Visitor Access Requests

Visitor Access Requests

New Visitor Access
Renew Visitor Access

Approving New & Renewed Visitors

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Requesting New and Renewing Existing Visitor Accounts

The Visitor Access Form and the Renew Visitor Access forms allow staff to request new accounts or renew existing accounts for visitors to Griffith University requiring temporary access (10 days to 1 year extendable) to the Griffith Portal and Internet.

Requests for Visitor accounts are generally for the following cohorts.

- General Visitors and Contractors (security, cleaning, facilities, projects, consultants, services and temp workers).
- Visiting Students – General, secondary and international.
- Visiting Academics – Academics, researches and scholars.

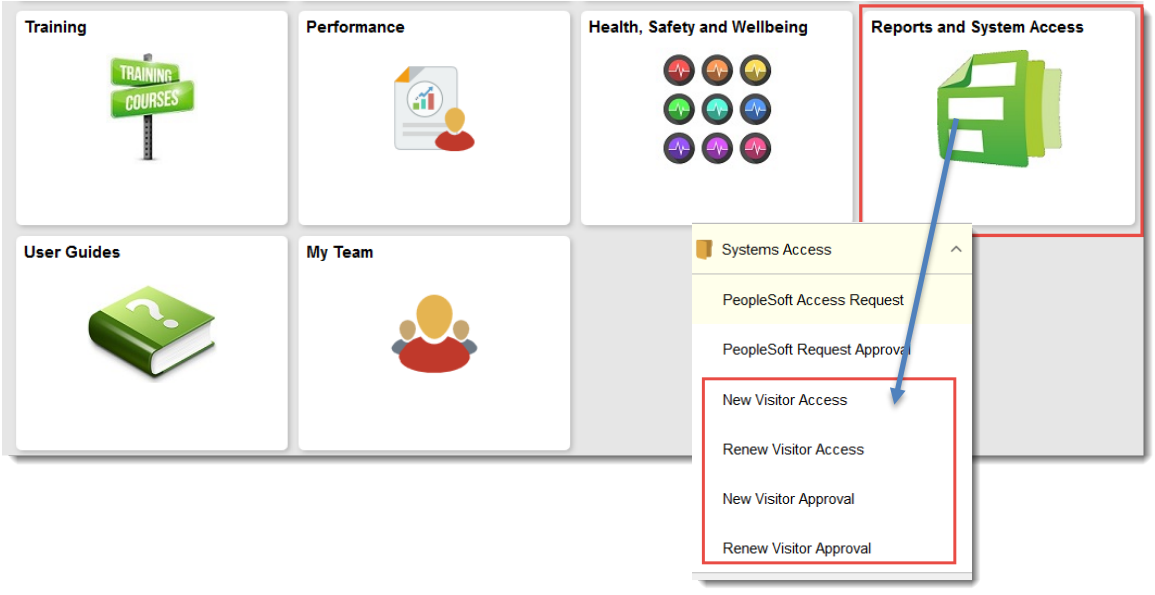
These forms should be logged by the supervisor of the visitor, but can also be logged on behalf of a colleague who will be supervising the visitor. The form requires supervisor details, visitor details and policy agreement prior to submitting the request.

Access provided to Griffith resources varies according to the type of cohort selection on the visitor form.

Supervisors, the Staff responsible for visitors, are recommended to submit these access requests for new or renewing visitors. These forms allow for early access provisioning for newcomers prior to arrival on day one to minimise delay in gaining access to systems.

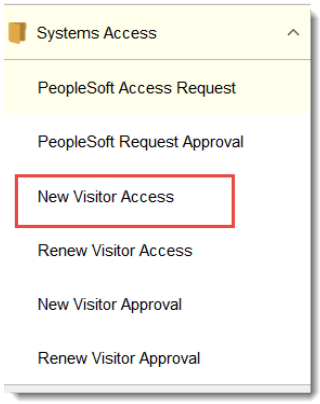
Accessing the request forms

The Visitor Access Form is located within the My Staff Page and is accessible to all Staff. To use the form, navigate to the Staff Portal and click on *My Staff Page* under *Key Services* or *Connect Here*. Click the *Home* icon on the top right, click the *Reports and System Access* tile then click *System Access* in the left hand side navigation collection.



New Visitor Access Requests

The New Visitor Access form can be used for new visitors requiring temporary access to Griffith systems. The form can be logged by the supervisor or on behalf of a colleague who will be supervising the visitor. Please ensure to ask your visitor if they have been involved or previously affiliated with Griffith, they may already have an S-number.



The form requires the supervisor details (S-number and contact number), visitor details including type of visitor, date of birth, gender, address, department, campus, end date and requires policy agreement prior to submitting the request.

These Visitors details can be manually entered into the visitor details gird or uploaded using the bulk load function.

