APPROVE OR DENY ROLE REQUESTS

EFFECTIVE DATE: September 14, 2024

DESCRIPTION

This guide provides instructions for the UF SailPoint IdentityNow decision workflow that Governance Groups must follow. This includes receiving and viewing the role request, locating Recipient profile data, communicating with the Requester and making the decision to approve or deny the role request.

Warning! Do **NOT** **Schedule Reassignment** for your Approvals. These Approvals must stay within pre-approved Governance Groups.

NOTIFICATION OF REQUEST

When a role that requires approval is requested, all members of the approving Governance Group will receive an email with the **subject:** *"New access request for ‹name› ready to review"*. The body of the email will contain information about the request:

- The Requester (DSA) or Primary Requester (Primary DSA) requesting the role
- The role name and identity of the Recipient needing the role
- Any comments provided by the Requester
- A link to the Approvals page in IdentityNow (this will show all pending requests, not just the specific request from the email)
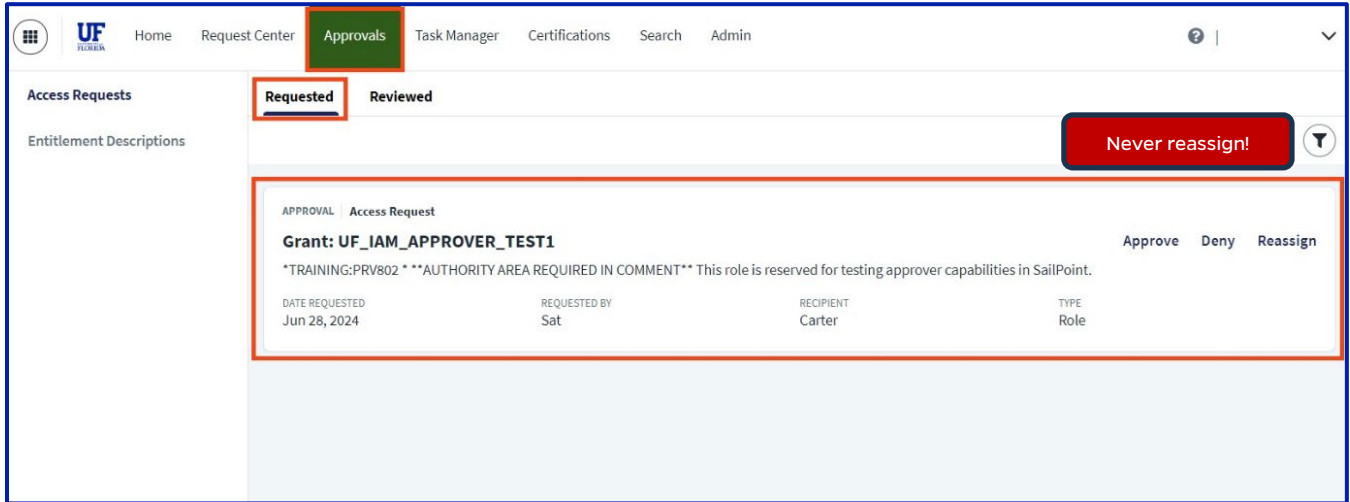
INSTRUCTIONS

