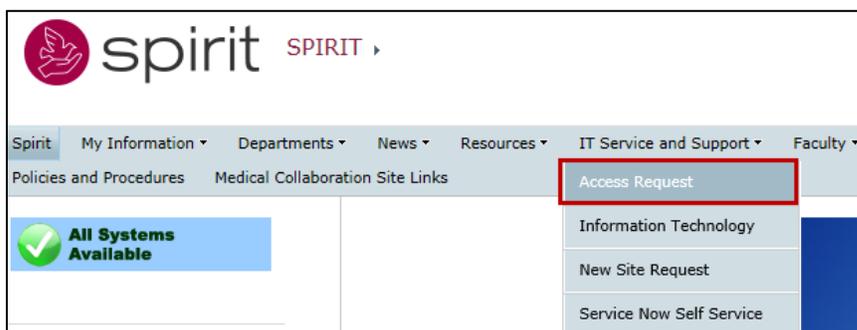


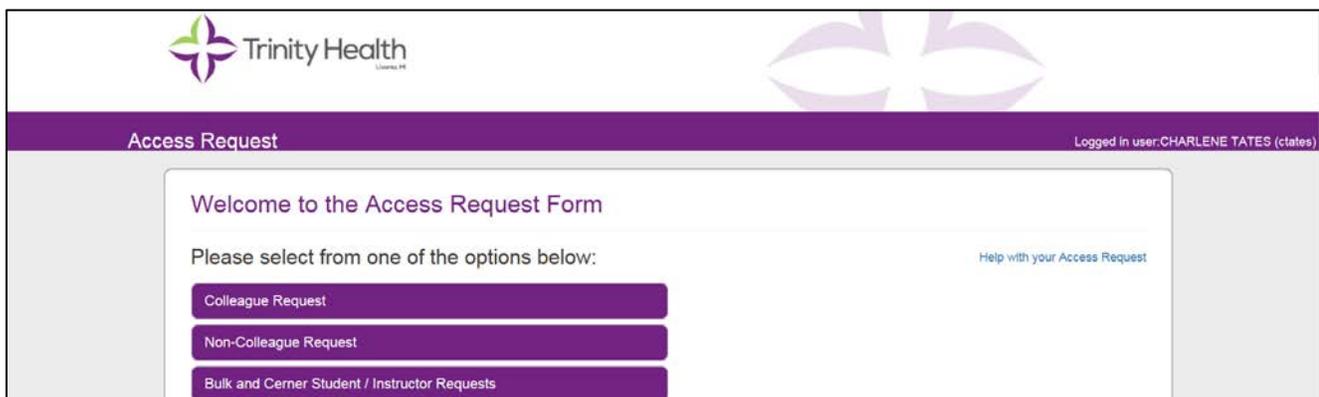
Access Request Process for Colleagues and Non-Colleagues

Access requests for colleagues/non-colleagues must be submitted by a manager via the Access Request Form.

