Managing a Security Request

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

In this guide, you will complete the basic steps for approving a security role. You will also see the steps for denying a security role and placing a security role request on hold.

1. When a Departmental Security Administrator (DSA) submits a request for a security role that you must approve, the Access Request System will send an email to you. Below is an example message.

```
Subject: ARS role request awaiting approval - [Add]


The following request in the Access Request System (ARS) is awaiting your
approval:

Add the role UF_SY_BUSUNIT_ALL for Alligator, Albert UFID 09697961

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 **Approve Requests** link.

6. Click the **Search** button. **NOTE:** Only the requests containing roles in your Approver Group will appear in the search results.

7. Review the user information listed in the top section of the Role Request. Also review the requester information and comments (if any) located just below the user information box.

8. Scroll to the bottom of the screen.

9. At the bottom of the screen, you will find the role or roles you need to approve. In some cases, you will see roles that other Security Approvers will need to approve. You may also see pre-approved roles. In both of these cases, you will NOT be able to take action.

10. Note the action that the DSA has requested: Add, Delete, or Update. The Update action will only apply to non-PeopleSoft roles that require an authority area. In the example below, the DSA is requesting that you approve the addition of the UF_SY_BUSUNIT_ALL role to the user's profile.
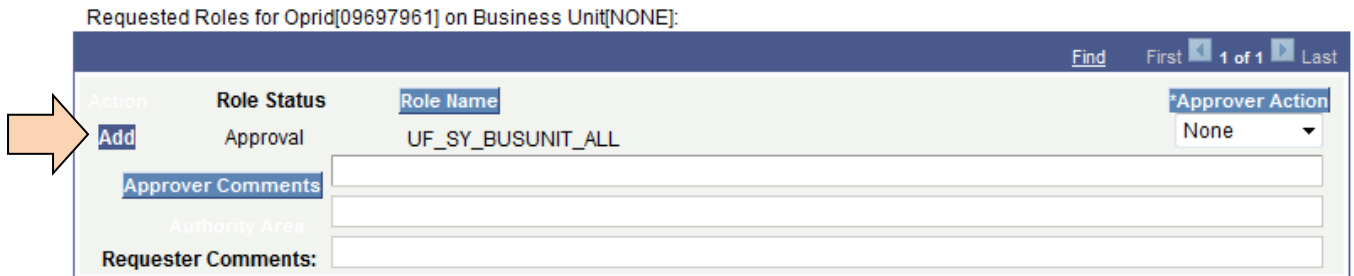

Requested Roles for Oprid[09697961] on Business Unit[NONE]:

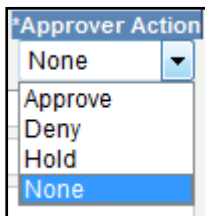| Action	Role Status	Role Name	*Approver Action
Add	Approval	UF_SY_BUSUNIT_ALL	None
Approver Comments			
Authority Area			
Requester Comments:			

11. Click the **Approver Action** list. Here you can see the options available to you.

Approve: Grant the role to the user.

Deny: Reject the role request.

Hold: Delay your decision on how to process the role. This should only be a short-term action. Use it for a delay of hours (not days). Keep in mind, that a DSA cannot request any new roles for a user until approvers have approved and implemented a current request.

None: Default setting (no action)

12. In this example, you will approve the request. Click the **Approve** list item.

13. If necessary, enter comments into the **Approver Comments** field. This is especially important if you are placing a request on hold or denying a request. This will circumvent unnecessary phone calls or emails from DSAs. This will also prevent the Enterprise Systems Security team from inquiring about the role request.

14. Click the **Save** button.

15. Repeat the process if there are other requests to approve. The user should have the role the next day. The DSA is instructed to follow up with Enterprise Systems Security if this does not happen.

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.