SIS Access Request Guide

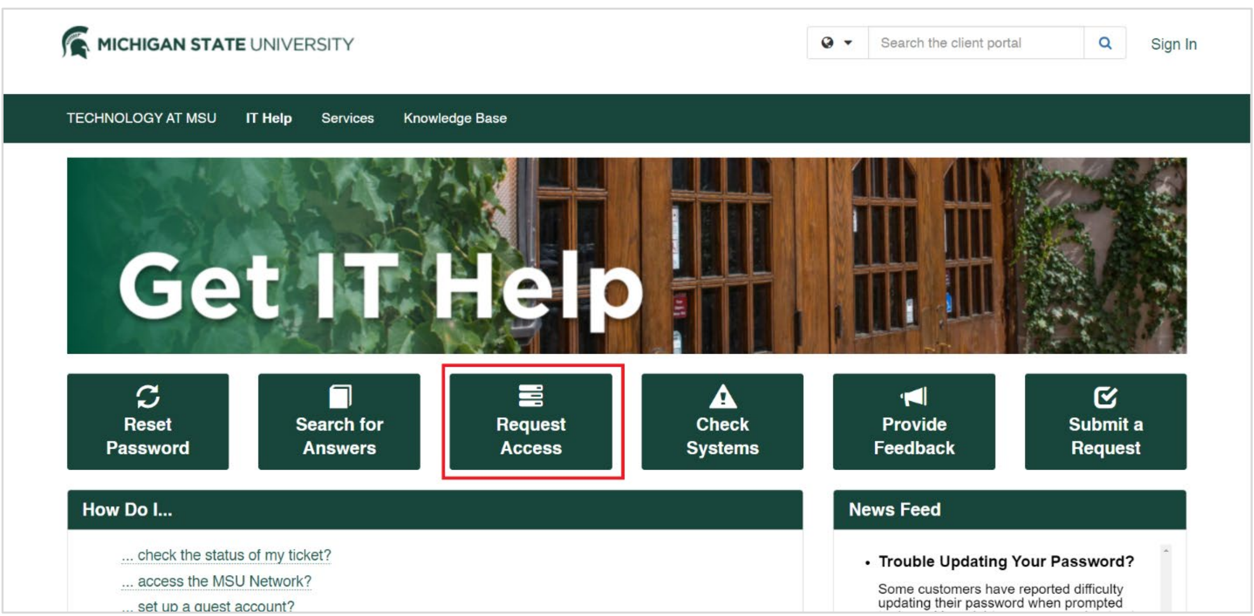
Overview

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.

