CHECK REQUESTED ROLE STATUS

EFFECTIVE DATE: September 14, 2024

DESCRIPTION

UF has transitioned from PeopleSoft ARS to UF SailPoint IdentityNow for the majority if it's role management needs. This guide provides step-by-step instructions for checking the status of roles requested in UF SailPoint IdentityNow.

No Waiting Period: Requesters and Primary Requesters can submit multiple role requests for an identity without the delayed waiting period that was experienced in PeopleSoft ARS.

PeopleSoft ARS: Additional (Row-Level) Security Setups will continue to be managed in PeopleSoft ARS (my.ufl.edu). DSO Business Unit role needs will also be manually managed in the ARS. Please contact myit-erpsecadmin@ufl.edu for DSO role requests.
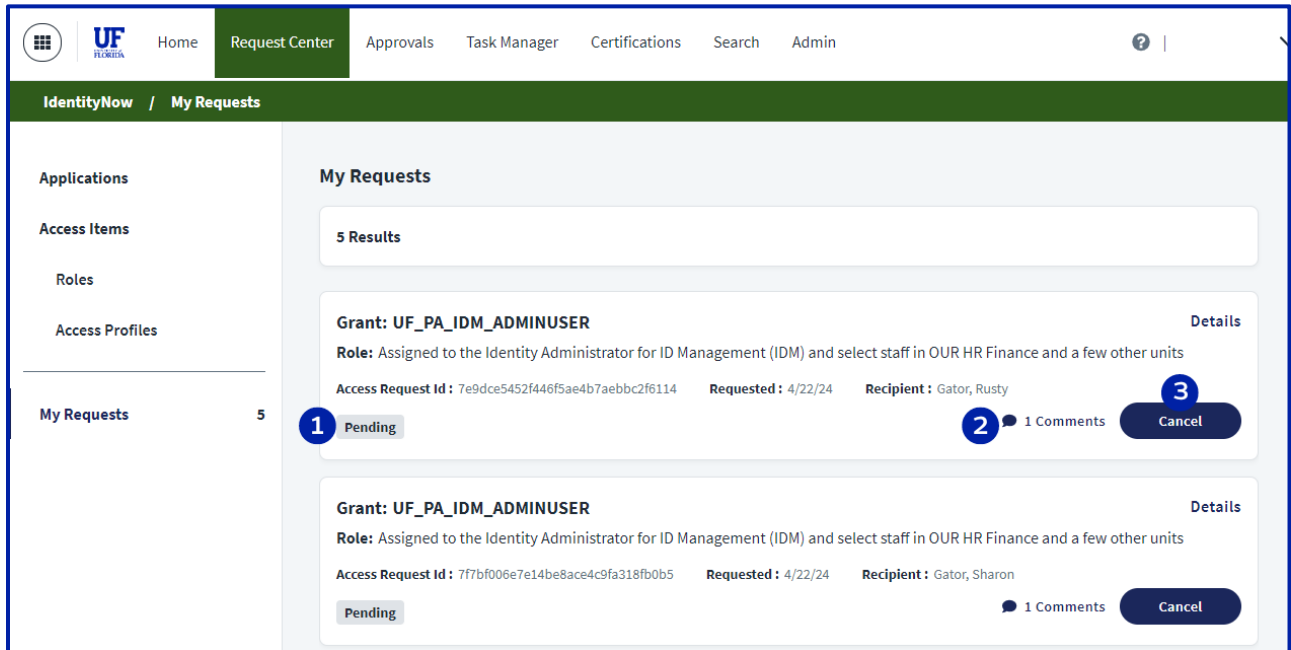
INSTRUCTIONS

