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CU Identity Manager FAQ [1]

This FAQ is to help answer basic questions about making access requests using CU Identity Manager.

Questions about Requesting Access

How do I request access?

Please see the how-to guides below or the more detailed user guides on the CU Identity Manager page [2].

- How to request access for yourself [3]
- How to request access for others [4]

What Access Should I Request?

- First start with your manager/sponsor to determine what applications or resources you need access to.
- Once you know what applications you need access to, work with your Campus Access Coordinator [5] for your campus and the application in question. They will help you determine what roles you should request for the given resource.

I made a request, what happened to it? Did it fall in a black hole??

You can check on the status of your request:

- Log into CU Identity Manager. [6]
- Click on the **Pending Requests** tile on the Home page.
- Click on the **Request ID** of the request
- For the status of the request:
    - In the Summary Information at the top of the request is a field called status:
        - If the status is **Failed**, click on the word failed for a reason.
        - If the status is **Obtaining Operation Approval**, then the request is waiting for an approver to approve the request.
        - If the status is **Completed**, the role was provisioned.
- To see who the request is assigned to for approval:
    - Click on the **Approval Details** tab above the name of the target user.

    - The Assignee column will tell you who its assigned to. This should be the name of the manager or will list the campus access/security coordinator. All requests should be also assigned to "IDM Approvers" for administrative purpose.
    - If the assignee column says Access Management, the request has been approved and is waiting for manual action from the Access Management team.
    - If the assignee column says "SYSTEM ADMINISTRATOR" or "IDM Approvers" ONLY (with no manager or security coordinator listed) then something may have gone wrong with your request. Contact access@cu.edu [7].
    - Click on the Title (the row with the assignee listed) and the page will show the workflow history of the request and any comments that have been added by approvers.

I made a request, but it's assigned to the wrong manager. What happened and what do I do?

CU Identity Manager gets is manager information from the HCM system. There are a few possibilities:

- The HCM system does not reflect your correct/new manager assignment:
    - The HCM system needs to get updated by your department and contact your Campus Access Coordinator [8] for help getting your request re-assigned to the correct manager.
- You have multiple jobs
    - If you have multiple active jobs, the workflow will default to the manager of your primary job.
    - If you need the approval to go to a manager of a non-primary job please contact access@cu.edu [9] to request reassignment of the approval task. Please include the Request Id and the non-primary job for which the access is requested.
- You are requesting access for a new job that starts in the future:
    - You will need to wait for you start date in most cases to request the new access.
- The HCM system and CU Identity Manager are out of sync:
    - Contact your Campus Access Coordinator [8] for help getting your request re-assigned to the correct manager.

Manager/Approver Questions

How do I approve an access request for my direct report or sponsored POI?

- Please see the How to approve a request [10] how-to guide or the more detailed user guides on the CU Identity Manager page [11].

I think I am supposed to approve someone's access request, but I did not get an email with instructions. What do I do?

- Please see the How to approve a request [10] how-to guide or the more detailed user guides on the CU Identity Manager page [11].

HCM Access Questions

I have access, but I can't look up people in the department I need. What do I do?

You will need to request department access in addition to your functional roles. In the **Make Request** page (Catalog), search for the category of
department level access that you need:
Request only ONE of the following:
CU Dept Access - All Anschutz
CU Dept Access - All Denver
CU Dept Access - All Boulder
CU Dept Access - All Springs
CU Dept Access - All CU
CU Dept Access - Custom
CU Dept Access - Dept Change (if you previously had custom access and need new custom access)

Request the appropriate Dept Access role in CU Identity Manager and in the shopping cart enter the specific department ID or
information in the **Justification** box in the upper right corner of the screen. All Campuses access requires an additional approval by the
System Administration HCM Access Coordinator.

Do I need to request Inquiry access?

You should **ONLY** request Inquiry access if you will not have any other roles. All users who have any other functional roles will automatically receive inquiry access.

FIN Access Questions

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CU Marketplace Access Questions

Do I need to request Inquiry access?

You should ONLY request Inquiry access if you will not have any other roles. All users who have any other functional roles will automatically receive inquiry access.

CU Careers (Taleo) Access Questions

How do I request CU Careers access?

All employees and certain POIs automatically have a CU Careers account created. Users do not request CU Careers access, instead roles and permissions are granted automatically based on your status and access in the HCM system.

I have access in CU Careers, but I can't lookup candidates in my department. What do I do?

CU Careers department access is granted to match your department access in the HCM system. If you have a need for access for different departments in CU Careers than in HCM contact Employee Services. If your access in HCM is what you need, but you are not seeing department users in CU Careers, contact access@cu.edu [12] and provide details.

Security/Access Coordinator Questions

Which HCM requests do I need to assign to Access Management rather than just approving the request?

The only two HCM roles that you should reassign to Access Management are **CU Dept Access - Custom** and **CU Dept Access - Dept Change**. All other role requests can just be approved.

Groups audience:
University Information Services

Source URL:https://www.cu.edu/uis/access-it-security/request-access/cu-identity-manager/cu-identity-manager-faq

Links
[1] https://www.cu.edu/uis/access-it-security/request-access/cu-identity-manager/cu-identity-manager-faq
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https://www.cu.edu/uis/campus-access-coordinators [6] https://identity.prod.cu.edu/identity
[7] mailto:access@cu.edu?subject=CU%20Identity%20Manager%20Support
[8] https://www.cu.edu/uis/access-it-security/campus-access-coordinators [9] mailto:access@cu.edu
[10] https://www.cu.edu/docs/request-access-how-approve-request

[11] https://www.cu.edu/uis/access-it-security/cu-identity-manager
[12] mailto:access@cu.edu?subject=CU%20Careers%20-%20Department%20Access%20Issue&body=What%20departments%20do%20you%20have%20access%20to