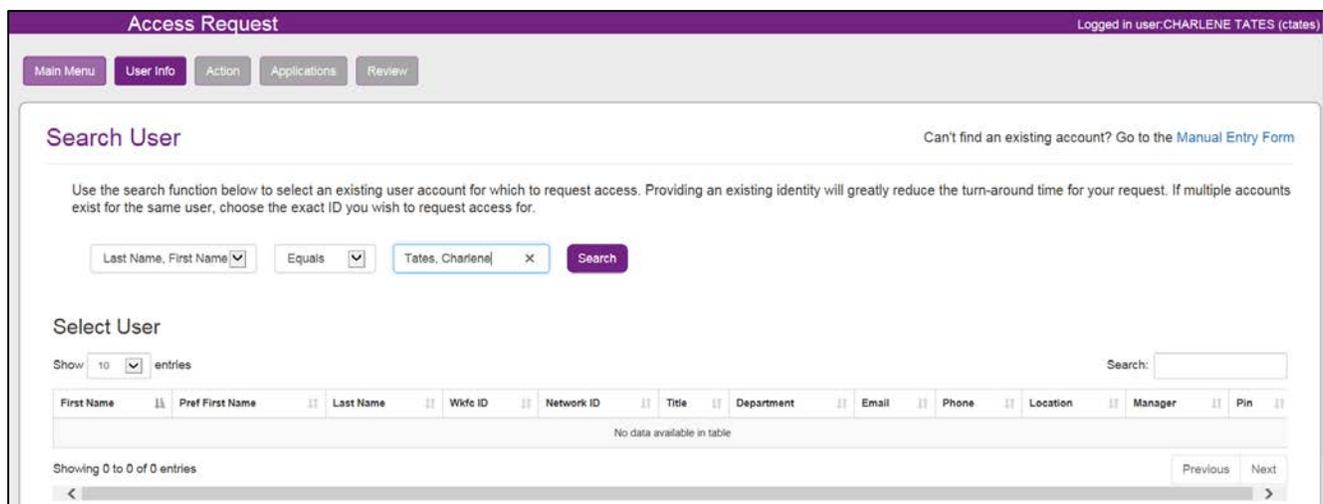
1. Locate the Access Request Form through **Spirit > IT Service and Support > Access Request**.
 - a. Alternatively, access the Access Request Form directly with the following link-
<http://accessrequest.trinity-health.org/accessrequest/>



2. Select the appropriate option – **Colleague Request** or **Non-Colleague Request**.



3. In the Search User selection field, insert the user's name.



- a. You can also add the User's information based on option from the drop down menu

Access Request

Main Menu User Info Action Applications Review

Search User

Use the search function below to select an existing user account for which to request access. Providing an existing identity will greatly reduce the turn-around time for your request. If multiple exist for the same user, choose the exact ID you wish to request access for.

Email
 First Name
 Last Name
 Last Name, First Name
 Username
 Workforce ID

Equals [v] Tates, Charlene Search

4. Once you have added the new user, click **Search**.
5. User's name will appear. Click on User's name so that the **Save** button will become activated.
6. Click **Save**.

Search User Can't find an existing account? Go to the [Manual Entry](#)

Use the search function below to select an existing user account for which to request access. Providing an existing identity will greatly reduce the turn-around time for your request. If multiple exist for the same user, choose the exact ID you wish to request access for.

Last Name, First Name [v] Equals [v] Tates, Charlene Search

Select User

Show 10 entries Search:

First Name	Pref First Name	Last Name	Wkfc ID	Network ID	Title	Department	Email	Phone	Location	Manager
CHARLENE		TATES	5087393	ctates	ACCESS ADMINISTRATOR	Helpdesk	Charlene.Tates@luhs.org		LUHS-Loyola University Medical Center	yffh1484

Showing 1 to 1 of 1 entries Previous 1

Save Cancel

7. Please review the User Information that appears.

User Information

Please verify the information of the user selected below

Last Name TATES

First Name CHARLENE

8. Once you are finished reviewing, click **Next** at the bottom of the screen.

A screenshot of a web form. At the top, there is a field labeled 'Cost Center' with the value '71595'. Below it is a field labeled 'Manager (Sponsor)' with the value 'Bunger, Tom'. At the bottom left of the form is a purple button labeled 'Next'.

9. The **Action Selection** section will then appear. Enter the appropriate **Effective Date** and highlight **Add access to selected user**.

a. For Non-Colleagues, insert an applicable **End Date**.

10. Select **Next**.

A screenshot of the 'Action Selection' section of a web application. At the top, there is a navigation bar with buttons for 'Main Menu', 'User Info', 'Action', 'Applications', and 'Review'. The 'Action' button is highlighted. Below the navigation bar, the title 'Action Selection' is displayed. There are two input fields: 'Effective Date (MM/DD/YYYY) *' with the value '11/07/2018' and 'End Date (if applicable) (MM/DD/YYYY)'. Below these fields, the text 'Select an action below:' is followed by a list of actions. The first action, 'Add access to selected user', is highlighted in purple. Other actions include 'Add access to additional position for selected user', 'Transfer access for new position for selected user', 'Change access for selected user', 'Change information on selected user (No Access Change)', 'Remove specific access from selected user', and 'Terminate all access from selected user'. At the bottom left of the section is a purple button labeled 'Next'.

