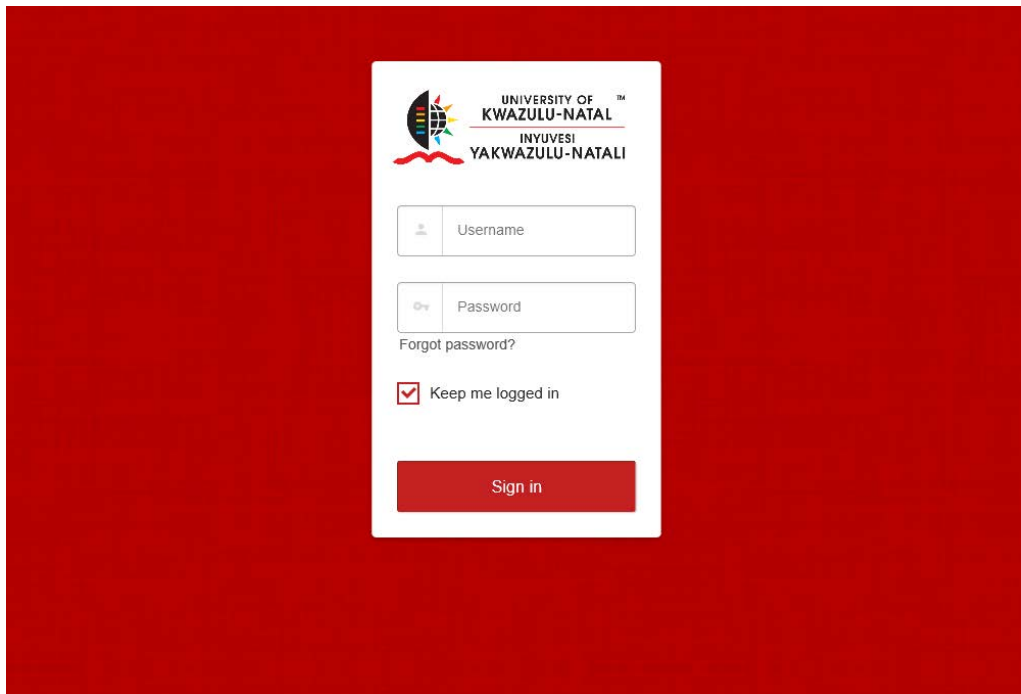
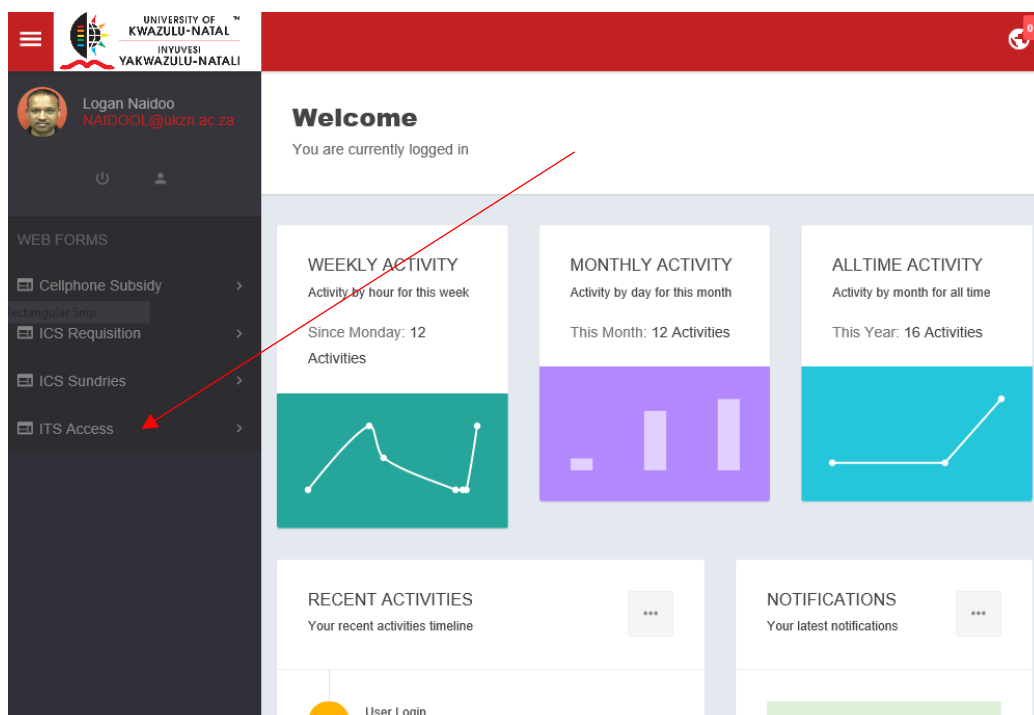

