



Peoplesoft (ERP) Campus Solutions Access Request Form User Guide

Last Revised: 8/8/13

REVISION CONTROL

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Revision History

Revision Date	Revised By	Summary of Revisions	Section(s) Revised
5/3/13	Lori Arthur-Carmichael	Updated guide to reflect that paper ARFs are no longer accepted. Made ATI formatting changes.	
8/8/13	Lori Arthur-Carmichael	Formatting changes.	

Review / Approval History

Review Date	Reviewed By	Action (Reviewed, Recommended or Approved)
5/3/13	Kerry Boyer, Joe Luzzi	Approved
8/8/13	Kerry Boyer, Joe Luzzi	Approved

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1.0 Access Request Form Overview

In order to access any PeopleSoft functionality campus users must complete a PeopleSoft (ERP) Access Request Form. These forms are available online through the campus portal. A separate form is required for each of the following functional areas: Human Resources, Finance, and Student Administration. **Prior to accessing the form all popup blockers must be disabled.**

Who completes the ARF?

An Access Request Form can be initiated either by an individual employee or another person within the division.

When is the access granted?

Once the manager electronically approves the ARF, IT Training will assign the necessary training courses. All training requirements must be completed before any access to PeopleSoft is granted.


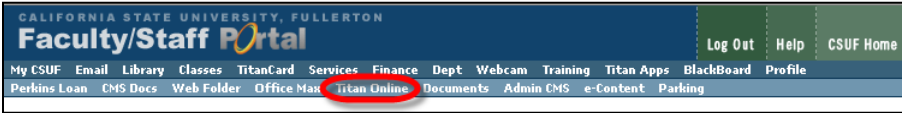
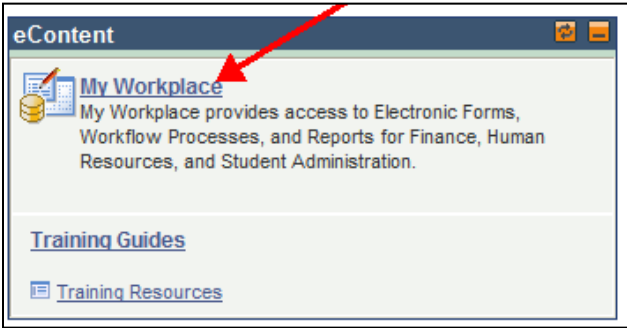




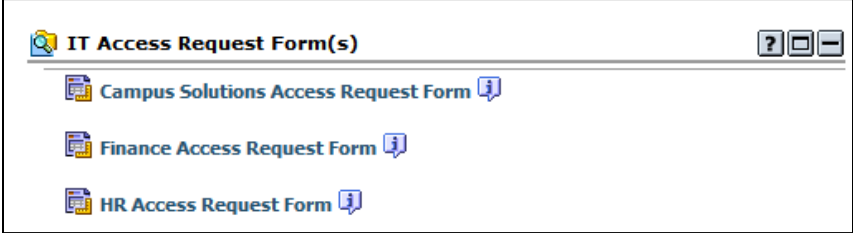



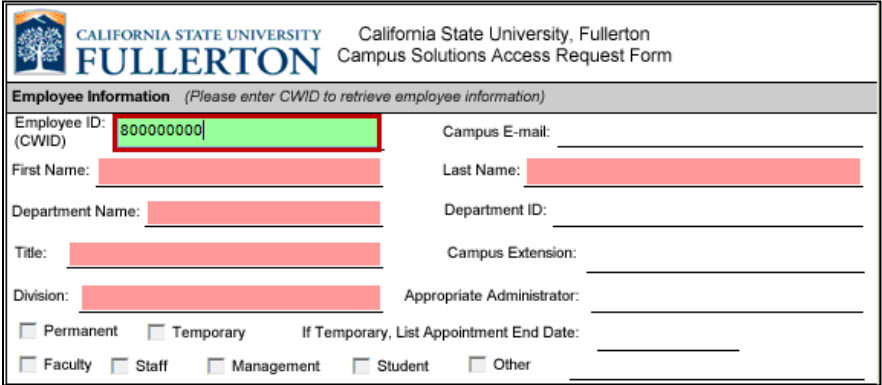
Please use the appropriate browser to successfully access the web based access request form:

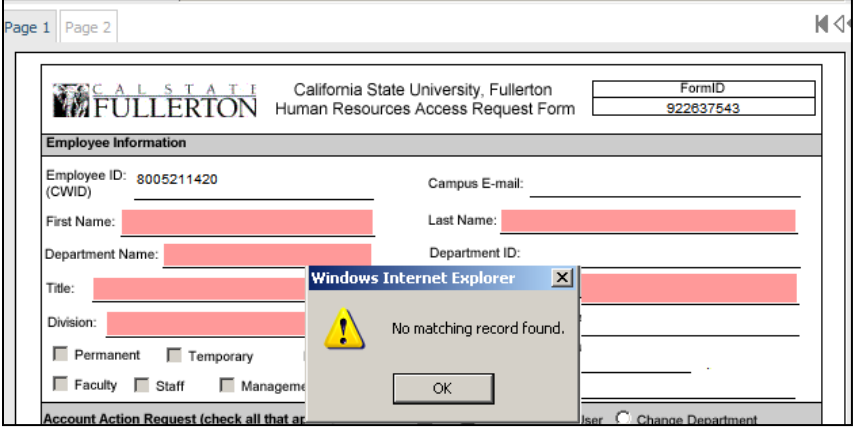
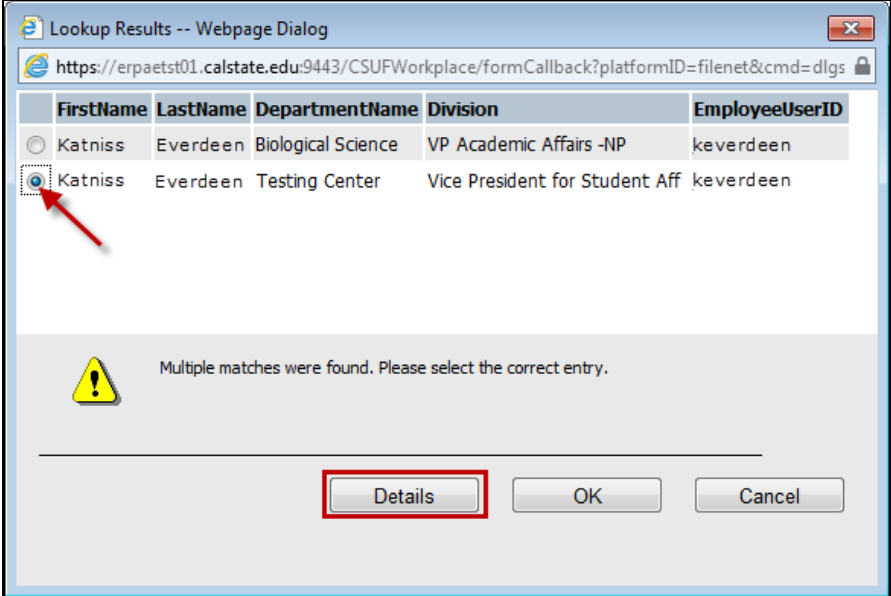
- PC – use Internet Explorer
- MAC – use Safari

