A System Access Request (SAR) is used by Departmental Security Administrators (DSAs) to request access on behalf of users in their department to certain systems for which access is controlled by IT Services - Access Services.

**Please note:** ServiceNow only handles requests on behalf of UCLA employees. To request access for vendor/contract workers, please contact Audit Manager Lynne Yorita (310-983-3736 or yorita@iad.ucla.edu) at UCLA Audit & Advisory Services to begin the hardcopy SAR process.

**INSTRUCTIONS**

1. Log into ServiceNow at ucla.service-now.com using your UCLA Logon ID.

2. On the left side of the screen, under **Self-Service**, click **All Catalogs**.

3. In the menu that displays in the center of the page, select **Information Technology Services**.

4. Under the **Access Administration Services** section, click **System Access Request**. (Only DSAs will see this option.) The System Access Request form will display, with red bars indicating required fields.

5. In the **Applicant Information** section, enter the **UID** for the applicant, and then click outside the field. This will automatically populate some of the applicant’s data.

   Alternatively, you can type the applicant’s name in the **Requested For** field. As you begin typing, you will notice suggested names displaying which you can click to select. You can also use the lookup icon to search all names.

   Once the Requested For name has matched up with a user in the ServiceNow database, the red bar next to the field will turn green. Some fields are automatically populated but grayed out, which indicates they are not editable.

   The **Department** field will automatically be populated with the user’s home department in the Employee Database (EDB).

6. In the **Requested Access** section, select the option(s) that you are requesting.

7. In the **Supervisor Information** section, enter or browse for the user’s **Supervisor’s Name**. The **Supervisor Email** and **Phone Number** will automatically be populated.

8. The **Departmental Security Administrator** information is pre-populated with your information.

Enter the **SAR Department Code**. The SAR department is the department for which the applicant is requesting access or permissions. In most cases, this will be the same as their home department.

If the SAR department is different from the home department, enter the **SAR Department Name** or use the lookup icon to search for and select a name.

**If you are requesting to add an OASIS Logon ID**, select **Yes**. This is the default selection if the applicant does not already have an OASIS Logon ID because it is required for all other access options on the SAR.

**If the employee already has an OASIS Logon ID**, the default is **No**. Change this to **Yes** if you wish to modify (delete, suspend, reactivate, or transfer) an existing OASIS Logon ID.
9. Under **Accounting Information**, enter the recharge Full Accounting Unit (FAU) for this user. The **Location**, **Account**, **Fund**, and **Sub** fields are required, while **CC**, **Project**, and **Object** are optional.

<table>
<thead>
<tr>
<th>Location</th>
<th>Account</th>
<th>CC</th>
<th>Fund</th>
<th>Project</th>
<th>Sub</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>966000</td>
<td>5555</td>
<td>03</td>
<td>03</td>
<td></td>
</tr>
</tbody>
</table>

*Sample Fau*

10. At the bottom right of the screen, click **Choose Options**.

11. For each of the requested access options selected previously, an **order guide tab** will display at the top of the screen. Use these tabs to navigate to sub-forms for each access type requested.

12. Select the **Type of Request** (only one):

```
Type of Request
- Create new ID (New users only)
- Modify (Add/Remove DACSS function)
- Delete
- Suspend (Temporary)
- Reactivate (Unsuspend ID)
- Transfer (Department Transfer)
```

13. For transfer requests only, select the **Transfer From Department** and the **Transfer To Department**.

14. In the **Comments** field, enter the business justification and any related information, such as specific function codes that may be needed. Do not enter confidential personnel information.

15. If there are other sub-forms that need to be completed, scroll back to the top of the page, and use the tabs to navigate to and complete all sub-forms.

16. Once all sub-forms are completed, click the **Check Out** button at the bottom of the screen.

17. The shopping cart screen displays the permissions you are requesting. Use the **Delete** or **Edit** buttons to make any necessary changes.
   - If you edit cart items, click **Update Cart** to save changes and return to the shopping cart screen.
   - **Important**: if you decide not to submit the SAR, any items in your cart will remain there and will be included with the next SAR you submit. Be sure to delete any unneeded items before proceeding.

18. Under **Requested For**, enter the name of the person for whom you are submitting this request. Disregard the **Deliver to** and **Special Instructions** fields.

19. Click **Submit Order**. The Order Status screen will display a confirmation of your request along with the request number. You will also receive an email confirmation containing the request number.

20. For first-time OASIS Logon ID requests, employees are required to complete online security training and visit the Bruin OnLine Help Desk for in-person identity verification. Instructions for this process will be emailed directly to the applicant for whom you are submitting this SAR.

21. When the request is completed, you will receive another email notification.

To cancel or modify your request after submitting, or if you have questions about the status of your request, please contact the IT Services Client Support referring to your original request number.

**IT SERVICES – CLIENT SUPPORT**

(310) 825-8000
clientsupport@it.ucla.edu