SIS Access Request Guide

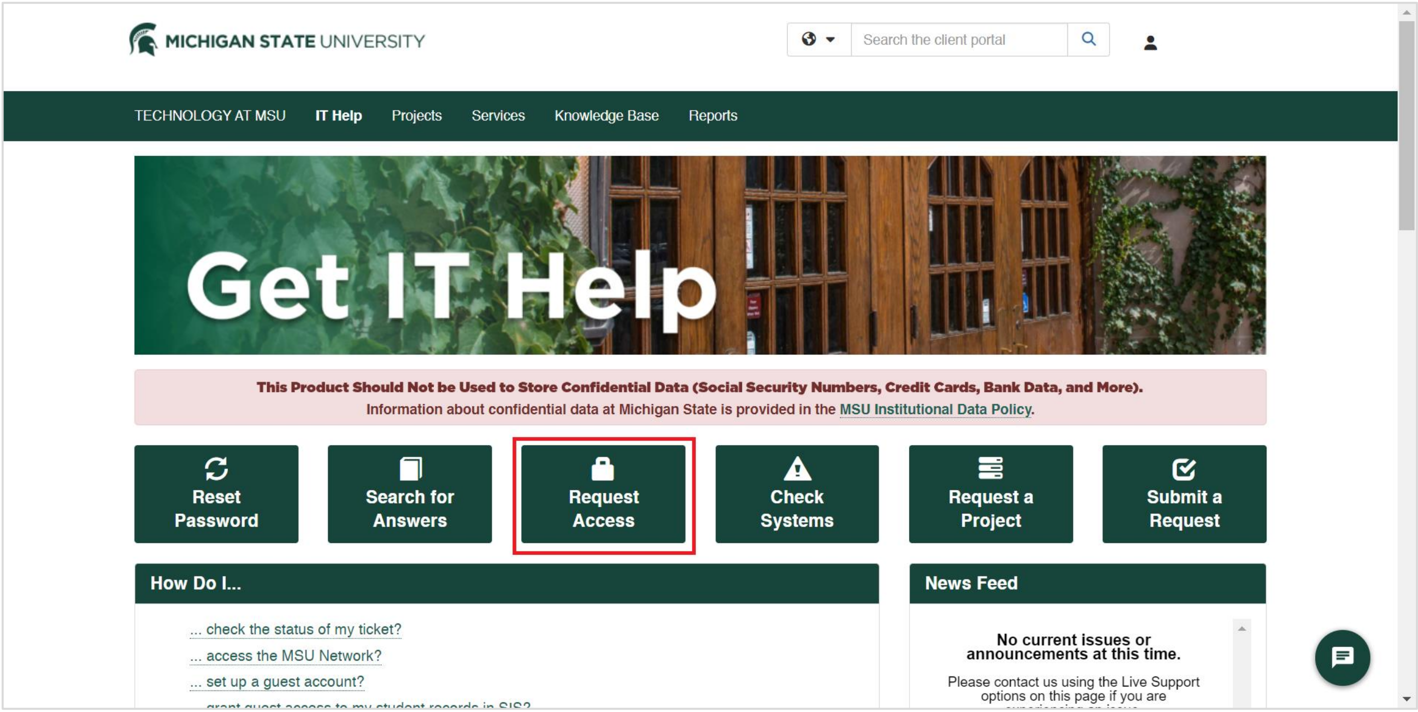
Overview

This guide provides an overview of how to request access to SIS Campus Solutions via Access Management on IT Help. Questions while completing this form can be directed to MSU IT Help; for other SIS-related questions, please reach out to sis@msu.edu.