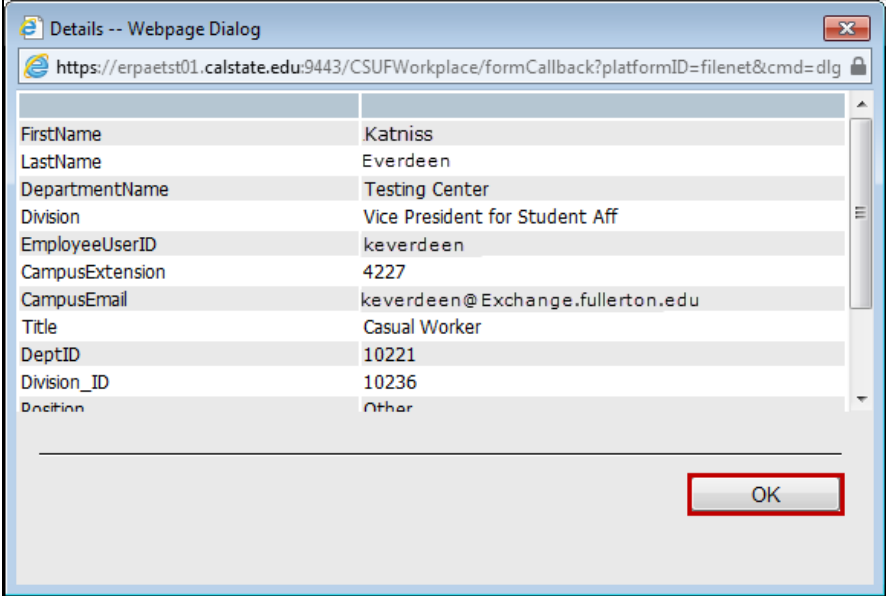
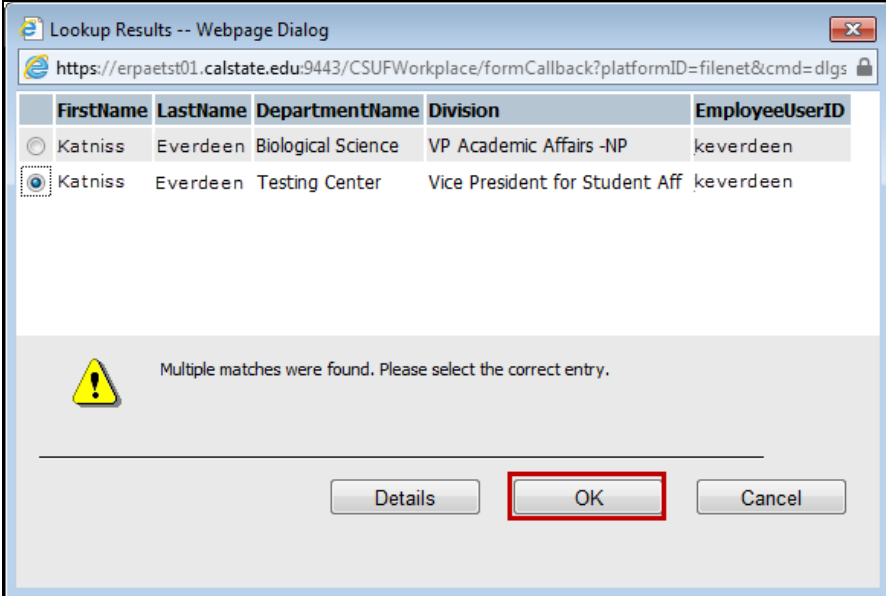
2.0 Access Request Form (ARF) Data Entry for Campus Solutions

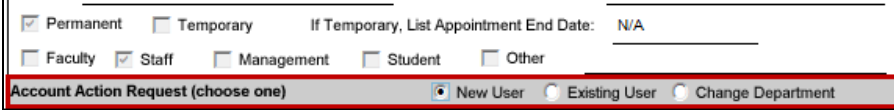
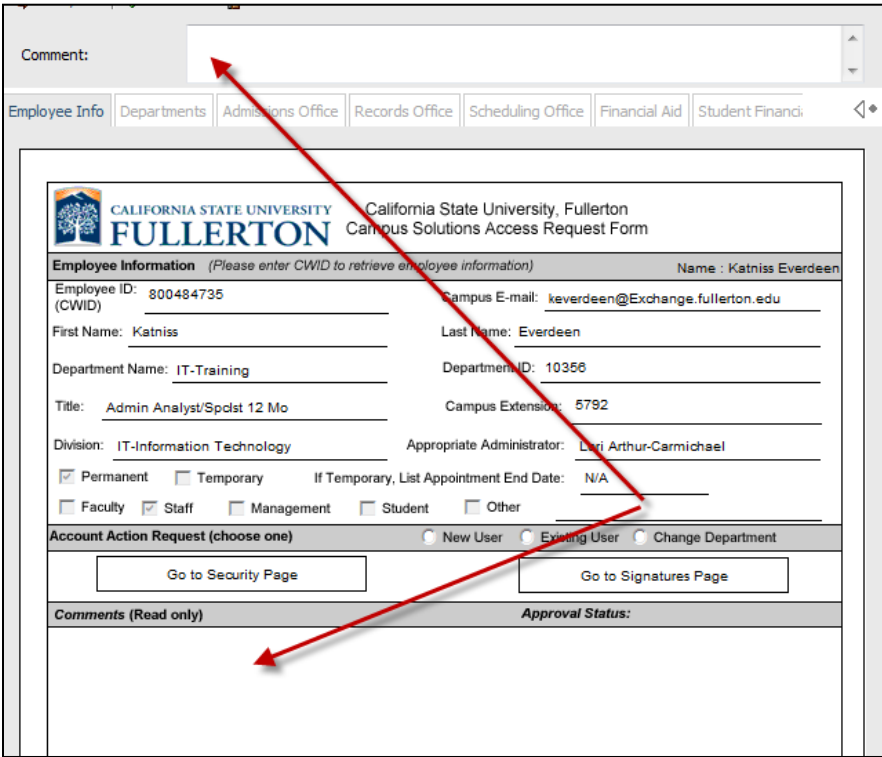
To begin the process, first create a new Campus Solutions Access Request Form.