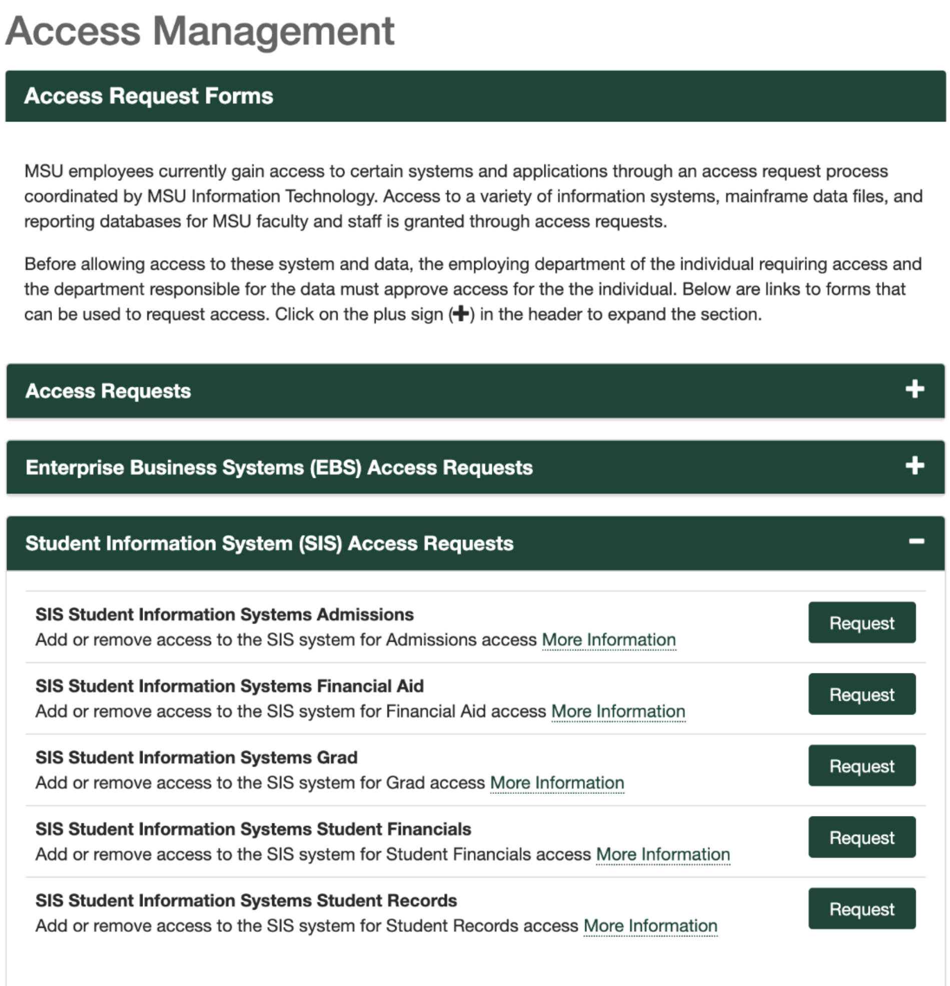
Please note: not all SIS access requests will look like the example in this guide. Some requests will require less detail, while others will require additional information. A Student Records access request is being used as the example throughout this guide, so the below example is not reflective of all 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. Select the appropriate SIS Student Information System access form by clicking “Request” (options include Financial Aid, Grad, Student Financials or Student Records)



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.

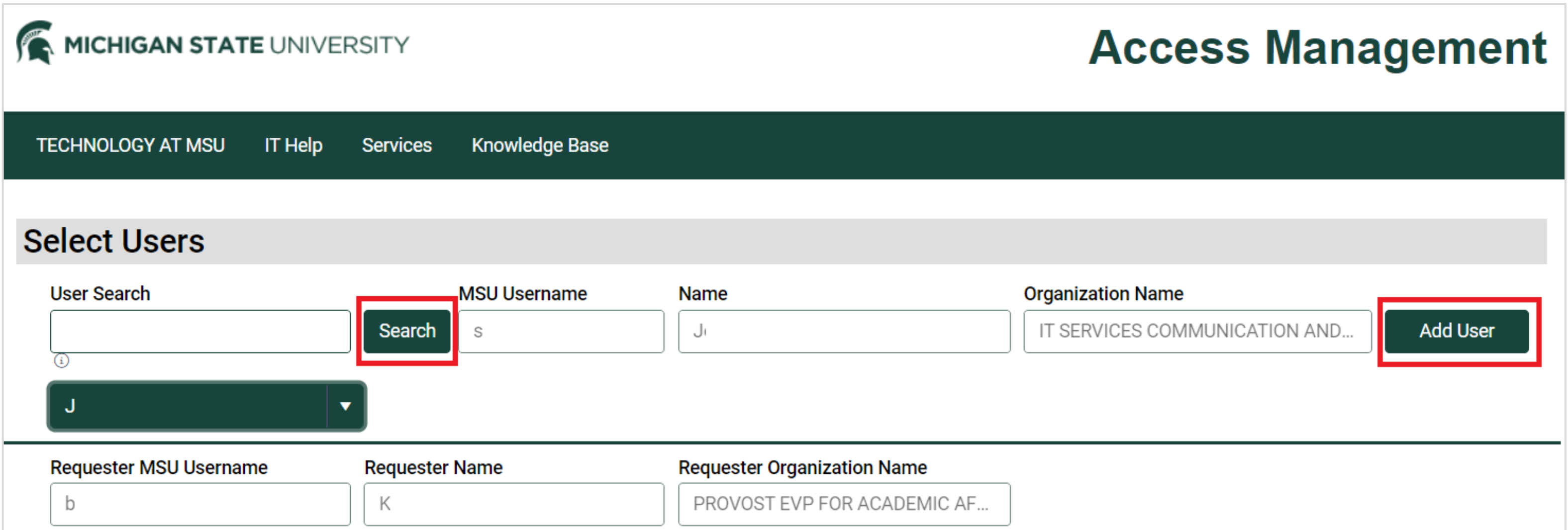
Access Requests +

Enterprise Business Systems (EBS) Access Requests +

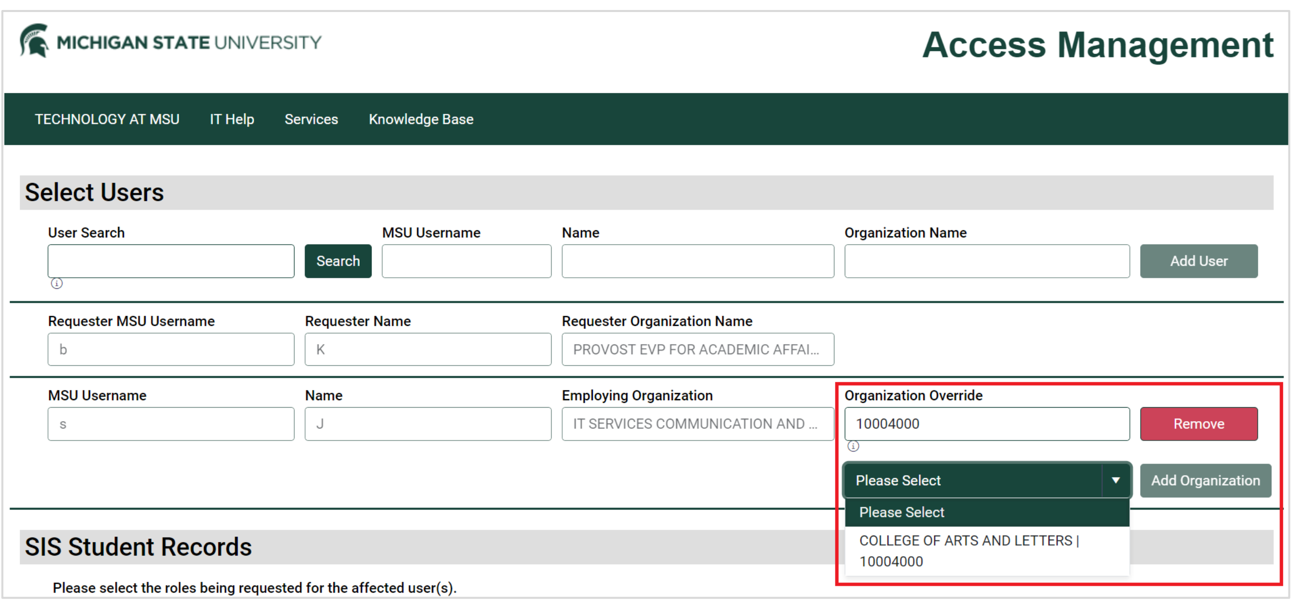
Student Information System (SIS) Access Requests −

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

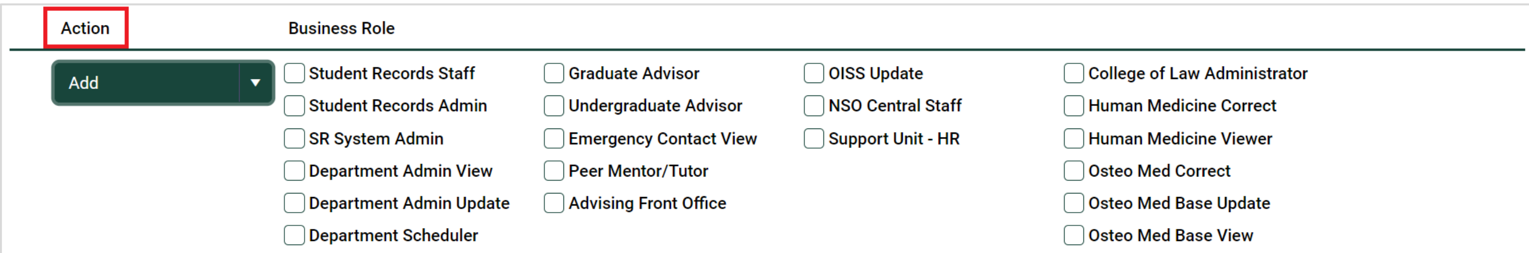
4. When prompted, enter your MSU NetID login information to access the form
5. Add the individual users requesting access (either yourself or someone else)
    a. In the “User Search” box, search for a user by name or NetID; click “Search”
    b. Select the appropriate user from the drop-down menu; if it is a common name like John Smith, there may be multiple users in the menu
    c. Once you have identified the appropriate user, click “Add User”
        i. If “Add User” is not selected, the user will not be added to the form
        ii. *Important note: more than one user can be added at a time, but the access being requested for all users must be the same*



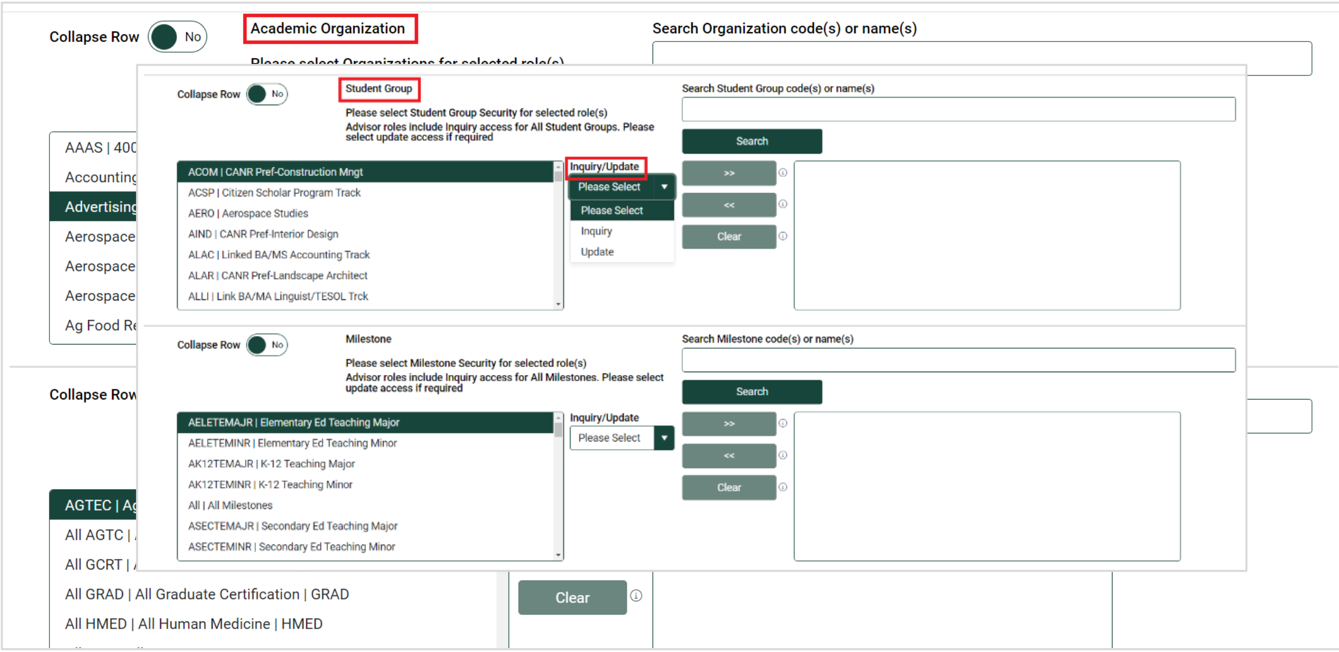
6. Next, determine if the “Organization Override” field on the form needs to be completed
    a. If a user is being granted SIS access by an organization different than the one they are employed by, the Organization Override field will need to be completed (often the case with dually appointed staff)
        i. In the example below, John is employed by IT Services, but needs to access functions in SIS on behalf of the College of Arts and Letters; therefore, he will include the CAL code in the Organization Override field so the access form is routed to CAL and not IT Services for approval
        ii. The Organization Override code is based off MSU OOI codes; to search OOI codes, visit the Unit Search page



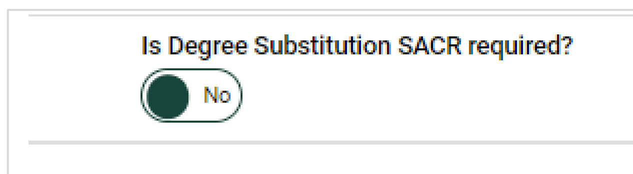
7. After adding the user information, select “Add” or “Remove” under the “Action” drop-down menu
    a. Select what roles you will be adding or removing for the user
    b. More than one role can be selected at a time (*reminder: if submitting a request for multiple users, their access type must be identical*)



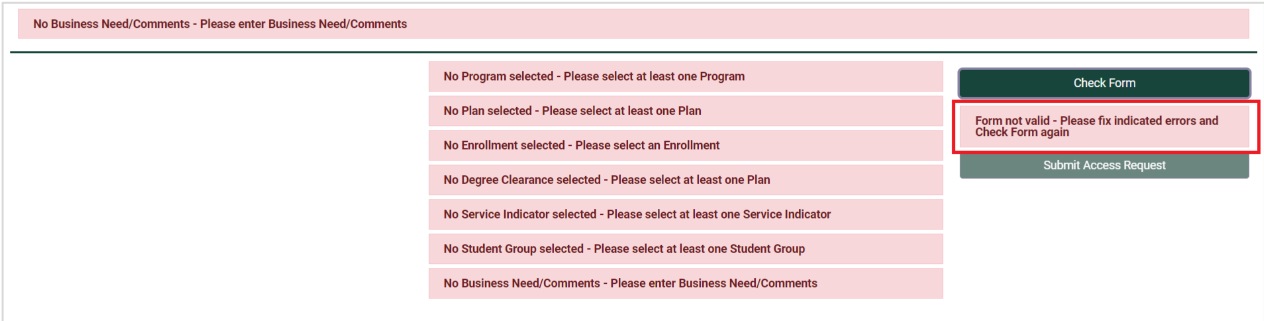
8. Depending on what role is selected, additional row-level access selections may be required
9. For example, when selecting the “Undergraduate Advisor” role in Student Records, additional fields will need to be completed; the form will automatically expand with those selections
    a. Review each additional row to determine what rows are required
        i. Note: Some roles may not need additional information and will not show the additional rows
    b. In this example, an advisor will need to select what Academic Organizations, Programs, Plans and others in order to complete the access request
        i. Either search for the appropriate selection by name or 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]



10. 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/Milestones they will need to access
11. There may also be additional SACR (Student Administrative Contributable Relations) access options at the end of the form; if applicable, access those options by toggling the button to "Yes"



12. 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., "John Smith is the newest advisor on our team and will need to complete work in SIS to serve students"
13. 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 validated



14. 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 a confirmation email once that access has been approved and granted