



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

The screenshot shows the Michigan State University IT Help self-service portal. At the top, there is a navigation bar with the MSU logo and the text "MICHIGAN STATE UNIVERSITY". Below this is a search bar and a user profile icon. The main navigation bar includes links for "TECHNOLOGY AT MSU", "IT Help", "Projects", "Services", "Knowledge Base", and "Reports". The central banner features the text "Get IT Help" over a background image of a building entrance. Below the banner, a warning message states: "This Product Should Not be Used to Store Confidential Data (Social Security Numbers, Credit Cards, Bank Data, and More). Information about confidential data at Michigan State is provided in the MSU Institutional Data Policy." A row of six service tiles is displayed: "Reset Password", "Search for Answers", "Request Access" (highlighted with a red border), "Check Systems", "Request a Project", and "Submit a Request". Below the tiles, there are two sections: "How Do I..." with links like "... check the status of my ticket?", "... access the MSU Network?", and "... set up a guest account?"; and "News Feed" with a message: "No current issues or announcements at this time. Please contact us using the Live Support options on this page if you are...". A live support chat icon is visible in the bottom right corner.



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

Select Users

Enter a user's name, MSU NetID, or MSU username to search
Each user will be listed with their name, followed by their MSU username, then a pipe (|), and their default organization information.

Search for Users ⓘ

R

6b

6c

6a

5

7

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*

Search for an Override Organization ⓘ

arts

ARTS AND LETTER DEAN | 10004070

Search

Update



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*)

Action	Business Role			
<div>Add ▼</div>	<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

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](#)



Academic Organization

Please select Organizations for selected role(s)

Search Organization code(s) or name(s)

Search

AAAS | 40001103

Accounting Information Systems | 10008009

Advertising Public Relations | 10010022

Aerospace Studies | 10043024

Aerospace Studies | 10051024

Aerospace Studies | 10053024

Ag Food Resource Economics | 10002036

>> << Clear

Academic Program

Please select Programs for selected role(s)

Search Program code(s) or name(s)

Search

AGTEC | Agricultural Technology | AGTC

All AGTC | All Agricultural Technology | AGTC

All GCRT | All Graduate Certification | GCRT

All GRAD | All Graduate Certification | GRAD

All HMED | All Human Medicine | HMED

>> << Clear

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

Student Group

Please select Student Group Security for selected role(s)
Advisor roles include Inquiry access for All Student Groups. Please select update access if required

Search Student Group code(s) or name(s)

Search

ACOM | CANR Pref-Construction Mngt

ACSP | Citizen Scholar Program Track

AERO | Aerospace Studies

AIND | CANR Pref-Interior Design

ALAC | Linked BA/MS Accounting Track

ALAR | CANR Pref-Landscape Architect

ALLI | Link BA/MA Linguist/TESOL Trck

Inquiry/Update

Please Select

Please Select

Inquiry

Update

>> << Clear

Milestone

Please select Milestone Security for selected role(s)
Advisor roles include Inquiry access for All Milestones. Please select update access if required

Search Milestone code(s) or name(s)

Search

AELETEMAJR | Elementary Ed Teaching Major

AELETEMINR | Elementary Ed Teaching Minor

AK12TEMAJR | K-12 Teaching Major

AK12TEMINR | K-12 Teaching Minor

All | All Milestones

ASECTEMAJR | Secondary Ed Teaching Major

ASECTEMINR | Secondary Ed Teaching Minor

Inquiry/Update

Please Select

>> << Clear

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"

Is Degree Substitution SACR required?

No

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

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

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

Check Form

Form Validated

Submit Access Request