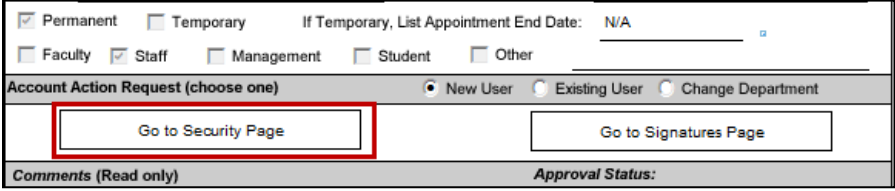

Processing Steps	Screen Shots
<p>Campus Solutions ARF Overview</p> <p>Step 1: Log into the campus portal.</p> <p>Enter your campus username and password.</p> <p>Then, click Login.</p>	
<p>Step 2: Next, select the Titan Online tab.</p>	
<p>Step 3: Next, select My Workplace under the eContent section.</p>	
<p>Step 4: Depending upon your access you may see additional forms and reports.</p> <p>To access the Access Request Form, select the IT Access Request Form link.</p>	



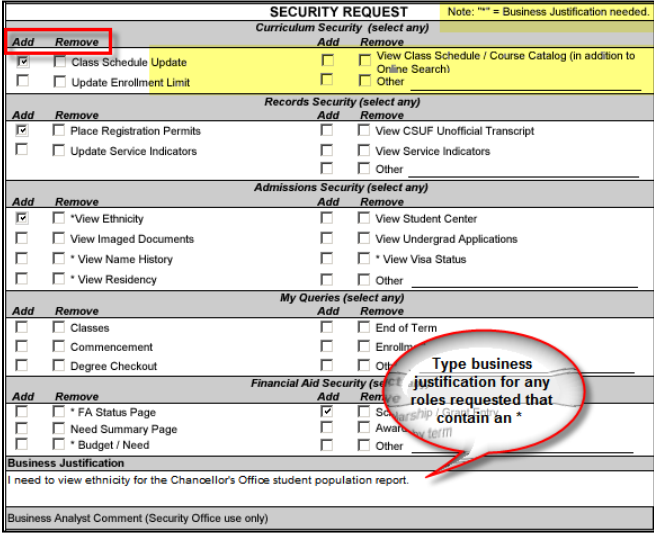
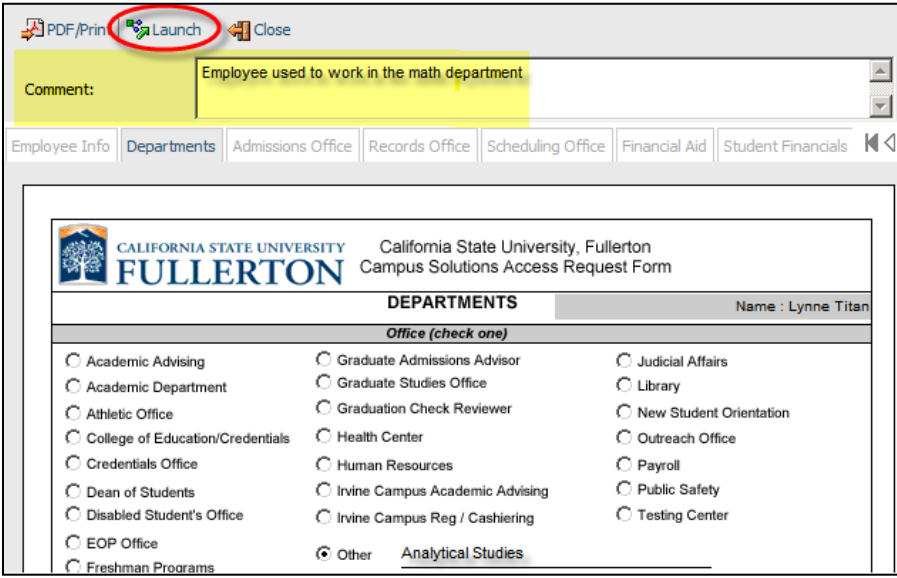
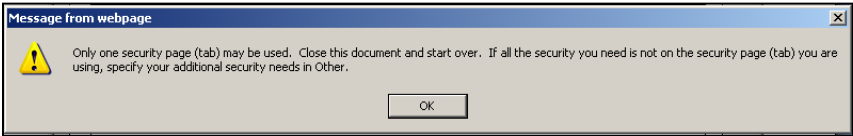

Processing Steps	Screen Shots
<p>Step 5: Next, select the appropriate form for the required access:</p> <ul style="list-style-type: none"> • Campus Solutions Access Request Form <p> <i>Prior to accessing the form all popup blockers must be disabled.</i></p>	
<p>Step 6: The form opens in a new window.</p> <p>First, enter the Employee ID (CWID).</p> <p>Then, tab to the next field. Additional fields on the page will auto populate.</p> <p> Fields in green should be completed first. This will auto populate other fields on the form with PeopleSoft data.</p> <p> Verify that the employee's Appropriate Administrator is correct since this form will automatically be routed to that person for approval.</p> <p> If the form populates with incorrect personal data, contact Human Resources and close the form without continuing. This form should <u>not</u> be used until that data has been corrected.</p>	


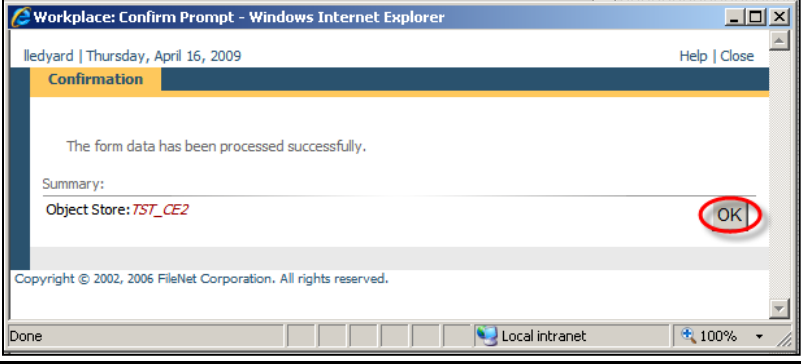
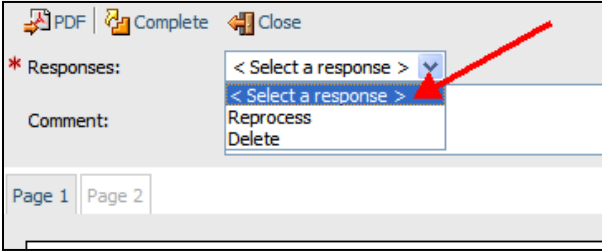

