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## **Title: System Access Request Process**

**Purpose:** This document outlines the procedures to request user access to certain technical systems. We've eliminated paper forms requiring signatures and instead process most requests through the IITS support ticket system.

### **Security Notes:**

- Some requests will require enrollment in our Duo multifactor authentication system before access is granted. See [www.utica.edu/duoFAQ](http://www.utica.edu/duoFAQ) for more information.
- Be aware that we no longer create "generic" logins for people to share. Individuals, including student employees, can be granted certain system access from their own account.

### **User Email Account:**

- Faculty and staff accounts are automatically created upon HR completing employee onboarding paperwork. This generally includes Google or Outlook based email (access at mail.utica.edu or outlook.office.com) and many other cloud services, as well as access to Internet and computer logins. See below for accounts for non-Utica University employees.
- Student accounts are automatically created upon payment of tuition deposits. Some limited access accounts may be available only for FAFSA purposes.
- Alumni will be allowed to retain their accounts for a period of time after completing their degree.
- For other situations (for example: outside interns, researchers, volunteers), contact HR to determine the correct procedures to follow.
- For more information about accounts, please see the User accounts policy at [www.utica.edu/policies](http://www.utica.edu/policies).

### **Auxiliary / Contract Employee Account:**

- For partners of the University who are not paid through our payroll, please contact Human Resources to complete the correct paperwork.
- Note that these accounts may have limited system access compared to staff on Utica payroll.

### **Network “U” Drives:**

- Please ask the manager of the U drive folder to [make a support ticket](#) listing what user they wish to grant access to which folder.
- If you’re unaware of who the folder manager is, please make a support ticket and we will reach out to them by email for written approval to grant access.
- Access to a network folder is often all or nothing. Since many long term important files are stored in these locations be cautious of granting access unless necessary.
- You may also request a new U drive be created if necessary, contact the Help Desk.
- Access requires Duo Enrollment, including for student employees. We’ll direct you to enroll in the system.
- Access is available only from Utica issued computers and requires VPN when off campus. Auxiliary employees generally cannot obtain U drive access due to not having Utica issued computers.

### **Banner / Argos / Slate Access:**

- Access to Banner is granted piece by piece (i.e. it’s not all or nothing). If access should be the same as an existing user, [make a support ticket](#) and let us know what user to copy access from. If access is unique or there is no current user with the correct access to copy, make a support ticket and provide a list of all banner screens the user needs to access.
- Access to Argos is granted on a dashboard basis. Please [make a support ticket](#) and list all dashboards the user needs.
- Access to Slate is granted on an as needed basis. Please [make a support ticket](#) and list all the user needs.
- Note that student workers who are granted access will have their accounts set to expire at the end of the academic year. If they continue to be employed the following academic year, access must be requested again.
- Access requires VPN for off-campus access, including for auxiliary employees.

### **New or Changed Banner Reports / Argos Dashboards:**

- [Make a support ticket](#), your request will be assigned to our Academic Information System team.

### **Guest Computer Access:**

- IITS has to create temporary wifi access keys for guests. If you are hosting guests that need wifi access, please [create a support ticket](#) in advance of your event.
- If you’ll be having guests come to a Utica facility and you need a temporary

login for public computers access (such as computer labs or classrooms), please complete the [Technology, Classroom, And Event support request form](#). Our AV coordinator will work with you to implement the best solution.

#### **Email Account Request:**

- We're recommending most group email accounts for clubs or offices become Microsoft Teams going forward.
- If you believe a team won't work and still need a group email address, please [make a support ticket](#).
- For student organizations we ask that the advisor make this request.

#### **Engage / Canvas:**

- Faculty teaching in the Engage or Canvas (ABSN only) learning management systems should automatically gain access. If teaching assistants or co-faculty need to be added, contact the Center for Faculty Excellence at [facultyexcellence@utica.edu](mailto:facultyexcellence@utica.edu)
- Also note that student access to Engage courses is automatically applied one business day before the course start date. Students can login to Engage before this date but will not see courses listed. Students will not be able to login to Canvas before this date. Student access to courses is also automatically removed at the end of a term. Students with incompletes should finish their course work and communicate with their instructor outside of the learning management system.

#### **Zoom / Panopto / VoiceThread:**

- Zoom is being phased out and Teams should be used whenever possible going forward.
- Accounts are created automatically upon their first login for Zoom at <https://zoom.utica.edu>, Panopto at [www.utica.edu/panopto](http://www.utica.edu/panopto), and Voicethread at <https://utica.voicethread.com> .
- Permissions within Zoom are set automatically based on role. Students cannot use the cloud recording option. Speak with us if you have specific cases where a student may need this access.
- Video conferencing integrations with Engage may require setup by the Center for Faculty Excellence; contact them at [facultyexcellence@utica.edu](mailto:facultyexcellence@utica.edu)
- For using VoiceThread in classes please work with the Center for Faculty Excellence ([facultyexcellence@utica.edu](mailto:facultyexcellence@utica.edu)) to ensure it is setup properly and you're following best practices.

