Human Resources
UNIVERSITY *of* FLORIDA

Managing a Conflicting Role Request

This guide is designed for Conflict Approvers for security authorization roles within the myUFL system. To complete the process described below you must have the UF_SEC_APPROVE_CONFLICTS role in myUFL. For a complete coverage of Security Approver content and skills, see the following online course: BRG300 Security Role Approvers.

This guide will demonstrate an example of the steps for approving/denying a conflicting role request. **NOTE:** This guide is intended for Conflict Approvers. Security Approvers cannot complete the process shown here.

1.   When a Departmental Security Administrator (DSA) submits a request that includes conflicting roles, the Access Request System will send an email to Conflict Approvers. Below is an example message.

```
Subject: ARS conflicting role request awaiting approval

A conflicting role request in the Access Request System (ARS) is awaiting your
approval:

For Shue,Jim UFID 35838410

Please review the request and approve or deny within 24 business hours.  We
understand that on occasion approvals may take longer due to needed
clarification, but this should be the exception rather than the rule.  Our
service-level agreement states that requests for user security will be completed,
i.e. approved and implemented, within two business days.
```

2.   Upon receiving this type of message, login to **myUFL:**
   - Open an internet browser
   - Navigate to my.ufl.edu
   - Click the Access myUFL button
   - Enter your GatorLink username and password
   - Click the Login button

3.   Click the **Main Menu** button.

4.   Click the **Access Request System** folder icon.

5.   Click the **Role Conflict Approval** link.

6.   Click the **Search** button.

7.   Click the 8-digit **UF ID** for the user.

8.   Note the employee information in the box at the top of the screen. You should also note the name and email of the DSA, who submitted the request.

9.   Scroll to the bottom of the page.

10. In this case, the DSA has requested two conflicting roles for the employee: UF_AP_VOUCHER_PROCESSOR and UF_AP_APPROVER.

Requested Roles for Oprid[35838410] on Business Unit[UFLOR]:

Requested Role(s) with Conflicts

Requested Action	Role Status	Role Name	*Approver Action
Add	Conflict	UF_AP_VOUCHER_PROCESSOR	None

Conflict Description: This role has create voucher ability which conflicts with approve vouchers
Conflicting Role(s): UF_AP_APPROVER

11. Note any comments the DSA has submitted in the Requester Conflict Comment field. Example:

Requester Conflict Comment	Only one office clerk available in department

As a Conflict Approver, you would need to decide whether or not to accept this justification and allow this employee to have these conflicting roles.

12. Click the **Approver Action** list. Choose to Approve or Deny the request.

13. Click the **Save Conflicts** button. Now that you, as a Conflict Approver, have approved the conflicting roles, the system will route the requests for these two roles to the appropriate Security Approvers.

14. Click the **Return to Search** button.

15. This returns you to the Search Results screen, where you can address additional requests (if necessary).

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If you need help with...
--Technical issues, contact the UF Help Desk at 392-HELP or helpdesk@ufl.edu.
--Security issues, contact the Enterprise Systems Security Team at . IT-ES Security.