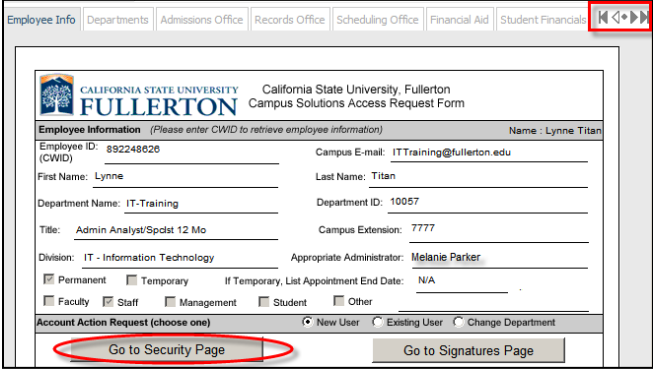
Processing Steps	Screen Shots															
<p>Step 6a: If the CWID is not listed in PeopleSoft an error message will pop up indicating “no matching record found.”</p> <p>Contact CMS Security at cmssecurity@fullerton.edu with the employee’s name and CWID if you get this error message. Security personnel will assist you in getting the user added to the system.</p>	 <p>The screenshot shows a web browser window displaying the 'California State University, Fullerton Human Resources Access Request Form'. The form includes fields for Employee ID (8005211420), Campus E-mail, First Name, Last Name, Department Name, Department ID, Title, and Division. A 'Windows Internet Explorer' dialog box is overlaid on the form, displaying a yellow warning icon and the text 'No matching record found.' with an 'OK' button.</p>															
<p>Step 6b: If the employee has multiple jobs on campus you will be prompted to choose the appropriate position for the form.</p> <p>To review the position information, select a position and click Details.</p>	 <p>The screenshot shows a 'Lookup Results -- Webpage Dialog' window. It contains a table with the following data:</p> <table border="1"> <thead> <tr> <th>FirstName</th> <th>LastName</th> <th>DepartmentName</th> <th>Division</th> <th>EmployeeUserID</th> </tr> </thead> <tbody> <tr> <td>Katniss</td> <td>Everdeen</td> <td>Biological Science</td> <td>VP Academic Affairs -NP</td> <td>keverdeen</td> </tr> <tr> <td>Katniss</td> <td>Everdeen</td> <td>Testing Center</td> <td>Vice President for Student Aff</td> <td>keverdeen</td> </tr> </tbody> </table> <p>Below the table, a yellow warning icon is displayed with the text: 'Multiple matches were found. Please select the correct entry.' At the bottom of the dialog, there are three buttons: 'Details', 'OK', and 'Cancel'. The 'Details' button is highlighted with a red box, and a red arrow points to the radio button next to the second record in the table.</p>	FirstName	LastName	DepartmentName	Division	EmployeeUserID	Katniss	Everdeen	Biological Science	VP Academic Affairs -NP	keverdeen	Katniss	Everdeen	Testing Center	Vice President for Student Aff	keverdeen
FirstName	LastName	DepartmentName	Division	EmployeeUserID												
Katniss	Everdeen	Biological Science	VP Academic Affairs -NP	keverdeen												
Katniss	Everdeen	Testing Center	Vice President for Student Aff	keverdeen												




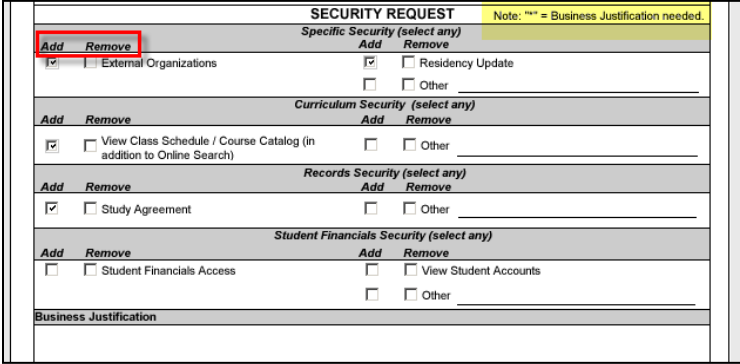
Processing Steps	Screen Shots																						
<p>Step 6c: The job details will be displayed. Select OK to return to the position selection screen.</p>	 <p>The screenshot shows a web browser window titled "Details -- Webpage Dialog" with the URL https://erpaetst01.calstate.edu:9443/CSUFWorkplace/formCallback?platformID=filenet&cmd=dlg. The window displays a list of employee details:</p> <table border="1"> <tr><td>FirstName</td><td>Katniss</td></tr> <tr><td>LastName</td><td>Everdeen</td></tr> <tr><td>DepartmentName</td><td>Testing Center</td></tr> <tr><td>Division</td><td>Vice President for Student Aff</td></tr> <tr><td>EmployeeUserID</td><td>keverdeen</td></tr> <tr><td>CampusExtension</td><td>4227</td></tr> <tr><td>CampusEmail</td><td>keverdeen@Exchange.fullerton.edu</td></tr> <tr><td>Title</td><td>Casual Worker</td></tr> <tr><td>DeptID</td><td>10221</td></tr> <tr><td>Division_ID</td><td>10236</td></tr> <tr><td>Division</td><td>Other</td></tr> </table> <p>An "OK" button is highlighted with a red box at the bottom right of the dialog.</p>	FirstName	Katniss	LastName	Everdeen	DepartmentName	Testing Center	Division	Vice President for Student Aff	EmployeeUserID	keverdeen	CampusExtension	4227	CampusEmail	keverdeen@Exchange.fullerton.edu	Title	Casual Worker	DeptID	10221	Division_ID	10236	Division	Other
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Division	Vice President for Student Aff																						
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Division_ID	10236																						
Division	Other																						
<p>Step 6d: When the correct position has been identified, select the position and click OK to continue.</p>	 <p>The screenshot shows a web browser window titled "Lookup Results -- Webpage Dialog" with the URL https://erpaetst01.calstate.edu:9443/CSUFWorkplace/formCallback?platformID=filenet&cmd=dlgs. The window displays a table of search results:</p> <table border="1"> <thead> <tr> <th>FirstName</th> <th>LastName</th> <th>DepartmentName</th> <th>Division</th> <th>EmployeeUserID</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>Katniss</td> <td>Everdeen</td> <td>Biological Science</td> <td>VP Academic Affairs -NP</td> <td>keverdeen</td> </tr> <tr> <td><input checked="" type="radio"/></td> <td>Katniss</td> <td>Everdeen</td> <td>Testing Center</td> <td>Vice President for Student Aff</td> <td>keverdeen</td> </tr> </tbody> </table> <p>Below the table, a yellow warning triangle icon is displayed next to the text: "Multiple matches were found. Please select the correct entry." At the bottom, "Details", "OK", and "Cancel" buttons are visible, with the "OK" button highlighted by a red box.</p>	FirstName	LastName	DepartmentName	Division	EmployeeUserID	<input type="radio"/>	Katniss	Everdeen	Biological Science	VP Academic Affairs -NP	keverdeen	<input checked="" type="radio"/>	Katniss	Everdeen	Testing Center	Vice President for Student Aff	keverdeen					
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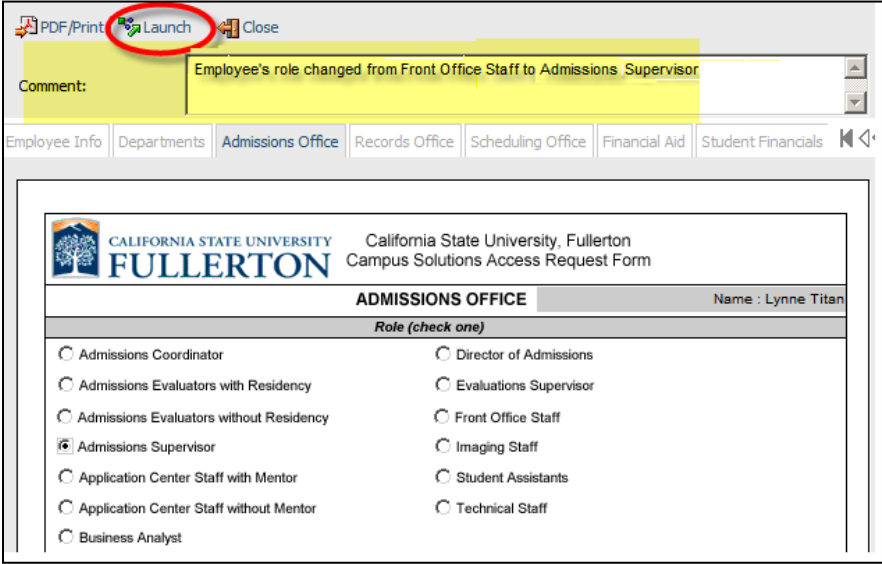
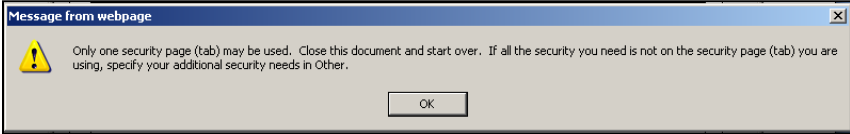


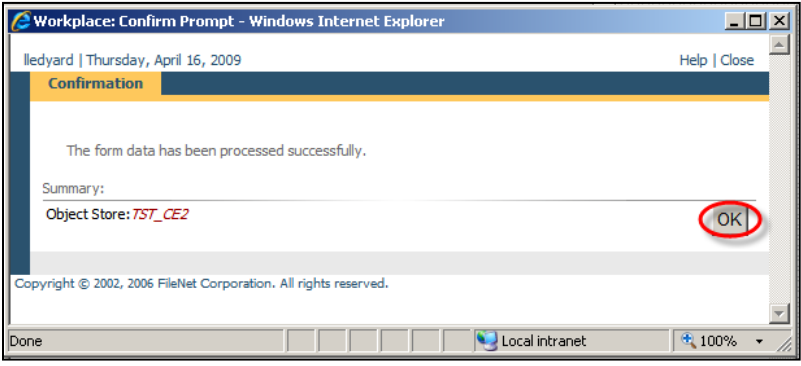
Processing Steps	Screen Shots
<p>Step 7: Next, identify the action request:</p> <ul style="list-style-type: none"> • New User: a user who does not currently have Campus Solutions access. • Existing User: a user whose Campus Solutions access needs to be modified. • Change Department: a user who has moved from one department to another and their Campus Solutions access needs to be modified. 	
<p>Step 8: The Comments (Read only) section will populate with any comments typed into the "comment" section upon saving the form.</p>	

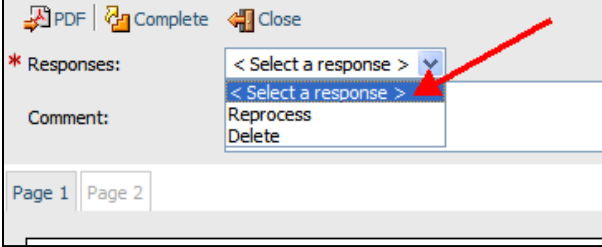
Processing Steps	Screen Shots																		
<p>Step 9: Based upon the employee information, only the appropriate security page may be completed.</p> <p>Click on the Go to Security Page button to complete the appropriate tab.</p> <p>For instructions on how to complete the Departments Tab click here.</p> <p>For instructions on how to complete an Office specific Tab, click here.</p> <p> Only complete the appropriate security page; otherwise, you will receive an error message.</p>	 <table border="1" data-bbox="570 468 1411 888"> <thead> <tr> <th>Tab Name</th> <th>Who uses this tab?</th> </tr> </thead> <tbody> <tr> <td>Departments</td> <td>Those who work in Campus Departments other than the departments listed below. This is the appropriate tab for most users.</td> </tr> <tr> <td>Admissions Office</td> <td>Used solely for Admissions Office employees</td> </tr> <tr> <td>Records Office</td> <td>Used solely for Student Records Office employees</td> </tr> <tr> <td>Scheduling Office</td> <td>Used solely for Scheduling Office employees</td> </tr> <tr> <td>Financial Aid</td> <td>Used solely for Financial Aid Office employees</td> </tr> <tr> <td>Student Financials</td> <td>Used solely for Student Financials employees</td> </tr> <tr> <td>Extended Education</td> <td>Used solely for Extended Education employees</td> </tr> <tr> <td>International Ed</td> <td>Used solely for International Education employees</td> </tr> </tbody> </table>	Tab Name	Who uses this tab?	Departments	Those who work in Campus Departments other than the departments listed below. This is the appropriate tab for most users.	Admissions Office	Used solely for Admissions Office employees	Records Office	Used solely for Student Records Office employees	Scheduling Office	Used solely for Scheduling Office employees	Financial Aid	Used solely for Financial Aid Office employees	Student Financials	Used solely for Student Financials employees	Extended Education	Used solely for Extended Education employees	International Ed	Used solely for International Education employees
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International Ed	Used solely for International Education employees																		
<p>Completing the Departments Tab</p> <p>Step 1: First, identify your campus department.</p> <p>If your department is not listed, use the "Other" option.</p> <p><u>The department specified determines most security needs for this employee.</u></p> <p>If additional specific security is to be added or removed, use the Security Request portion of the form.</p>																			

Processing Steps	Screen Shots
<p>Step 2: If applicable, in the Security Request section select the “add” box next to each additional role needed.</p> <p> Roles with an * require a business justification.</p> <p>Enter the justification into the “Business Justification” area for each role requested with an *</p> <p> If necessary, you can also remove any roles no longer required by choosing the ‘remove box’ next to the role.</p>	
<p>Step 3: If necessary, add any comments in the ‘Comment’ field. Comments will appear on the Employee Info tab upon launching the form</p> <p>Then, select the Launch link to complete processing of the form.</p>	
<p>Step 3a: If more than one page is completed you will receive an error message.</p> <p>Close the current form and continue by completing a new access request form.</p>	 <p> Remember – click on the Go to Security Page button to complete only the appropriate tab to avoid the error message.</p>

Processing Steps	Screen Shots
<p>Step 4: The form is now complete.</p> <p>The appropriate manager is notified via email to electronically approve the access request form.</p> <p> Once routed to the manager, changes cannot be made to the form; however, the manager can reject the form and it will be routed back to the initiator.</p>	
<p>Rejected Form: If the form is rejected and returned to the initiator:</p> <ul style="list-style-type: none"> The initiator can update and reprocess the form The initiator can delete the form and start over. 	
<p>Completing an Office Specific Form</p> <p>Step 1: Based upon the employee information, only the appropriate security page may be completed.</p> <p>Click on the Go to Security Page button to complete the appropriate tab.</p> <p>You can also use the arrow buttons () to scroll through the different tabs.</p>	 <p>**Admissions Office tab will be used as the example**</p>

Processing Steps	Screen Shots
<p>Step 2: Next, identify the appropriate role from the list provided.</p>	
<p>Step 3: The role specified in Step 2 already determines most security needs for this employee.</p> <p>If additional specific security is needed to be added or removed, use the Security Request portion of the form.</p> <p> Roles with an * require a business justification.</p> <p>Enter the justification into the "Business Justification" area for each role requested with an *</p> <p> If necessary, you can also remove any roles no longer required by choosing the 'remove box' next to the role.</p>	

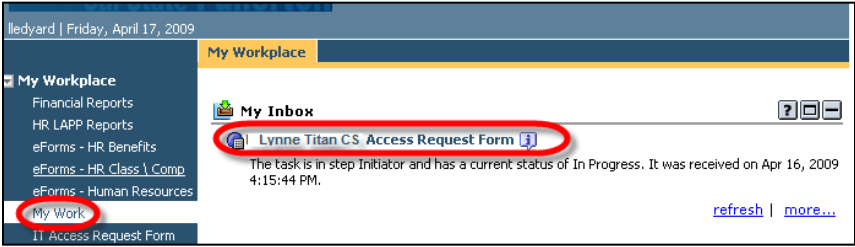
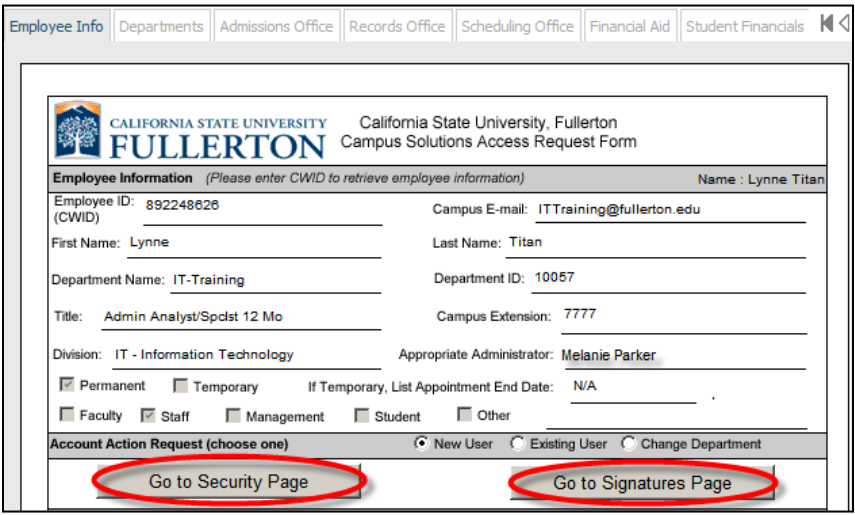

Processing Steps	Screen Shots
<p>Step 4: If necessary, add any comments in the 'Comment' field. Comments will appear on the Employee Info tab upon launching the form</p> <p>Then, select the Launch link to complete processing of the form.</p>	 <p>The screenshot shows a web browser window with a toolbar containing 'PDF/Print', 'Launch', and 'Close'. The 'Launch' button is circled in red. Below the toolbar is a 'Comment' field containing the text 'Employee's role changed from Front Office Staff to Admissions_Supervisor'. Below the comment field is a navigation menu with tabs for 'Employee Info', 'Departments', 'Admissions Office', 'Records Office', 'Scheduling Office', 'Financial Aid', and 'Student Financials'. The 'Admissions Office' tab is selected. The main content area displays the 'CALIFORNIA STATE UNIVERSITY FULLERTON' logo and the title 'California State University, Fullerton Campus Solutions Access Request Form'. Below the title is the 'ADMISSIONS OFFICE' section with the name 'Lynne Titan'. Underneath is a 'Role (check one)' section with a list of radio button options: Admissions Coordinator, Admissions Evaluators with Residency, Admissions Evaluators without Residency, Admissions Supervisor (selected), Application Center Staff with Mentor, Application Center Staff without Mentor, Business Analyst, Director of Admissions, Evaluations Supervisor, Front Office Staff, Imaging Staff, Student Assistants, and Technical Staff.</p>
<p>Step 4a: If more than one page is completed you will receive an error message.</p> <p>Close the current form and continue by completing a new access request form.</p>	 <p>The screenshot shows a dialog box titled 'Message from webpage' with a warning icon. The text inside reads: 'Only one security page (tab) may be used. Close this document and start over. If all the security you need is not on the security page (tab) you are using, specify your additional security needs in Other.' There is an 'OK' button at the bottom.</p> <p> Remember – click on the Go to Security Page button to complete only the appropriate tab to avoid the error message.</p>
<p>Step 5: The form is now complete.</p> <p>The appropriate manager is notified via email to electronically approve the access request form.</p> <p> Once routed to the manager, changes cannot be made to the form; however, the manager can reject the form and it will be routed back to the initiator.</p>	 <p>The screenshot shows a browser window titled 'Workplace: Confirm Prompt - Windows Internet Explorer'. The address bar shows 'lledyard Thursday, April 16, 2009'. The page content includes a 'Confirmation' header, the message 'The form data has been processed successfully.', and a 'Summary:' section with 'Object Store: TST_CE2'. An 'OK' button is circled in red. The footer contains 'Copyright © 2002, 2006 FileNet Corporation. All rights reserved.' and a status bar at the bottom shows 'Done' and 'Local intranet'.</p>


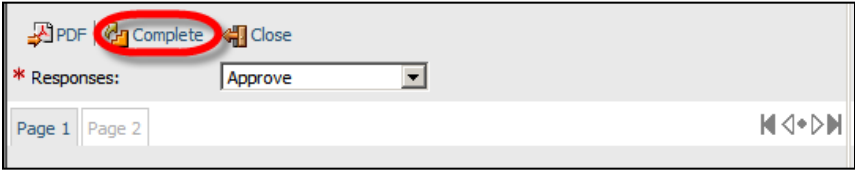
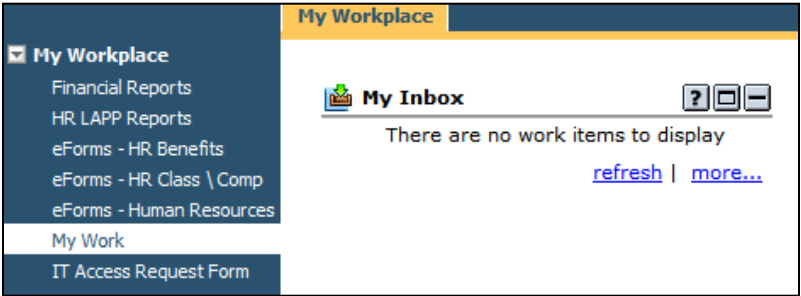
Processing Steps	Screen Shots
<p>Rejected Form: If the form is rejected and returned to the initiator:</p> <ul style="list-style-type: none">• The initiator can update and reprocess the form• The initiator can delete the form and start over.	 <p>The screenshot shows a software window with a title bar containing 'PDF', 'Complete', and 'Close' buttons. Below the title bar, there is a section labeled '* Responses:' with a dropdown menu. The dropdown menu is open, showing three options: '< Select a response >', 'Reprocess', and 'Delete'. A red arrow points to the 'Reprocess' option. Below the dropdown menu is a 'Comment:' field. At the bottom of the window, there are two tabs labeled 'Page 1' and 'Page 2'.</p>

3.0 Manager Approval Process

Once a form is complete the appropriate manager is notified via email to review the Access Request Form (ARF).

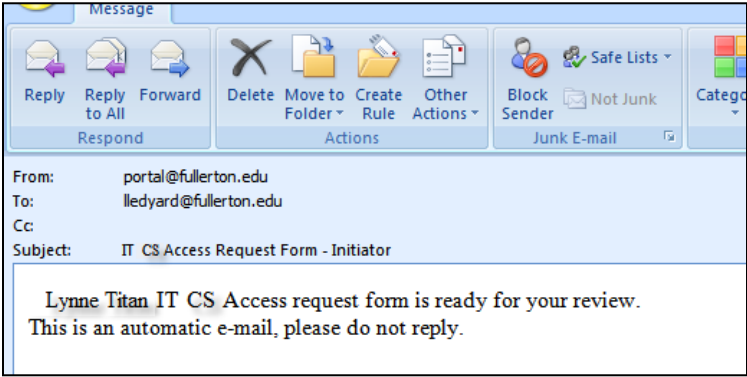

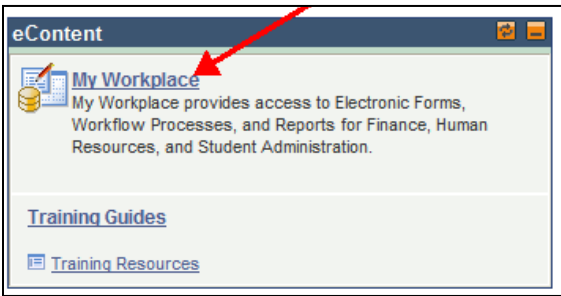
Processing Steps	Screen Shots
<p>Step 1: The appropriate manager receives an email to review the Access Request form electronically.</p>	
<p>Step 2: Log into the campus portal. Enter your campus username and password. Then, click Login.</p>	
<p>Step 3: Next, select the Titan Online tab.</p>	
<p>Step 4: Next, select My Workplace under the eContent section.</p>	

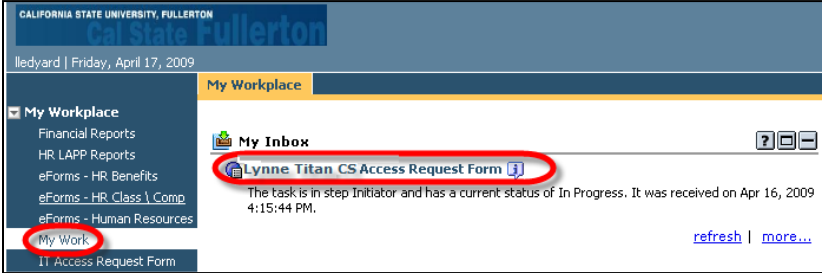

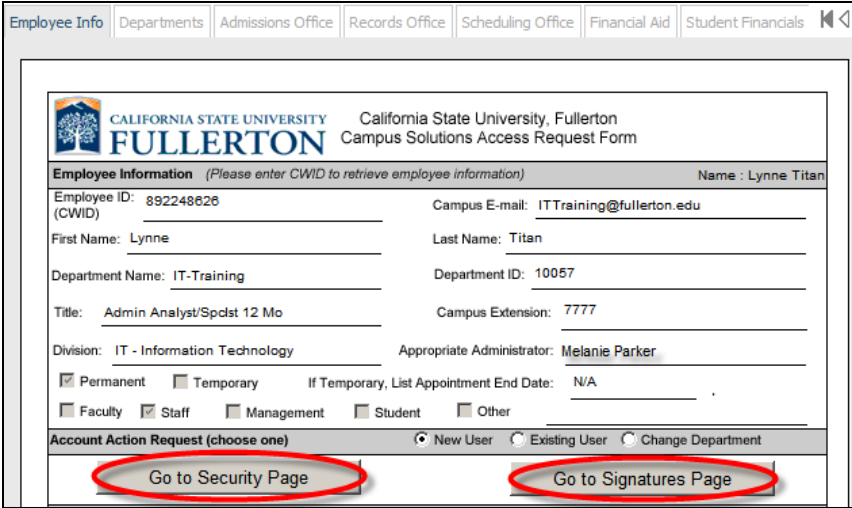
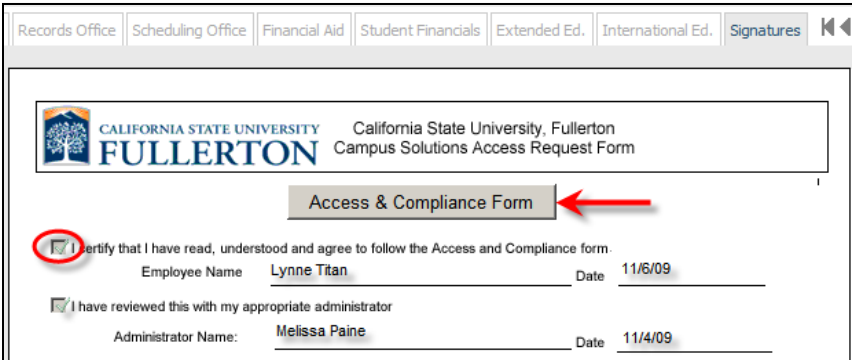
Processing Steps	Screen Shots
<p>Step 5: Then select My Work.</p> <p>The pending Access Requests form will appear.</p> <p>Choose the appropriate form.</p>	 <p>The screenshot shows the 'My Workplace' dashboard. On the left is a navigation menu with 'My Work' circled in red. On the right, the 'My Inbox' section contains a notification for 'Lynne Titan CS Access Request Form', which is also circled in red. The notification text states: 'The task is in step Initiator and has a current status of In Progress. It was received on Apr 16, 2009 4:15:44 PM.' There are 'refresh' and 'more...' links at the bottom right of the inbox item.</p>
<p>Step 6: The access request form appears.</p> <p>Click on the Go to Security Page button to review the requested access.</p> <p>After verifying the requested roles, click on the Go to Signatures Page button on the Employee Info tab.</p>	 <p>The screenshot displays the 'California State University Fullerton Campus Solutions Access Request Form'. It features a navigation bar with tabs for 'Employee Info', 'Departments', 'Admissions Office', 'Records Office', 'Scheduling Office', 'Financial Aid', and 'Student Financials'. The 'Employee Info' tab is active, showing a form with the following fields: Employee ID (892248628), Campus E-mail (ITTraining@fullerton.edu), First Name (Lynne), Last Name (Titan), Department Name (IT-Training), Department ID (10057), Title (Admin Analyst/Spclst 12 Mo), and Campus Extension (7777). There are checkboxes for 'Permanent', 'Temporary', 'Faculty', 'Staff', 'Management', 'Student', and 'Other'. At the bottom, there are radio buttons for 'New User', 'Existing User', and 'Change Department'. Two buttons at the bottom are circled in red: 'Go to Security Page' and 'Go to Signatures Page'.</p>
<p>Step 7: Next, either "Approve" or "Reject" the form.</p> <p>If the request is rejected it will return to the form initiator.</p>	 <p>The screenshot shows a dropdown menu for responses. The menu is open, showing three options: '< Select a response >', 'Approve', and 'Reject'. The 'Approve' and 'Reject' options are circled in red. The dropdown is located in a field labeled '* Responses:'. Below the dropdown is a 'Comment:' field.</p>


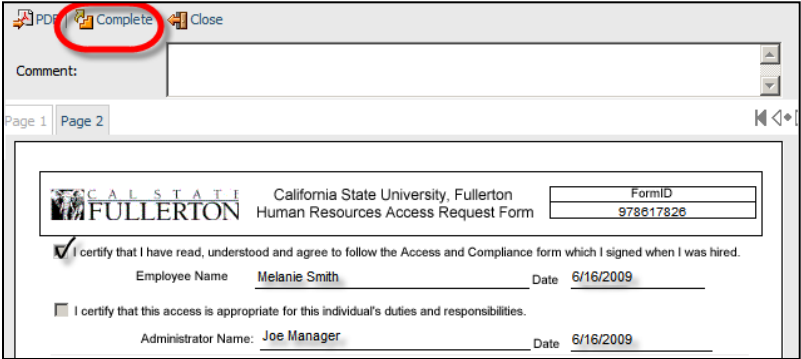

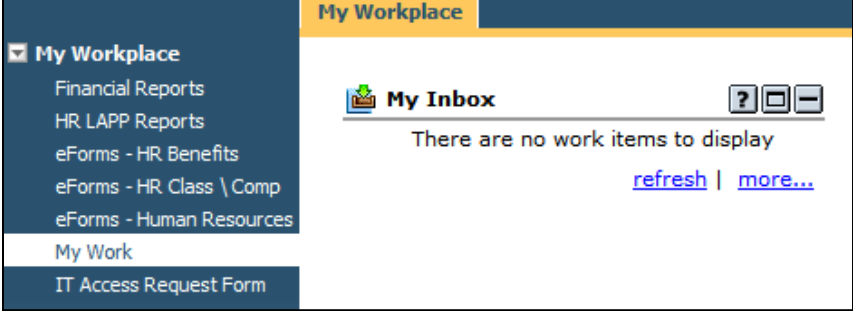
Processing Steps	Screen Shots
<p>Step 8: Once the response is selected, click the Complete button.</p> <p>Note:</p> <ul style="list-style-type: none"> • If the request is rejected it will return to the form initiator. • If the request is approved the form will move to the next appropriate party for processing. <p> If the request is approved by the ISO admin office, the manager will be notified via email.</p>	
<p>Step 9: The Access Request form is approved and removed from the list of pending ARF's.</p>	

4.0 Employee Review Process

The employee must review and accept the form electronically, even if the employee initiated the Access Request Form.

Processing Steps	Screen Shots
<p>Step 1: Employee receives an email to review the Access Request form electronically.</p>	
<p>Step 2: Log into the campus portal. Enter your campus username and password. Then, click Login.</p>	
<p>Step 3: Next, select the Titan Online tab.</p>	
<p>Step 4: Next, select My Workplace under the eContent section.</p>	

Processing Steps	Screen Shots
<p>Step 5: Then select My Work.</p> <p>The pending Access Requests form will appear.</p> <p>Choose the appropriate form.</p>	 <p>The screenshot shows the 'My Workplace' section of the PeopleSoft interface. Under the 'My Inbox' heading, a task titled 'Lynne Titan CS Access Request Form' is highlighted with a red circle. The task description indicates it is in the 'Initiator' step and has a status of 'In Progress', received on April 16, 2009, at 4:15:44 PM. The 'My Work' link in the left-hand navigation menu is also circled in red.</p>
<p>Step 6: The Access Request form is displayed.</p> <p>Click on the Go to Security Page button to review the requested access.</p> <p>To approve the form, click on the Go to Signatures Page button on the Employee Info tab.</p> <p> If the employee rejects the access request form it is routed back to the appropriate administrator. If the appropriate administrator agrees, he/she can also reject the form. The rejected form is returned to the initiator.</p>	 <p>The screenshot displays the 'Employee Info' tab of the access request form. The form contains fields for Employee ID (892248626), Campus E-mail (ITTraining@fullerton.edu), First Name (Lynne), Last Name (Titan), Department Name (IT-Training), and Department ID (10057). At the bottom of the form, two buttons are circled in red: 'Go to Security Page' and 'Go to Signatures Page'. The 'Account Action Request' section shows 'New User' selected.</p>
<p>Step 7: Click the Access & Compliance Form button to review the document.</p> <p>Electronically sign the form by checking the statement "I certify that I have read, understood and agree to follow the Access and Compliance form."</p> <p>By checking this statement your name and date will auto-populate.</p> <p>If necessary, add any comments into the 'Comment' field.</p>	 <p>The screenshot shows the 'Access & Compliance Form' section of the request form. A red arrow points to the 'Access & Compliance Form' button. Below the button, there are two checkboxes: the first is checked and labeled 'I certify that I have read, understood and agree to follow the Access and Compliance form', with fields for Employee Name (Lynne Titan) and Date (11/6/09); the second is unchecked and labeled 'I have reviewed this with my appropriate administrator', with fields for Administrator Name (Melissa Paine) and Date (11/4/09).</p>

Processing Steps	Screen Shots
<p>Step 8: Next, either “Accept” or “Reject” the form.</p> <p>If the request is rejected it will return to the form to your appropriate administrator.</p>	 <p>The screenshot shows a web interface with a 'Responses' dropdown menu. The menu is open, showing options: '< Select a response >', '< Select a response >', 'Accept', and 'Reject'. The 'Accept' and 'Reject' options are highlighted with a red box.</p>
<p>Step 9: To complete the approval process, select the Complete link.</p>	 <p>The screenshot shows a web page with a 'Complete' link circled in red. Below the link is a form with a 'Comment:' field. The form is titled 'California State University, Fullerton Human Resources Access Request Form' and includes a 'FormID' field with the value '978617826'. There are two certification checkboxes: one checked for the employee (Melanie Smith, Date 6/16/2009) and one unchecked for the administrator (Joe Manager, Date 6/16/2009).</p>
<p>Step 10: The Access Request form is approved and removed from the list of pending ARF's.</p> <p>The form is routed to the Business Analysts in the appropriate functional areas where security was requested.</p> <p> The Access Request form cannot be changed once approved by the employee. Please contact the ISO security admin Pat Nelson for assistance.</p> <p>Once access has been granted, the employee will be notified by the ISO administrative office.</p>	 <p>The screenshot shows a 'My Workplace' dashboard. On the left is a navigation menu with items: 'My Workplace', 'Financial Reports', 'HR LAPP Reports', 'eForms - HR Benefits', 'eForms - HR Class \ Comp', 'eForms - Human Resources', 'My Work', and 'IT Access Request Form'. The main content area shows 'My Inbox' with the message 'There are no work items to display' and links for 'refresh' and 'more...'.</p>