ITS ACCESS REQUESTS

USER GUIDE

1. Open a Browser (Internet Explorer, Firefox, Chrome, Safari) and type in <https://forms.ukzn.ac.za>
Sign in with your **UKZN Login Name & Password**:



2. Click on **ITS Access** on the menu on the left.



3. Click **New ITS Access Request**.

The screenshot shows the 'New ITS Access Request Form' interface. On the left is a dark sidebar menu with 'New ITS Access Request' highlighted in red. The main form area contains the following fields:

First Name	Logan Naidoo	Initials	D
Surname	Naidoo	Title	MR
Staff Number	34795	Job Title	SYSTEMS CONSULTANT(SYSTEMS & SERVICES)-9
Manager	Riaz Essay	Request Date	2017/11/24
Existing ITS Userid	DITNAIDL	College / School / Division	INFORMATION & COMM TECH
Campus	Howard College	Building	Denis Shepstone
Telephone Extension		Current Appointment Start Date	2014/05/01 12:00:00 AM

Below the form is an 'ITS Profile' dropdown menu set to 'Select...'.

4. Ensure that your personal details displayed are correct and the **correct Line Manager** is shown. This is important for your Application to be routed to the correct person for First Approval.

- In the case of Schools and Colleges, the First Approver role is with the relevant College Manager.
- In the case of Divisions and Departments, the First Approver role is with the applicant's Line Manager.
- The Second Approver is always the System Owner.

This screenshot is similar to the previous one but includes additional fields at the bottom:

ITS Profile	Select...
Do you require ITS Training?	No
Type of Appointment	Perm

A red arrow points to the 'Manager' field in the main form, which contains the name 'Riaz Essay'.

NB: If your Line Manager is **incorrect**, please **do not proceed** with this application. Click on Cancel and thereafter inform your current Line Manager to have HR correct your Line Manager details in ITS. Once the Line Manager details have been corrected, you can apply online again.

- Now select the **ITS Profile** that you require access to, or Select a **Custom Profile** if the required Profile or Menu Items are not listed in the dropdown menu.

NB: The **Custom Profile** that you select should be from the relevant **ITS sub-system** that the required menus fall under. In the screenshot below, the custom profile selected falls under ITS sub-system **“Student”**.

Selecting the correct sub-system is important, as it determines which System Owner the application will route to for approval.

The screenshot shows the ITS Access Request Form for Riaz Essay. A dropdown menu is open, showing various ITS Profiles. The 'Student' profile is highlighted with a red arrow. The dropdown menu includes the following options:

- HR05 - HR Systems Administration
- HR06 - HR Training and Development
- ICS
- CUSTOM PROFILE - List Menu's and Option's Required in Comments Area
- IC301 - ICS Expert Desk
- IC502 - Systems & Services
- IC503 - Improvement & Development
- International Office
- Salaries
- RV01 - Reward Services HR(S&D)
- RV02 - Rewards Services I-HR(S&D)
- S&S - Salaries User
- Student** (highlighted with a red arrow)
- CUSTOM PROFILE - List Menu's and Option's Required in Comments Area
- Pro10 - Residences
- Pro11 - DMI
- Pro13 - Library
- Pro16 - Finance - View
- Pro19 - Print Academic Records
- Pro20 - International Staff

If you select Custom Profile, then in the **Comments Column** you must state the **Menu/Options** required, as well as whether **Update or Select** access is required. This is necessary, else it will not be possible to process your request.

NB: You may not apply for access to Menu Items or Profiles that fall under **two different System Owners** in the same application, eg. a profile or Menu Item from HR as well as a profile or Menu Item from Finance. The system caters for only one System Owner approval per Application. If you do require such access, you will have to make two separate applications, eg. one for the HR System Owner and thereafter a separate one for the Finance System Owner.

The screenshot shows the 'New ITS Access Request Form' for Logan Naidoo. The 'ITS Profile' dropdown is set to 'CUSTOM PROFILE - List Menu's and Option's Required in Comments Area'. The 'Comments' field contains the following text:

Please granted ITS access to the following

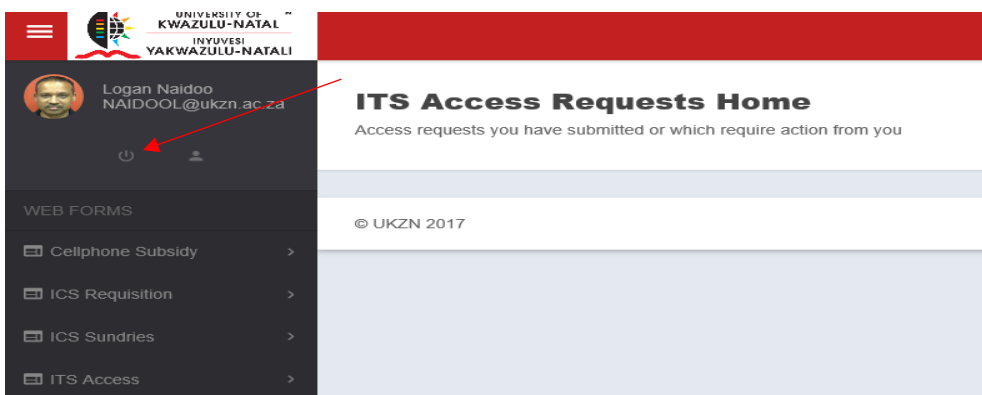
- LSSTUR-17 - Update access
- LSSTUR-1 - Select access

Please copy ITS staff profile from Staff no. 1211 to Staff no. 34796

6. Read the Declaration below and tick the "I declare that" checkbox and then Save.

The screenshot shows the ITS Access Request form. The user is Logan Naidoo (NAIDOO@ukzn.ac.za). The form includes fields for ITS Profile, Do you require ITS Training? (No), and Type of Appointment (Perm). Below these is a large text area for Comments. A red arrow points to the "I declare that:" checkbox, which is checked. Below the checkbox is a list of seven terms of service. A second red arrow points to the "Save" button at the bottom right of the form.

7. Upon saving, your application will be routed to the **First Approver** i.e. either the relevant College Manager for approval (for School and College staff), or the applicant's Line Manager (for Professional Services staff). An automated e-mail will be sent to the First Approver informing him/her to action the Access Request application. The Line Manager will be able to click on the link in the e-mail, then login to the system and either approve or reject the application, or request for additional information or clarity from the applicant.
8. If approved, the application will then route to the relevant **System Owner**. An automated e-mail will be sent to the System Owner informing him/her to action the Access Request application. The System Owner will be able to click on the link in the e-mail, login to the system and either approve or reject the application, or request for additional information or clarity from the applicant.
9. After the System Owner approves, an automated e-mail will be sent to the **IS-Support** e-mail address informing the relevant ITS Support Staff at ICS to action the application. ICS will then action the request accordingly and revert to the applicant after actioning the request.
10. To **logout** from the system click on the On/Off switch (see arrow in red below), or close your browser.



--- End of Document ---