1. Go to **ufl.identitynow.com**.
2. Log into SailPoint with the standard UF SSO.
3. On the home page, click **Approvals** or **Access Requests to Review**.
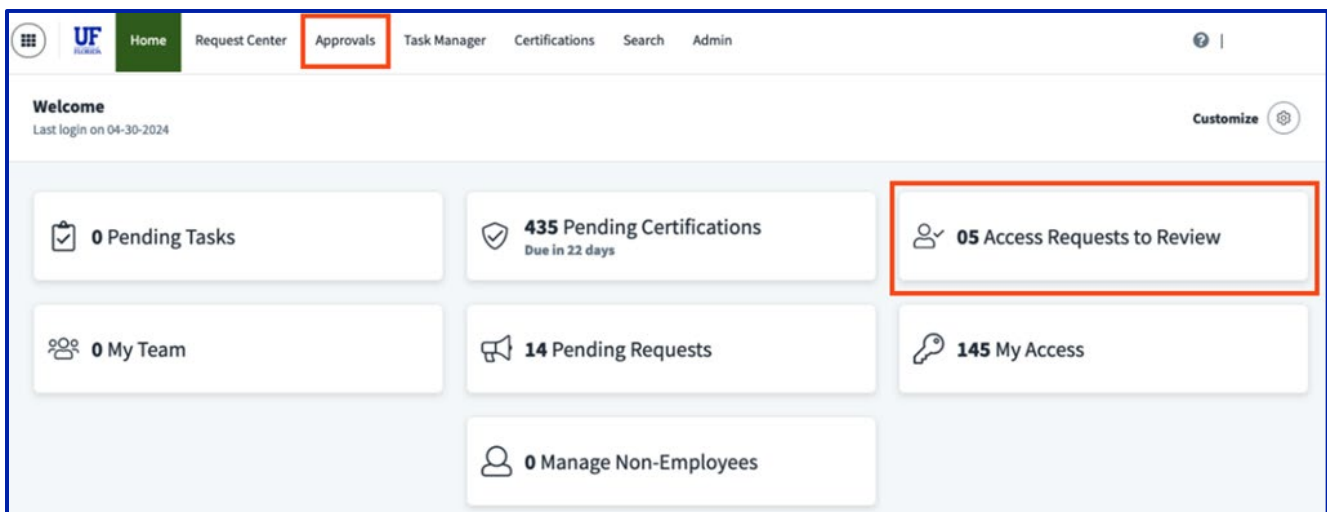
4. Click **Requested** and then click on the role request card for review.
   Warning! *Do **NOT** Schedule Reassignment for your Approvals. Approvals must stay within pre-approved Governance Groups.*
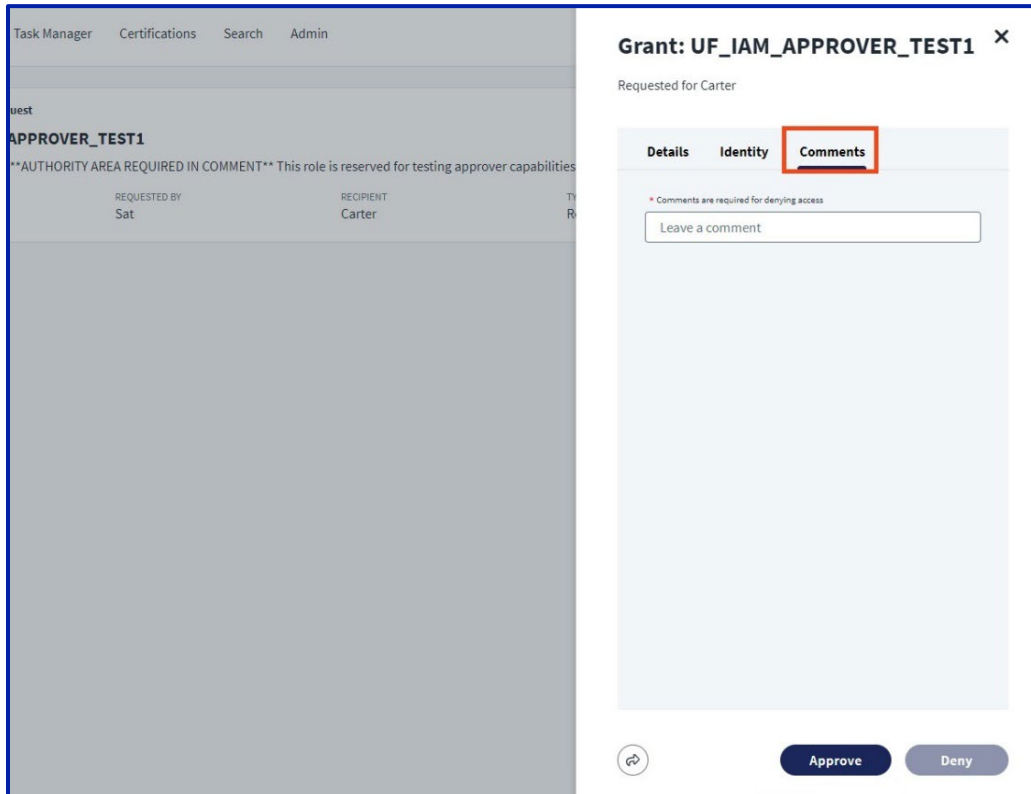

5. In the flyout panel, click the role **Details**. Take special note of **TRAINING** details and the **AUTH AREA COMMENT** needed, if provided.
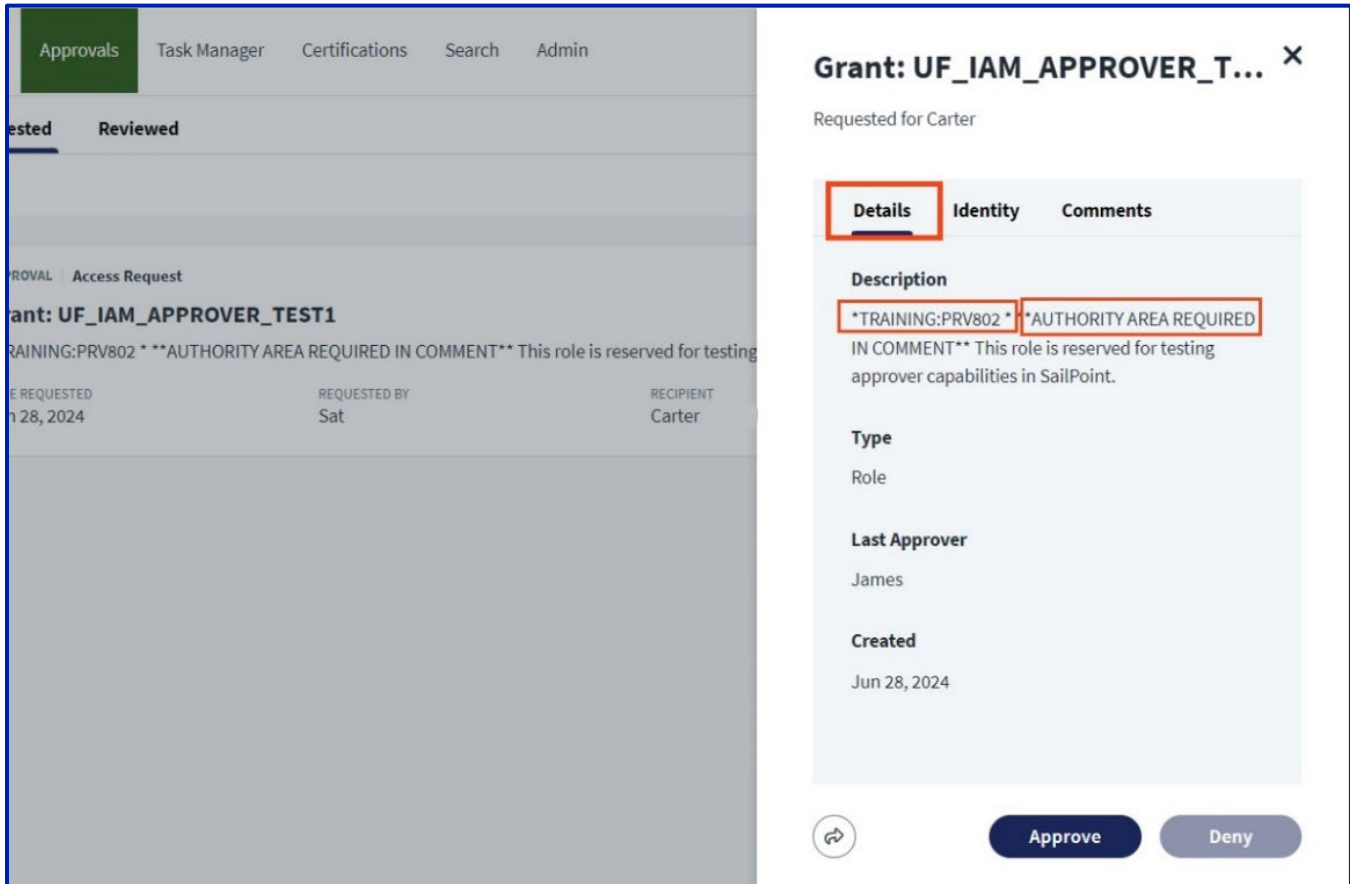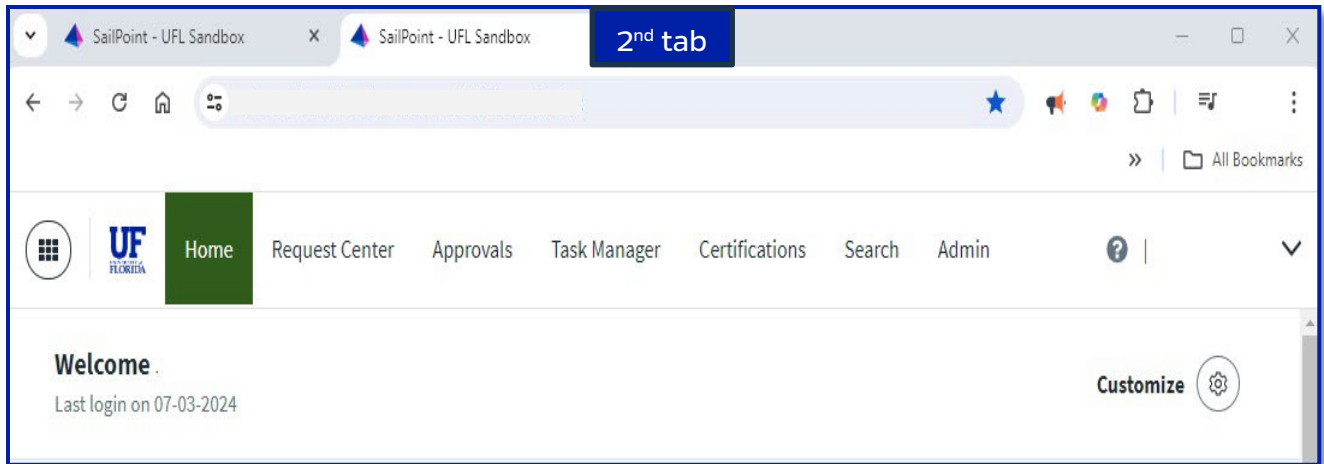
6. Click **Identity** to review the Recipient's name, UFID, email, dept, and training data.
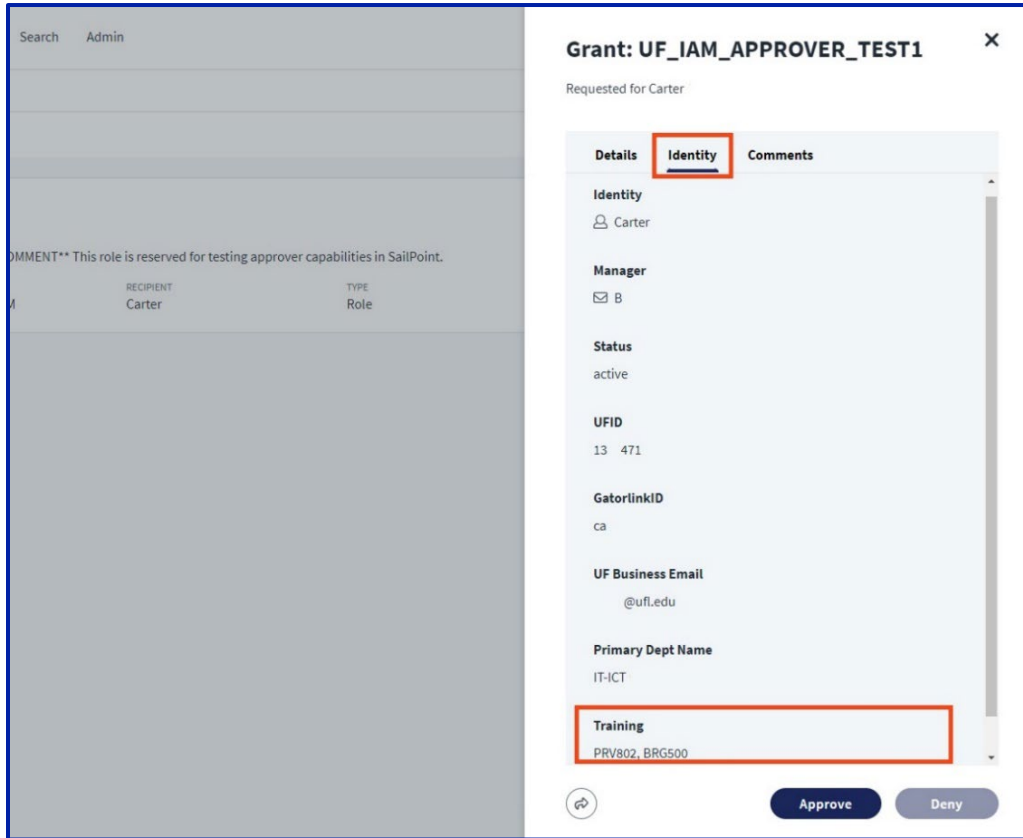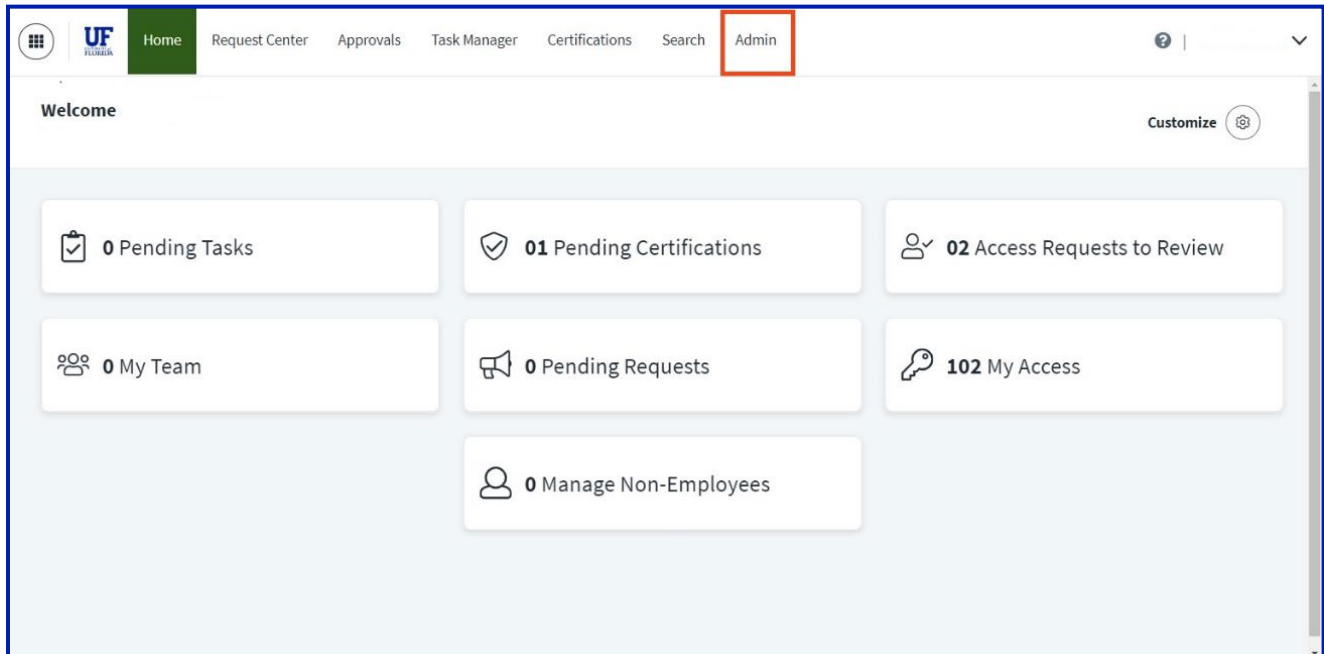

7. Click **Comments** to review the comments (Auth Area, etc.) left by the Requester
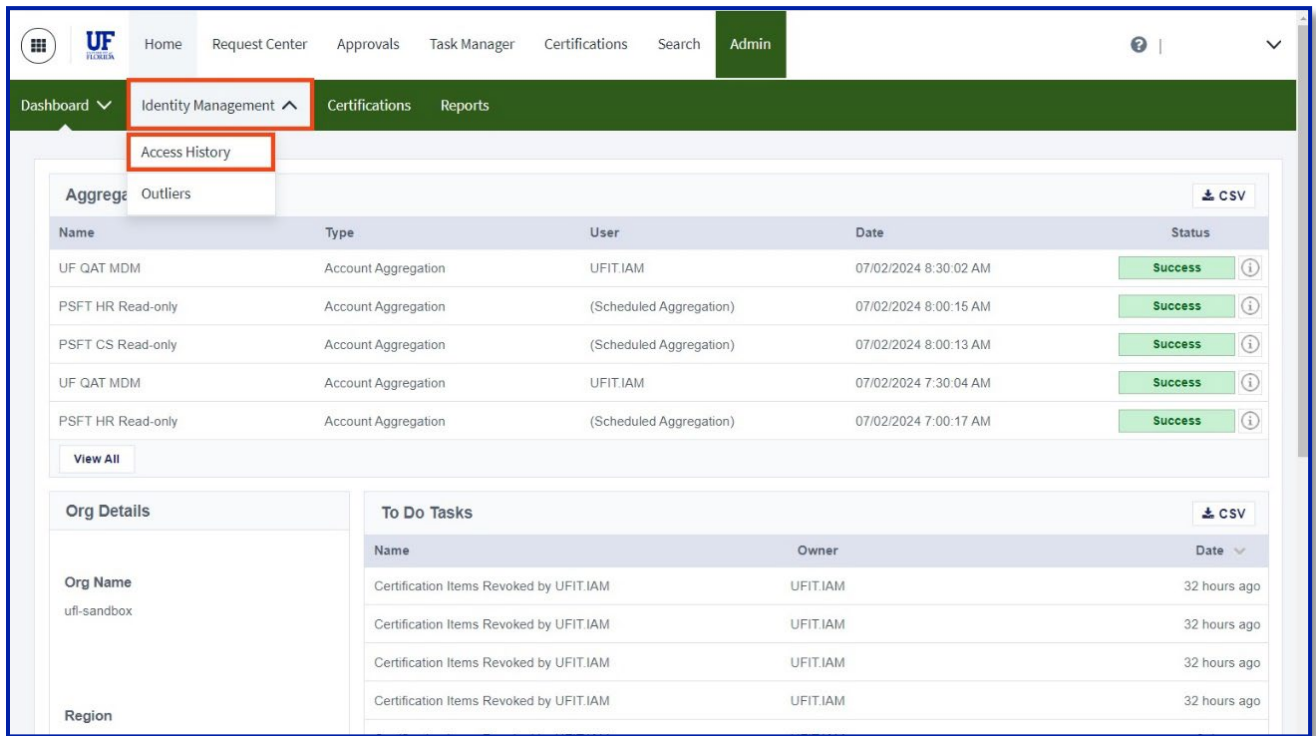
8. Open a new browser tab and go to **ufl.identitynow.com**.

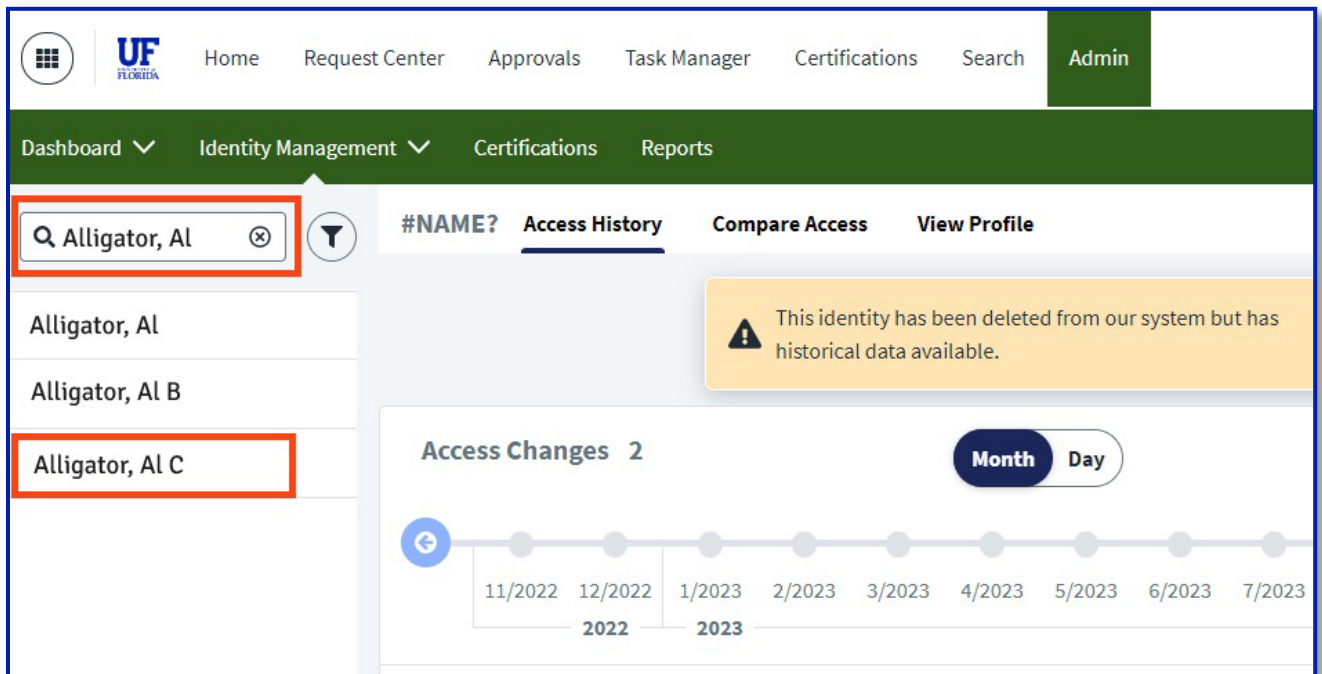

9. In the new tab, click **Admin**.

10. Click **Identity Management** and **Access History**.

11. Copy & paste the Recipient's name from the first tab; or search using last name (*comma and space*) first name. Click the Recipient's name.

Note: SailPoint uses the identity's "chosen name" as the display name, the identity's legal name will appear in **View Profile**.

12. Click **View Profile** to review and confirm the Recipient's information (first & last name, email, Dept ID, Primary Dept ID, phone number, UFID, etc.), and their current training data.
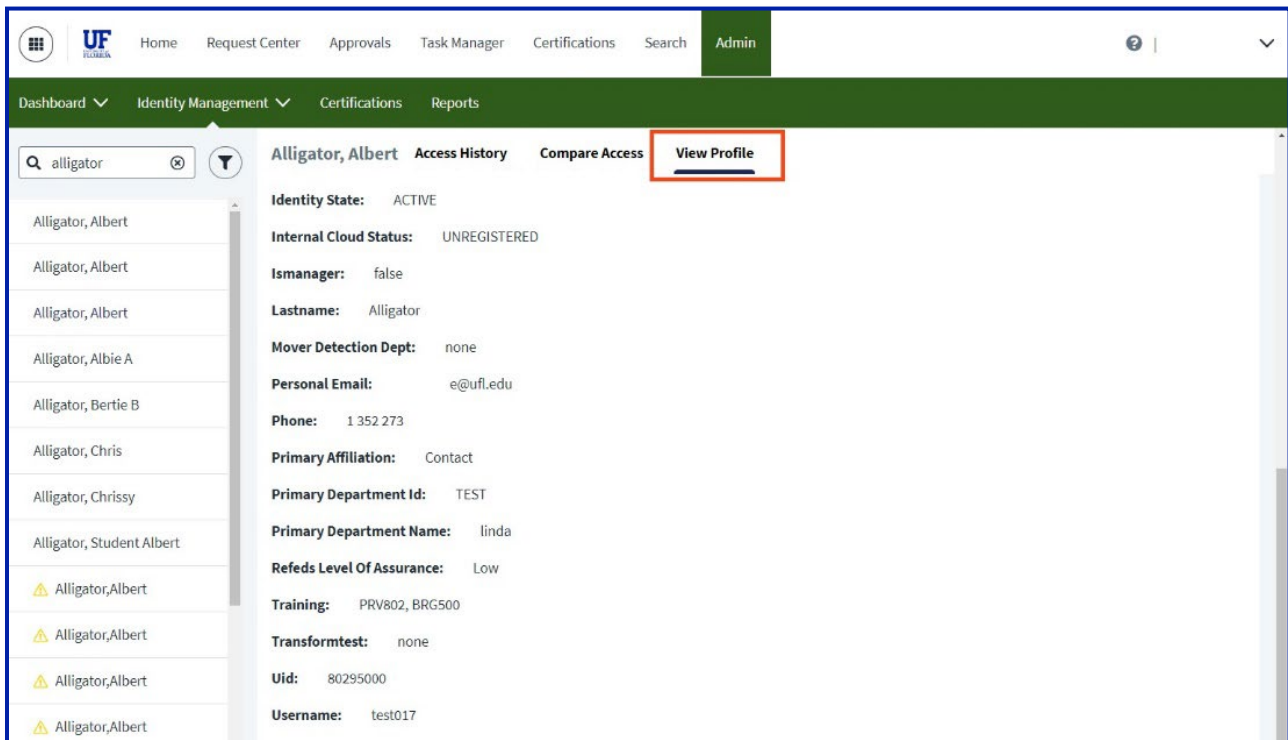
13. Click **Access History** and then **Roles** to review the Recipient's current roles and confirm that **Separation of Duties (SoD) or conflicting roles** are not assigned, if applicable.
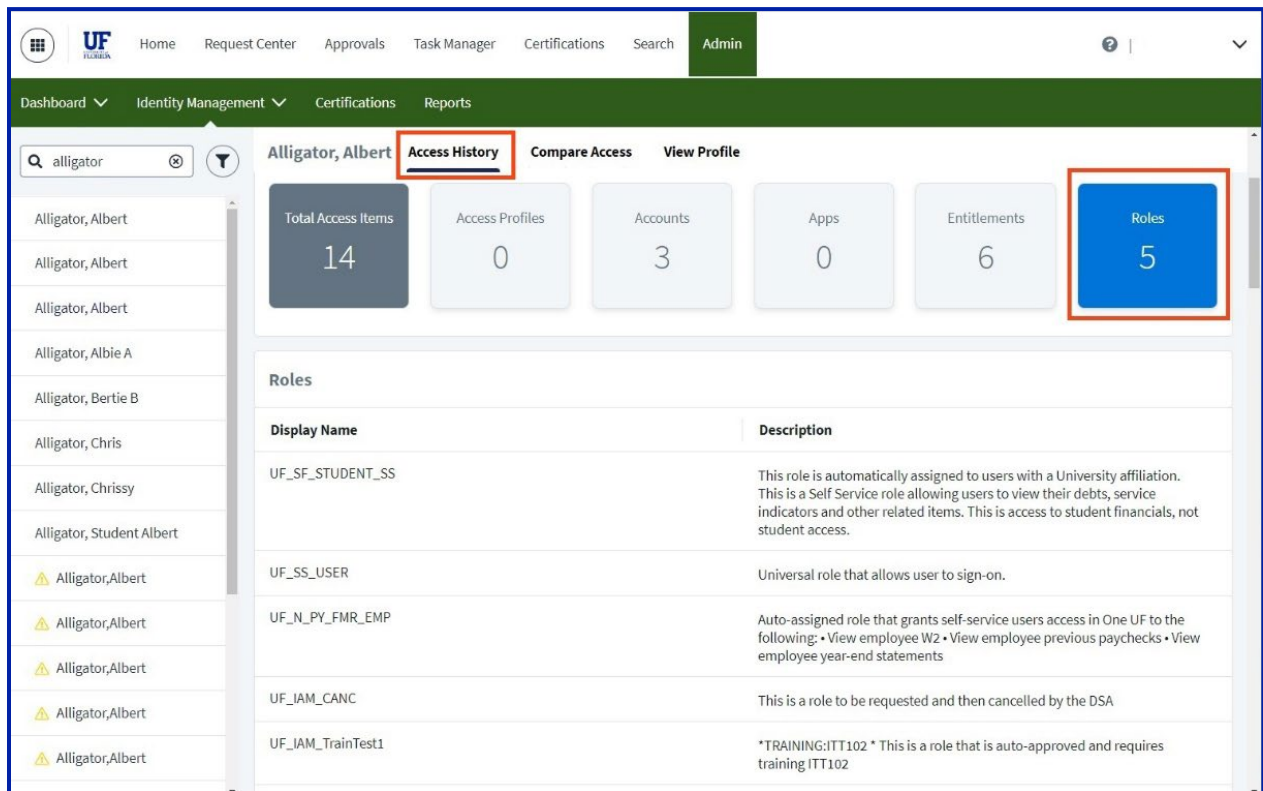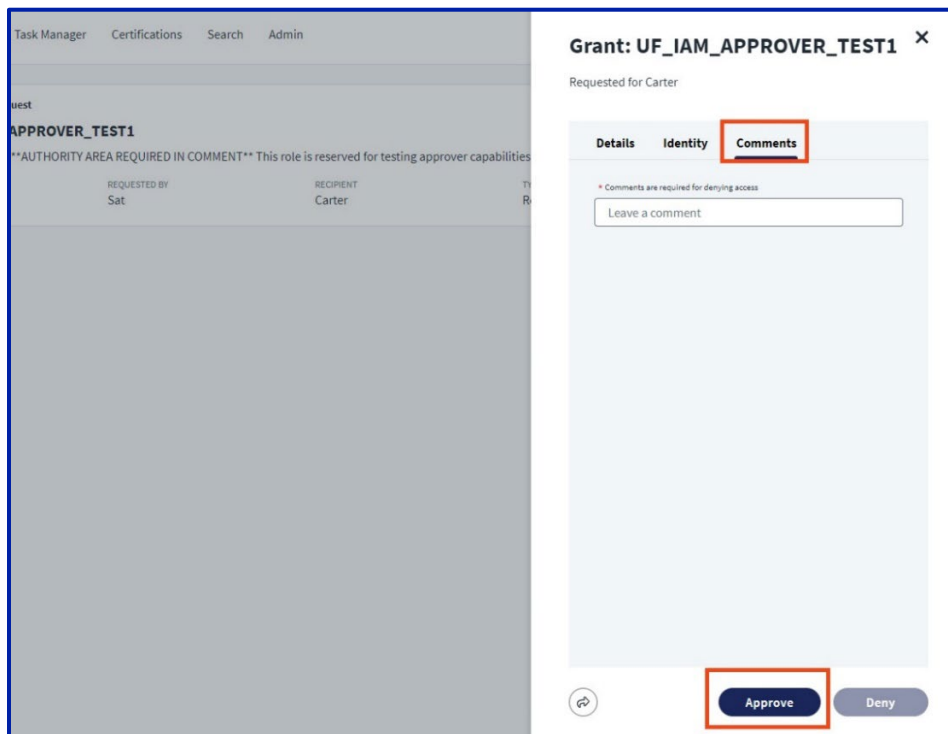
14. Once you've gathered all the information needed to make your decision, return to the first web browser tab where the **Comments** section for this request is still open.
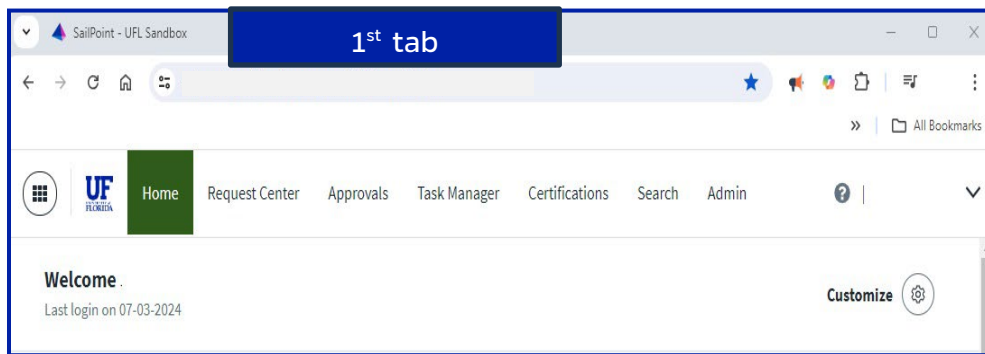
15. Approve or deny the role request.

    a. **Approve:** If you would like to type a comment for your decision, you may. Click **Approve**.

    b. **Deny:** Denial comments are *required and will be sent to both the Requester and the non-Recipient of the role. Type the adequate reason for denial and if applicable, next steps. Click **Deny**.

Note: Email notification with comments will automatically be sent to the DSA Requester and the Recipient of the role.

FOR ADDITIONAL ASSISTANCE

Technical Issues	**Policies and Directives**
The UF Computing Help Desk	UFIT: Identity & Access Management
352-392-HELP	ufit-ars@ad.ufl.edu
helpdesk.ufl.edu	identity.it.ufl.edu