#### **Google Shared Drives / shared Google Drive files:**

- We are phasing out usage of Google Shared Drives, but there may still be need to access them until all the necessary files are moved to Microsoft Teams.
- It is the responsibility of the owner of said files to share them with others as appropriate. When possible to avoid issues with permissions, business files others need access to should be in Shared Drives rather than an individual's account.
- In the case of Shared Drives that accidentally get orphaned (that is no one is assigned as a manager), [make a support ticket](#) with us and we can modify permissions.

**Microsoft Teams / shared OneDrive files:**

- It is the responsibility of the Teams owner(s) to add team members as appropriate. When possible to avoid issues with permissions, business files others need access to should be in Teams files rather than an individual's OneDrive account.
- In the case of Teams that accidentally get orphaned (that is no one is assigned as the owner), [make a support ticket](#) with us and we can modify permissions.

**Utica Phone System Number / Voicemail:**

- Except for adjunct faculty, new employees generally are assigned a phone number in our main campus phone system. We also operate numbers for some satellite facilities. If you were not issued a number when you started, or if your role has changed and you now need to work remotely, please [make a support ticket](#) so we can setup the best solution for your situation.
- If you are issued a phone number, usually voicemail is setup to go to your Utica email address. Any messages will come to your email as an audio attachment.

**Software Request:**

- Please contact the Help Desk by email ([helpdesk@utica.edu](mailto:helpdesk@utica.edu)) with details about the software and how you intend to use it so we can discuss your needs. Some software we have licensing for and can provide easily, others may need budget approval / purchase or vetting to review feasibility / security / etc. Each is handled case-by-case.
- Note that University policies definition of software includes online services. You cannot purchase or use online services for business purposes without IITS review. See the Purchasing Policy at [www.utica.edu/policies](http://www.utica.edu/policies).

**New/Replacement Hardware Request:**

- Note that at this time adjunct faculty are not eligible to request computer equipment, but computers are available in various locations on the main

campus. Speak with your School office staff about getting access to an adjunct office. If you wish to purchase your own computer and need recommendations regarding what to purchase contact the Help Desk by phone and we'll be happy to answer your questions.

- Faculty should first contact their Dean so requests can be approved at the proper levels of the administration.
- Staff in Athletics must request hardware from the Director of Physical Education & Athletics who will pass approved requests onto IITS.
- Other staff should first notify their supervisor of their needs and then [make a support ticket](#) so we can get the request to the proper IITS staff.
- Please note that audio/video equipment such as televisions also must be requested via this process and cannot be purchased with department funds. See the Purchasing Policy at [www.utica.edu/policies](http://www.utica.edu/policies).

#### **Vendor System Access:**

- Please have the Utica University staff person who the vendor works with contact our Information Security Officer to discuss what access is needed and what can be setup.
- Be aware that we no longer allow shared accounts for vendors; instead each individual working at the vendor company will need a Utica account setup. Please contact Human Resources to complete the correct paperwork for each vendor employee that needs a Utica login.

#### **Utica.edu Web Forms Access:**

- If you need access to form data submitted on the Utica.edu site please [make a support ticket](#).

#### **VPN Access:**

- Faculty and staff no longer need to request access to VPN. However it is only available on Utica issued computers for security purposes.

#### **Procurement:**

- If you need access to WBMason, Amazon Business, Dupli or other vendors for making purchases for your office, contact the Office of Purchasing and Accounts Payable.

#### **Website Editing:**

- Most sections of the Utica.edu site are no longer editable outside of staff in the Marketing & Communications department. If you believe you need access to edit parts of the site, contact Joe Perry at [jperry@utica.edu](mailto:jperry@utica.edu).

## **Name Changes:**

- For preferred name see [www.utica.edu/name](http://www.utica.edu/name)
- For legal name changes students should see the Registrar's Office [online name change form](#), faculty and staff should contact Human Resources.
- Name changes do not necessarily involve changing the username or email address, rather just the way the name appears in most systems and records. If you have a need to change the username please contact IITS via [a support ticket](#).
- For active students, usernames often cannot change during times of year when active in class, because changing the login would affect class access.

## **Other Systems:**

- There are too many other systems used by the University to list here. When in doubt, call the Help Desk at 315-792-3115 and we'll try to direct you to the correct person. Examples:
  - Digital Signage
  - EMS (administrative functions of the room booking system)
  - Examplifiy / Examity
  - EXXAT
  - People Admin
  - Presence.io (aka PioHub)
  - Navigate

For anything not listed above, please contact the Help Desk by phone at 315-792-3115 to discuss your needs.