1. Go to **ufl.identitynow.com**
2. Log into SailPoint with the standard UF SSO
3. Click **Request Center**
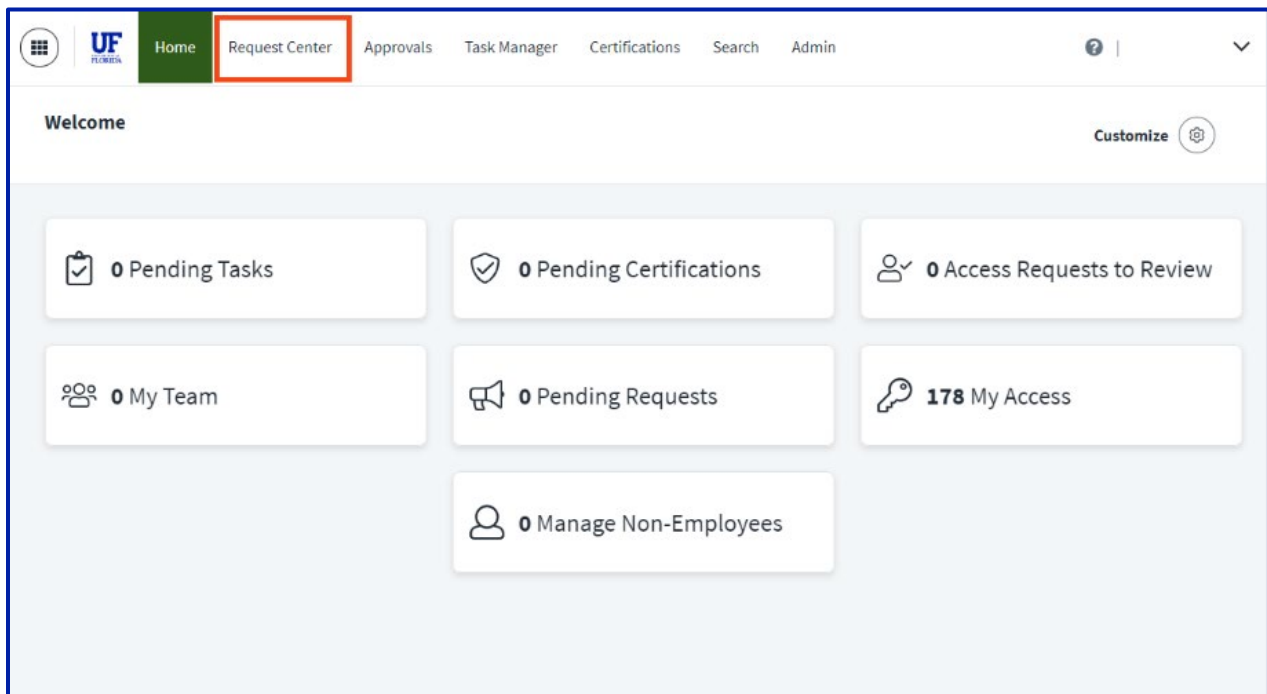
4. Click **View My Requests**
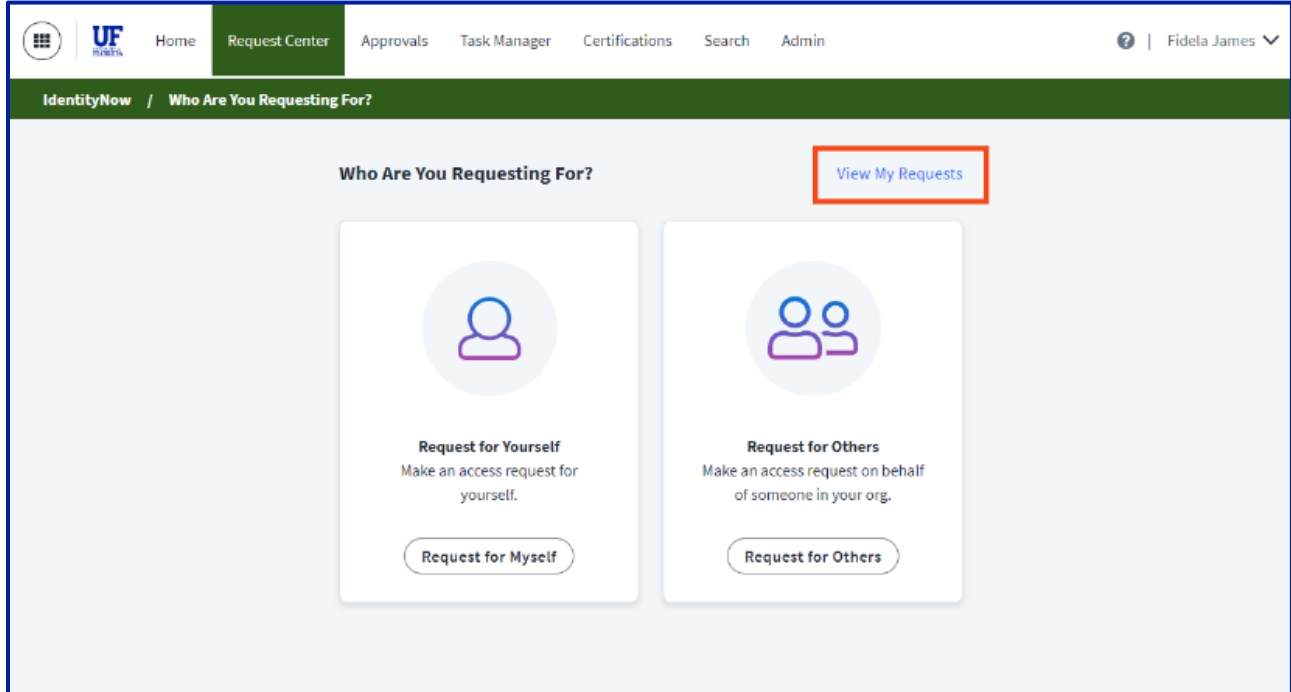
5. Review the status of your requests

   1) **My Requests**

      A. Status: the request status falls into one of five categories:

         1. **Pending:** the Governance Group has yet to make a decision

         2. **Completed:** the request has been approved

         3. **Denied:** (denial comments from the Governance Group will be provided)

         4. **Violation Detected:** A Separation of Duties Violation has been found, i.e. this Role request conflicts with a Role the person already has. This does **not** mean

that the request failed or was denied (though if there is an approval step it likely will be denied), but it does mean that the Violation will be audited and further steps may be taken including denying or removing the Role that created the violation.

5. **Error:** Indicates a technical problem that will require UF's SailPoint administrators to review the issue and resolve it. Open a ticket with the **UF Computing Helpdesk**.
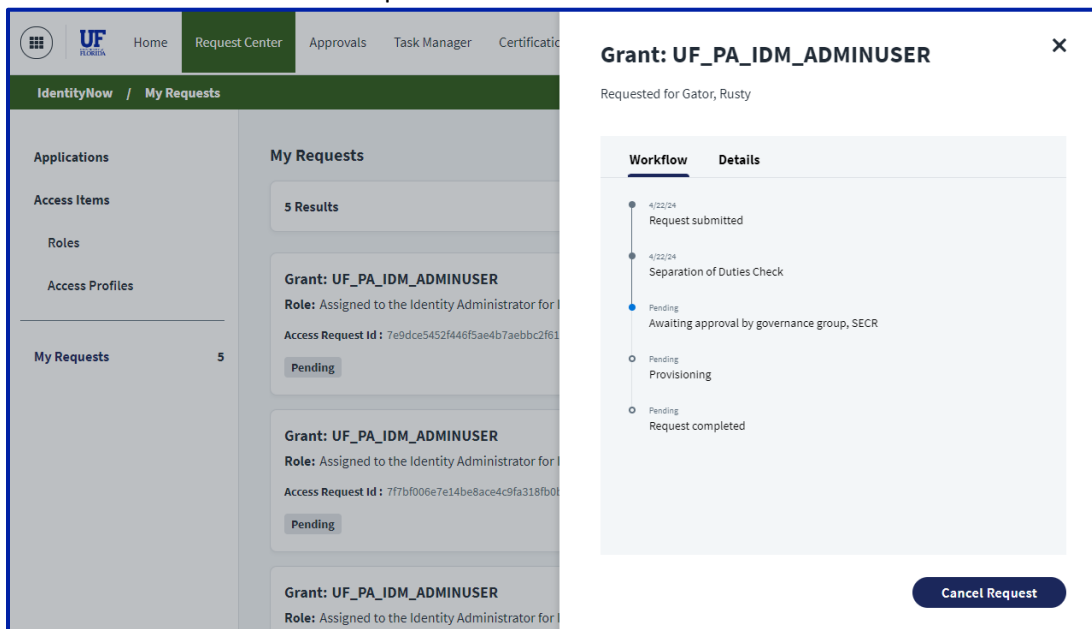

2) **Comments:** read submitted comment history (Auth Area, etc.)
3) **Cancel:** click **Cancel** button if the Role is no longer needed

6. To view the timeline of the request, click **Details**
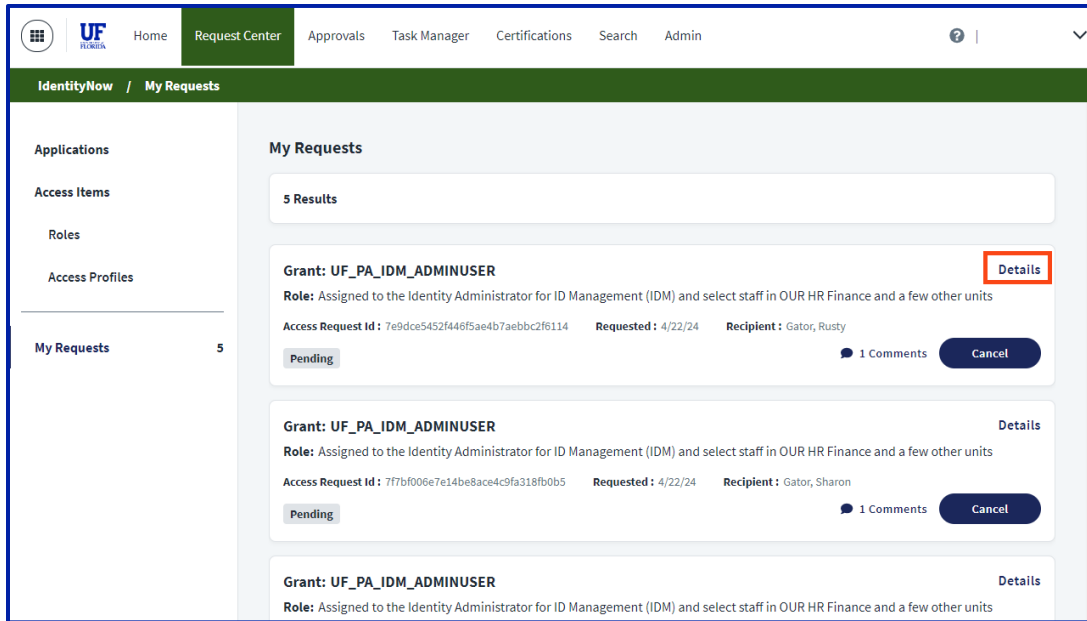
7. Review the **Workflow** of the request

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