory fields that need to be properly filled. These asterisks relate to the red messages in the “Required information” section at the top. Once these requirements are satisfied, you may proceed to the next step.
5. In the section under **Employee is**, select the correct category for the employee.

Important note: Selecting the category “Transferring” will **automatically delete all prior access**.
6. In the section, “Selection field for Access Required”, select the application and permissions that the employee will need access to. In the following example, Cascade Web Services and PeopleSoft Student Administration have been selected.

Note: The additional items that appear highlighted in red in the upper-right corner notify you that additional information is required before you submit the form.
7. In this example for Cascade Web Services, you are asked to enter the site(s) that will be accessed:

8. For PeopleSoft Student Administration, you are asked to enter the Module, Academic and Administrative Unit, and the role for this request.
9. Once we submit the request, you will receive a notification at the top of the screen identifying the Request number and to click here to view. Your request was successfully submitted.
How to View Your Current Access Request Submissions

1. To view your active requests, click the link in the notification that appears at the top of the page when you submit the request form.

You can also go to the Service Portal page at (https://csueastbay.service-now.com/sp) and select “My Tickets” at the top of the page.

2. The following image shows that the last request made was named REQ0031851. Any other open request will be visible here, with the most recent at the top.
3. Clicking any open ticket will show you additional information. This example ticket is currently waiting for the Manager’s approval. From the initial request, one RITM (Requested Item) is related to the Cascade Web Services request, and the second RITM is related to the PeopleSoft Student Administration request.
4. With the MPP’s approval, the RITMs move on to the appropriate Data Steward. Once they approve, RITMs will move to the Fulfillment state for the appropriate ITS team to grant the requested access. Tasks are then created and sent to the appropriate teams for fulfillment. In the Service Portal, this looks like: