



## SIS Access Request Guide

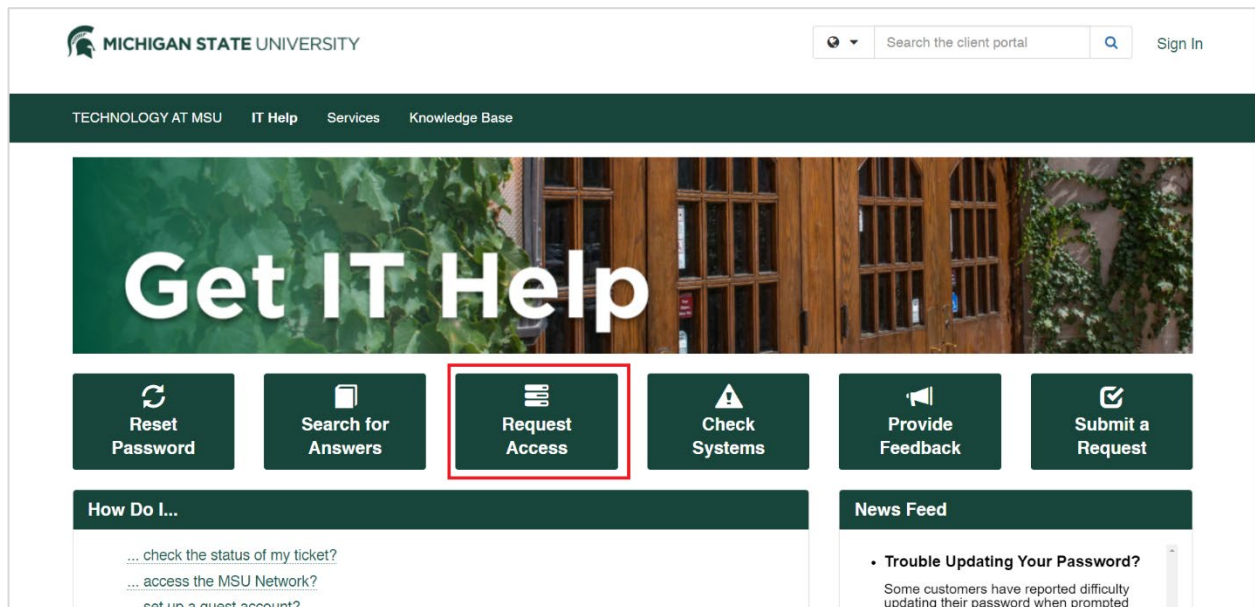
### Overview

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](mailto: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](http://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 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.

<b>Access Requests</b>	+
<b>Enterprise Business Systems (EBS) Access Requests</b>	+
<b>Student Information System (SIS) Access Requests</b>	-
<b>SIS Student Information Systems Admissions</b> Add or remove access to the SIS system for Admissions access <a href="#">More Information</a>	Request
<b>SIS Student Information Systems Financial Aid</b> Add or remove access to the SIS system for Financial Aid access <a href="#">More Information</a>	Request
<b>SIS Student Information Systems Grad</b> Add or remove access to the SIS system for Grad access <a href="#">More Information</a>	Request
<b>SIS Student Information Systems Student Financials</b> Add or remove access to the SIS system for Student Financials access <a href="#">More Information</a>	Request
<b>SIS Student Information Systems Student Records</b> Add or remove access to the SIS system for Student Records access <a href="#">More Information</a>	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*



# Access Management

TECHNOLOGY AT MSU IT Help Services Knowledge Base

## Select Users

User Search	<input type="text"/>	<input type="button" value="Search"/>	MSU Username	<input type="text" value="s"/>	Name	<input type="text" value="J"/>	Organization Name	<input type="text" value="IT SERVICES COMMUNICATION AND..."/>	<input type="button" value="Add User"/>
	<input type="button" value="J"/>								

Requester MSU Username	<input type="text" value="b"/>	Requester Name	<input type="text" value="K"/>	Requester Organization Name	<input type="text" value="PROVOST EVP FOR ACADEMIC AFFA..."/>
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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](#)

The screenshot shows the 'Select Users' form with the 'Organization Override' field highlighted in red. The dropdown menu is open, showing the selected option 'COLLEGE OF ARTS AND LETTERS | 10004000'. Other options include 'Please Select' and 'Remove'.

### SIS Student Records

Please select the roles being requested for the affected user(s).



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*)

Action	Business Role			
Add	<input type="checkbox"/> Student Records Staff	<input type="checkbox"/> Graduate Advisor	<input type="checkbox"/> OISS Update	<input type="checkbox"/> College of Law Administrator
	<input type="checkbox"/> Student Records Admin	<input type="checkbox"/> Undergraduate Advisor	<input type="checkbox"/> NSO Central Staff	<input type="checkbox"/> Human Medicine Correct
	<input type="checkbox"/> SR System Admin	<input type="checkbox"/> Emergency Contact View	<input type="checkbox"/> Support Unit - HR	<input type="checkbox"/> Human Medicine Viewer
	<input type="checkbox"/> Department Admin View	<input type="checkbox"/> Peer Mentor/Tutor		<input type="checkbox"/> Osteo Med Correct
	<input type="checkbox"/> Department Admin Update	<input type="checkbox"/> Advising Front Office		<input type="checkbox"/> Osteo Med Base Update
	<input type="checkbox"/> Department Scheduler			<input type="checkbox"/> Osteo Med Base View

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](#)



The screenshot shows a multi-step form for requesting access. The first section is 'Academic Organization' with a 'Collapse Row' toggle set to 'No'. Below it is a search field for 'Organization code(s) or name(s)'. The second section is 'Student Group', also with 'Collapse Row' set to 'No'. It includes a search field for 'Student Group code(s) or name(s)' and a list of student groups. A dropdown menu is open for the 'Student Group' section, showing options: 'Please Select', 'Inquiry', and 'Update'. The third section is 'Milestone', with 'Collapse Row' set to 'No' and a search field for 'Milestone code(s) or name(s)'. A list of milestones is shown below. At the bottom of the form, there is a 'Clear' button and a 'Check Form' button.

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

The screenshot shows a toggle switch for the question 'Is Degree Substitution SACR required?'. The toggle is currently set to 'No'.



No Business Need/Comments - Please enter Business Need/Comments

No Program selected - Please select at least one Program

No Plan selected - Please select at least one Plan

No Enrollment selected - Please select an Enrollment

No Degree Clearance selected - Please select at least one Plan

No Service Indicator selected - Please select at least one Service Indicator

No Student Group selected - Please select at least one Student Group

No Business Need/Comments - Please enter Business Need/Comments

Check Form

Form not valid - Please fix indicated errors and Check Form again

Submit Access Request

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

Check Form

Form Validated

Submit Access Request