

## How to approve a request

### GUIDE PURPOSE:

- How to approve, reject, or reassign requests for access assigned to you for managerial approval in CU Identity Manager

### HOW TO APPROVE A REQUEST:

On the Home page click the **Pending Approvals** tile.

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Home Pending Approvals x

My Information  
View your profile

My Access  
See what you have access to

Request Access  
Request access for yourself or for others

Track Requests  
Track the status of your pending requests

Pending Approvals  
Take action on requests assigned to you for approvals

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Select a pending approval by clicking on the **Title**.

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Home Pending Approvals x

Status	Title	Assignees	State	Created	Expires
Request for individual: for 8-CU Dept Access - Custom	Request for individual: for 8-CU Dept Access - Custom	IDM Approvers (G), Sean...	Assigned	Sep 11, 2019 9:14 ...	
Request for individual: for 8-CU Dept Access - Custom	Request for individual: for 8-CU Dept Access - Custom	IDM Approvers (G), Sean...	Assigned	Sep 11, 2019 9:11 ...	

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Once in the request **claim** the request.  
Once claimed, you can take one of three actions: Approve, Reject, or Reassign.

# UIS SERVICE DESK

# REQUEST ACCESS

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Request for Individual: for 8~CU Dept Access - Custom

Task Actions **Claim**

**Summary Information**

Request Id	80003	Requester	Ron Swanson
Requested Date	9/11/2019	Status	Request Awaiting Approval
Justification	I need this access to complete duties required of my job. Custom department access required to include departments 51000 and 52000.		
Parent Request ID			
Request Type	Provision Entitlement		

**History**

1	Manager Approval
1.1	IDM Approvers, Sean Welshimer - Manager/Approval Assigned 9/11/19 9:11 AM Ron Swanson
2	Campus Security Co-ordinator

Manager Approval  
IDM Approvers, Sea.  
Campus Security Co...

The target user and entitlements (application role) being requested appear on the Request Details tab.

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Request for Individual: for 8~CU Dept Access - Custom

Task Actions **Approve** **Reject**

**Request Details** Approvals

**Target Users**

Display Name	E-mail
Ron Swanson	test_email@cu.edu

**Related Requests**

Beneficiary	Request Id	Requested Item	Status
No data to display.			

**Cart Details** Update

**Cart Items**

Display Name	HCM : CU Dept Access - Custom	Target Account: RAND000546
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**Request Details** HCM : CU Dept Access - Custom

**Grant Duration**



# UIS SERVICE DESK

# REQUEST ACCESS

Approval workflow information appears on the Approvals tab.

The screenshot shows the 'Request for Individual: for 8-CU Dept Access - Custom' page. The 'Approvals' tab is selected and highlighted with a red box. Below the tab, the 'History' section displays a table of approval steps:

Step	Action	By	Date
1	Manager Approval	Sean Welshimer	9/11/19 9:29 AM
1.1	Acquired	ManagerApproval	
2	Campus Security Co-ordinator		

You have the option of entering Comments before taking action by clicking on the **Create** Comments button at the bottom of the Approvals tab.

The screenshot shows the same 'Request for Individual' page, but with the 'Create Comment' dialog box open over the 'Approvals' tab. The dialog box has a text input field for the comment and 'OK' and 'Cancel' buttons. A red box highlights the 'Create Comment' button in the 'Comments' section of the page.



# UIS SERVICE DESK

# REQUEST ACCESS

If you deem the access appropriate for the user, click **Approve**. If you deem the access inappropriate for the user, click **Reject**.

The screenshot shows the 'Request for Individual: for 8-CU Dept Access - Custom' page. At the top right, there are 'Approve' and 'Reject' buttons. The 'Summary Information' section includes: Request Id: 80003, Requested Date: 9/11/2019, Requester: Ron Swanson, Status: Request Awaiting Approval, Parent Request ID, and Request Type: Provision Entitlement. The justification states: 'I need this access to complete duties required of my job. Custom department access required to include departments 51000 and 52000.' The 'History' section shows a 'Manager Approval' by Sean Welshimer on 9/11/19 9:29 AM. There are also sections for 'Comments' and 'Attachments'.

If you wish to delegate the approval to another user, click on the **Task Actions** dropdown and select **Reassign...**, search for the user to whom you wish to transfer ownership of the approval, and select both that user AND the **IDM Approvers** user.

This screenshot is similar to the first one but shows the 'Task Actions' dropdown menu open. The 'Reassign...' option is highlighted with a red box. Other options in the menu include 'Request Information...', 'Escalate', 'Release', 'Suspend', 'Start Task', and 'Save'. The rest of the page content remains the same as in the first screenshot.