- "Search Application" section will then appear. Under the "Search Application By Job Code" section, select **MW-Loyola University Medical Center**.
- Then select the appropriate "Job Code Id" (example: Human Resources)

Search Application

Search Application By Job Code

MW - Loyola University Medical Center

Search:

Id	Job Code Id	Description
26941	Envir Svcs	Enviromental Services
26944	Executive	Executive
26972	Facilities	Facilities
26974	Finance	Finance
26976	Food & Nutrition	Food and Nutrition
26977	Foundation	Foundation
26979	Health Info Mgmt	Health Information Management
26981	Health Plans	Health Plans
26982	Human Resources	Human Resources
26983	Info Tech	Information Technology

Previous 1 2 3 4 5 Next

- Applications associated with the Job Code you selected will appear. Select the application(s) that the end users will require for their position and click **Add Application**.
- Once finished, select **Save Selected Application**.

Select Application

Show 10 entries

Search:

ID	Application Name	Description (Click to view details)	ServiceNow Knowledge Base Link
362	Email	This is the Trinity Health enterprise email product. All use...	
410	InterCall Audio	InterCall Audio Conferencing host account. NOTE: If WebEx L...	
413	Jabber	Cisco Jabber Requires a valid, Trinity Health provisioned em...	
501	XenMobile (Enterprise)	XenMobile is a suite of apps that allow mobile devices to co...	
655	WebEx	On-demand collaboration, online meeting, web conferencing an...	
1124	Kaufman Hall Axiom	Capital Planning Strategic Financial Planning Operational ...	
1261	Workday Privileged Access	Workday privileged users are centrally management core users...	
1805	Microsoft Office	Microsoft Office. If your ministry is not listed, submit a G...	

Showing 1 to 8 of 8 entries

Previous 1 Next

Add Application Cannot Find Application

Selected Applications

ID	Application Name
362	Email
1805	Microsoft Office

Remove Selected Application

Save Selected Applications

15. The **Application Details** will appear for the required application(s) – review each "Application Details" (examples include Email and Microsoft Office).
16. Complete the Application Details for each individual application:
 - a. **Ministry*** will be **MW-Loyola University Medical Center**.
17. Click **Next Application** button to move to the next requested application.

Application Details

Email

This is the Trinity Health enterprise email product. All users will have access to Outlook Web Access (OWA). To access email on a mobile device (Apple iOS / Android), XenMobile should also be added to the request from the application catalog. For the Outlook Desktop client, an additional request in ServiceNow to your local Ministry's support team will be required.

Ministry that supports email *

MW - Loyola University Medical Center

Prev Application Next Application

Application Details

Microsoft Office

Microsoft Office. If your ministry is not listed, submit a Generic Service Request in ServiceNow to your local support team.

Ministry that supports your software needs *

MW - Loyola University Medical Center

Version(s) *

Project Standard Edition
Visio

Workstation ID to deploy software (if known)

18. Once finished reviewing each application's details, select **Next**.

Workstation ID to deploy software (if known)

Next

19. Review your information in the **Request Summary** section.
 - a. **Do NOT** add any additional information in the **Special Instructions** section.
20. Once finished, select the **Submit Request** button.
 - a. This will generate a ServiceNow request and you will be emailed the request number.

Special Instructions

Be aware that any comments typed in the Special Instructions text box will **delay processing** of this request because it requires an analyst to review, investigate, and evaluate the request. The assigned analyst may contact you for more information. Even if you add "please expedite" this will result in a non-standard request and will **delay processing**.

Submit Request