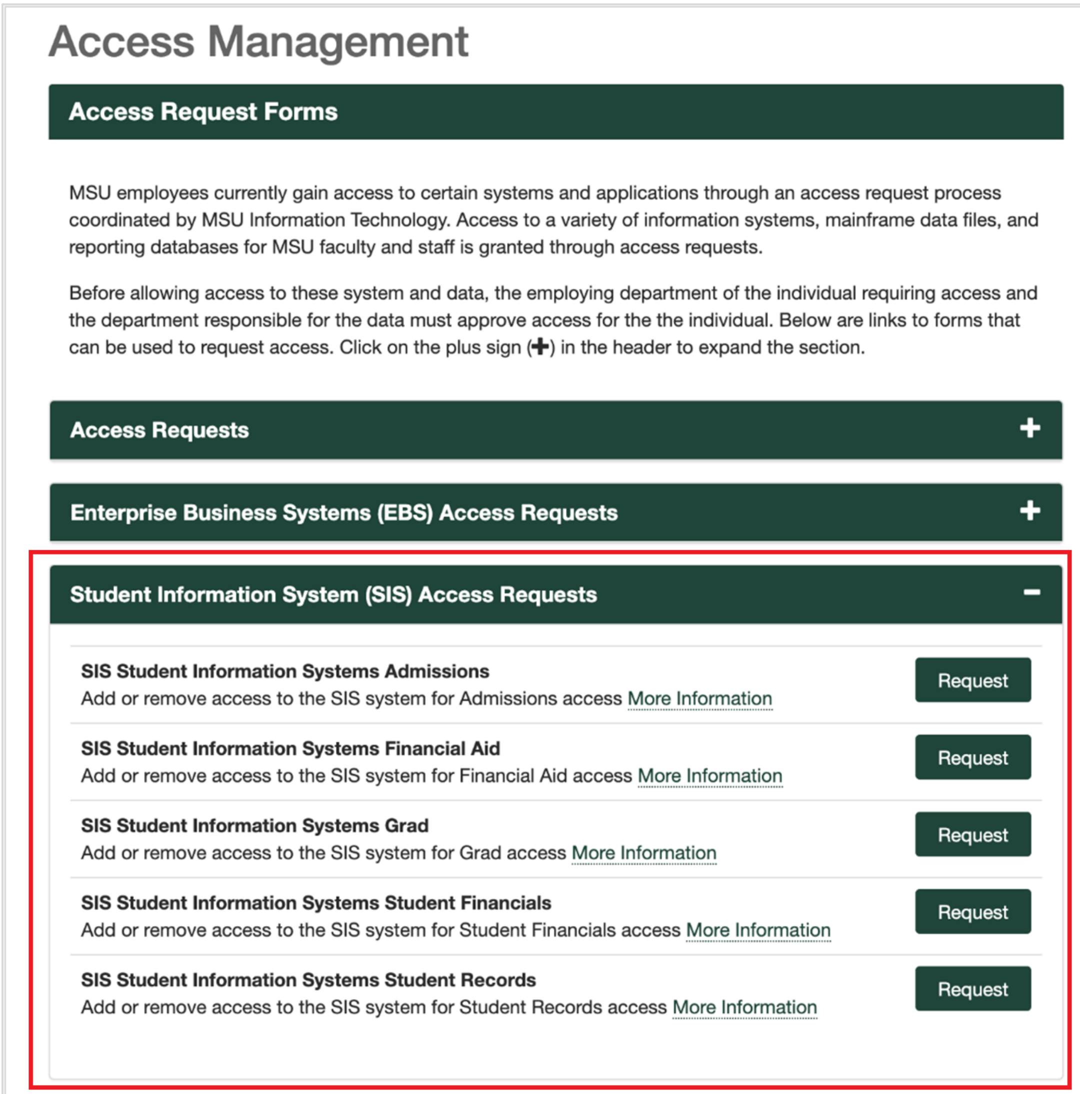
Please note: Not all SIS access requests will look like the example in this guide. Some requests will require less detail, while others will require additional information. A Student Records access request is being used as the example throughout this guide, so the example below is not reflective of all access requests.

Process

1. Visit the IT Help self-service portal at ithelp.msu.edu
2. Select the "Request Access" tile from the homepage



3. After expanding the Student Information System (SIS) Access Requests section, select the appropriate access form by clicking “Request” (options include Admissions, Financial Aid, Grad, Student Financials or Student Records). A new browser window will open



Access Management

Access Request Forms

MSU employees currently gain access to certain systems and applications through an access request process coordinated by MSU Information Technology. Access to a variety of information systems, mainframe data files, and reporting databases for MSU faculty and staff is granted through access requests.

Before allowing access to these system and data, the employing department of the individual requiring access and the department responsible for the data must approve access for the the individual. Below are links to forms that can be used to request access. Click on the plus sign (+) in the header to expand the section.

Access Requests +

Enterprise Business Systems (EBS) Access Requests +

Student Information System (SIS) Access Requests −

SIS Student Information Systems Admissions
Add or remove access to the SIS system for Admissions access More Information — Request

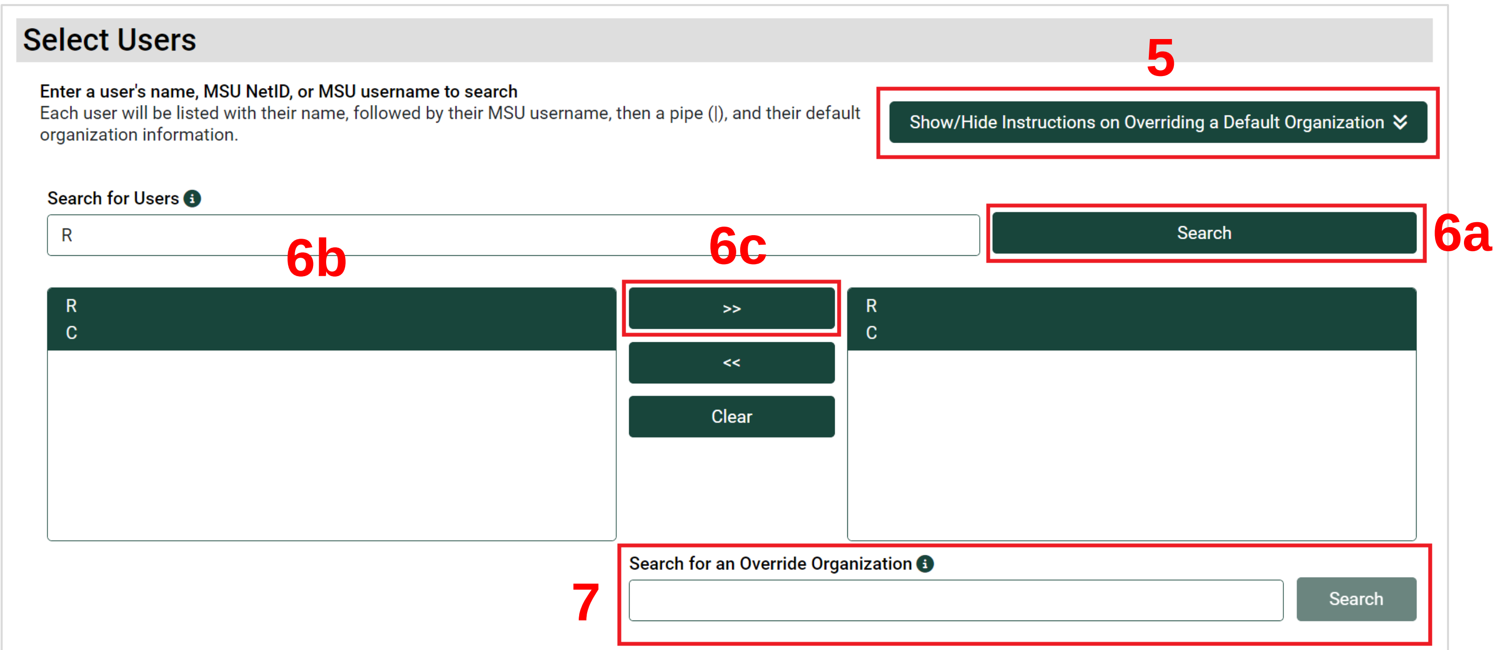
SIS Student Information Systems Financial Aid
Add or remove access to the SIS system for Financial Aid access More Information — Request

SIS Student Information Systems Grad
Add or remove access to the SIS system for Grad access More Information — Request

SIS Student Information Systems Student Financials
Add or remove access to the SIS system for Student Financials access More Information — Request

SIS Student Information Systems Student Records
Add or remove access to the SIS system for Student Records access More Information — Request

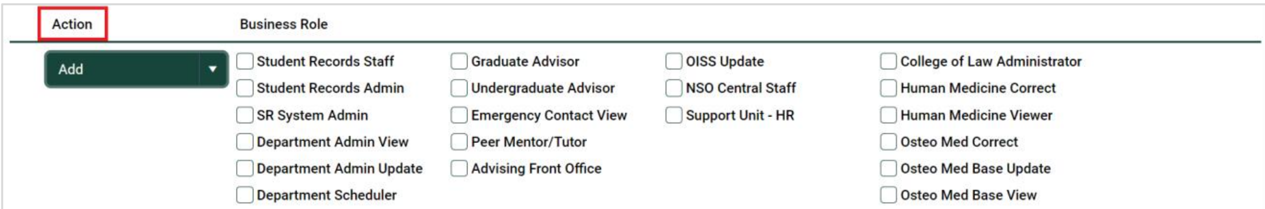
4. If prompted, enter your MSU NetID login information to access the form
5. Select the green button “Show/Hide Instructions on Overriding a Default Organization” and review the instructions
6. To add the individual users requesting access (either yourself or someone else)
    a. In the “Search for Users” box, search for a user by name or NetID; click “Search”
    b. Select the appropriate user from the drop-down menu; if it is a common name like John Smith, there may be multiple users in the search results
    c. Select the green box with arrows (>>) to move the selected name to the box on the right



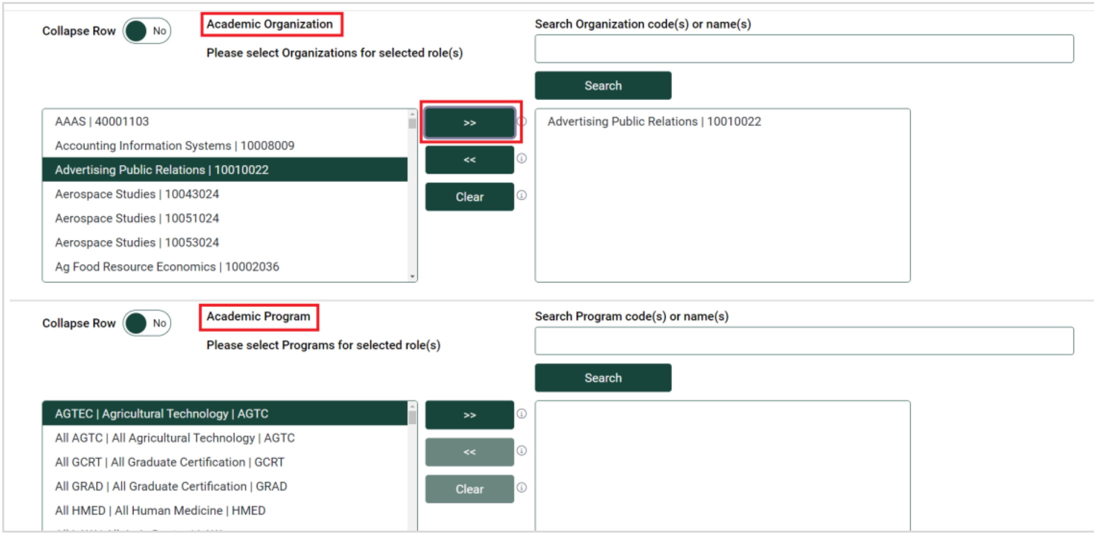
7. If you need to override the user’s organization, select the user you would like to update by clicking on their name in the right-hand box. Selecting them makes the “Search for an Override Organization” field appear
    a. In the “Search for an Override Organization” box, search for a new organization by entering an organization’s name or by entering an [organizational code]

    b. All options for possible matching organizations will appear in the dropdown menu below. Select the appropriate option
    c. Select Update
        i. *Important note: more than one user can be added at a time, but the access being requested for all users must be the same*
        ii. *Select your primary organization for the access being requested. If the user has multiple organizations, then choose the organization for which the access is needed*

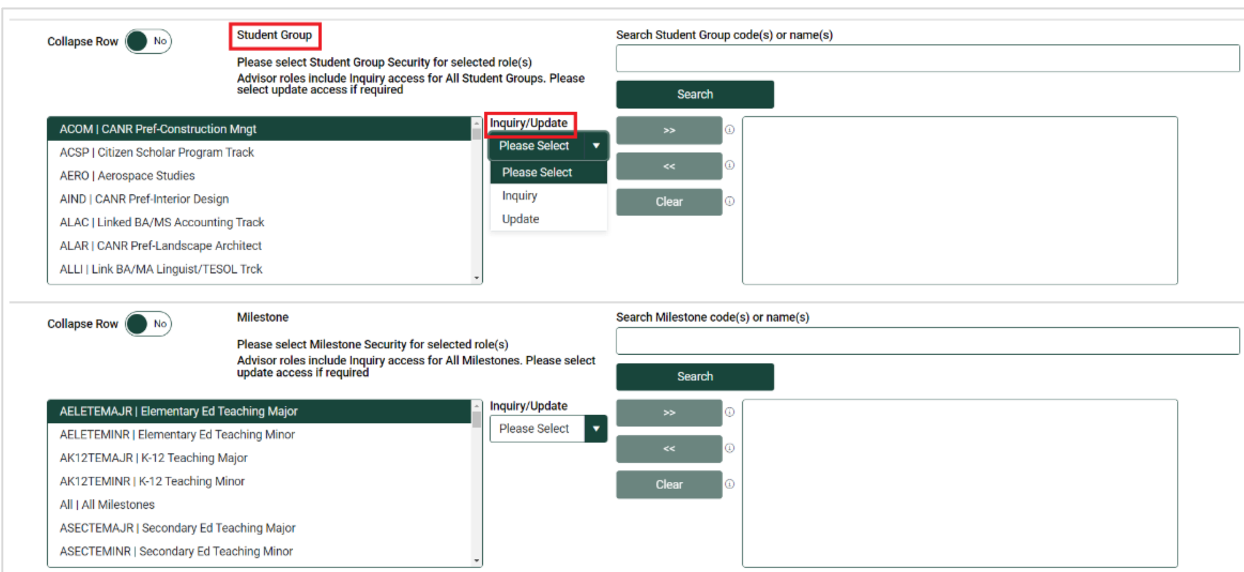
8. After adding the user information, select an option from the “Action” drop-down menu. Depending on the form, these options will vary
    a. If “Add” or “Remove” is chosen, select the business role(s) you will be adding or removing for the user
    b. More than one business role can be selected at a time (*reminder: if submitting a request for multiple users, their access being requested must be identical*)



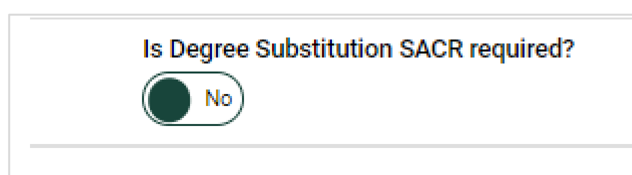
9. Depending on what role is selected, additional row-level access selections may be required on the form
10. For example, when selecting to add the “Undergraduate Advisor” business role in Student Records, additional fields will need to be completed; the form will automatically expand with those selections
    a. Review each additional row to determine what rows are required
        i. Note: Some roles may not need additional information and will not, by default, be expanded
    b. In this example, an advisor will need to select the Academic Organization(s), Program(s), Plan(s) and other items to complete the access request
        i. In each section, search for the appropriate selection by name or by code
    c. Select the appropriate item and use the right arrows (>>) to add that selection to the form request
        i. Codes for academic organizations, plans, programs, milestones, etc., can be viewed via this [SIS Campus Solutions Role Chart for Access Requests knowledge document]



11. In some instances, access will be defined by a user’s ability to view (inquiry) or update data; in this example, advisors are asked to select what Student Groups and Milestones they will need to access



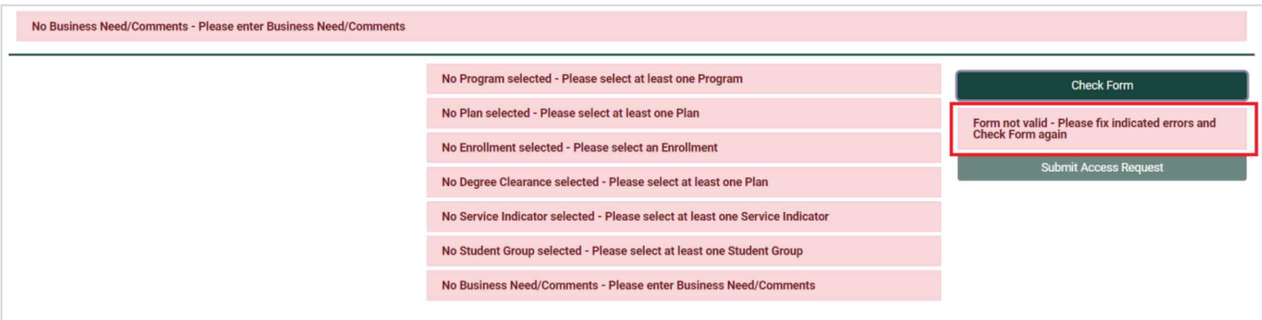
12. There may also be additional SACR (Student Administrative & Contributor Relations) access options at the end of the form; if applicable, access those options by toggling the button to “Yes”



13. Once all the appropriate row-level access selections are completed (if applicable), enter the business need for the access

   a. Be as descriptive as possible for why the user needs this access, e.g., “Sparty is the newest advisor on our team and will need to complete work in SIS to serve students”

14. Finally, select “Check Form”
    a. The form will flag any areas where information was not appropriately filled out or where information is missing
    b. You will not be able to submit the request until the form is complete and passes this validation process



15. When the form check is complete, select “Submit Access Request”
    a. Your access request will be routed to the appropriate team for approvals
    b. You will receive an automatic email from MSU IT confirming that your access request has been submitted
    c. You will then receive separate confirmation email messages – one to confirm the access has been requested; one to confirm the request has been approved, and one that confirms the access has been granted