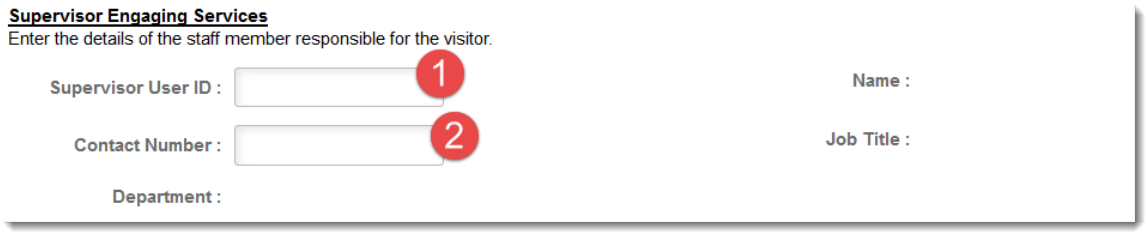
If using the bulk load function, the requestor must ensure they use the template CSV file provided, see Using the Bulk Upload File section for more details.

Supervisor details

The supervisor ID and contact number are required fields on the form. A supervisor must be a staff member, they can be casual, fixed term or permanent.

Step 1: Enter the S-number of the supervisor engaging services in the *Supervisor User ID* field. As you tab out it will auto-populate the *Name, Job Title* and *Department* fields.

Step 2: Enter a contact number, this can be an extension number, mobile number or other relevant contact number of the supervisor.



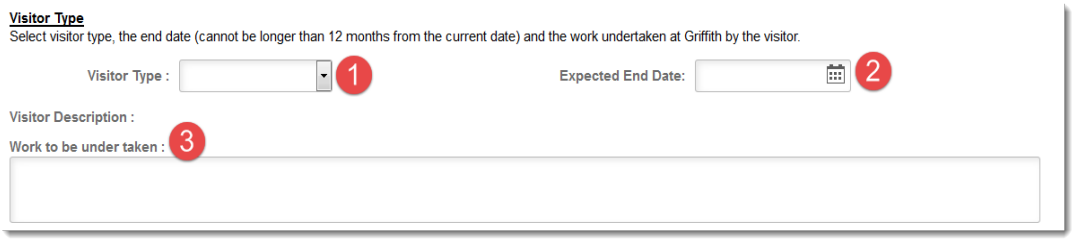
Visitor Type

There are various types of visitors interacting with Griffith University. Selection of visitor type should be made according to the most appropriate, or what best suites, the visitor affiliation with Griffith. See FAQ Visitor Types for a list of available types for selection.

Step 1: Use the *Visitor Type* drop down box to select a visitor type.

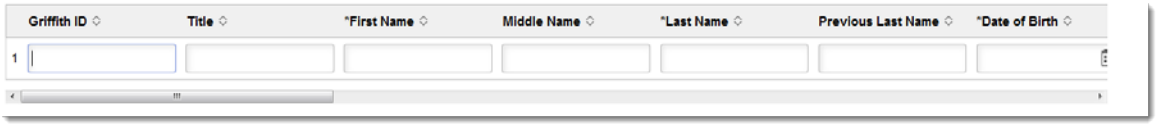
Step 2: Enter the *Expected End Date* in the format DD/MM/YYYY or click on the calendar icon and select the expected end date for the visitor (note this cannot be longer than 12 months).

Step 3: Include a short description of work to be undertaken by the visitor.



Visitor Details

This section of the form contains the visitor details grid. Enter the visitor details into this grid and press the *TAB* key to navigate through the data fields. Any field prefixed with an *Asterisk (*)* are required fields and must be entered. If the person has had a prior affiliation with Griffith, enter their S-number in the *Griffith ID* field (this will populate the name fields).



The following fields are required fields;

- First name, Last name, Date of Birth (format is DD/MM/YYYY or click calendar and select the date), Gender, Address 1, City, State, Post Code, Country, Department, Campus.

The following fields are optional;

- Griffith ID, Title, Middle Name, Previous Last name, Address 2, Phone Number, Mobile Number, Email Address, Company.

Visitor Details Grid Notes:

Many of these required fields are needed for identity and password management.

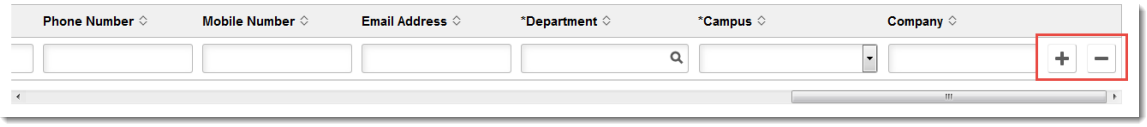
Department is the 3 letter department code and should be the same as the staff member who will be supervising the visitor. You can enter the 3 letter department code directory or if you are unsure, select the magnifying glass which will provide a list of current departments for selection.

If the visitor has prior affiliation with Griffith, enter their Griffith ID using the format of *S1234567*. When data is entered in this ID field, it will auto populate the title and name fields for the related ID. Other fields are still required to be completed. If you are unsure, please leave this blank.

Requesting Multiple Visitors on the Data Grid

If you have more than one visitor, click the '**+**' (plus) button at the end of the grid. This will add a new row where you can enter an additional visitor. You can add as many visitors as you require.

Rows can also be removed by clicking the '**-**'(minus) button.



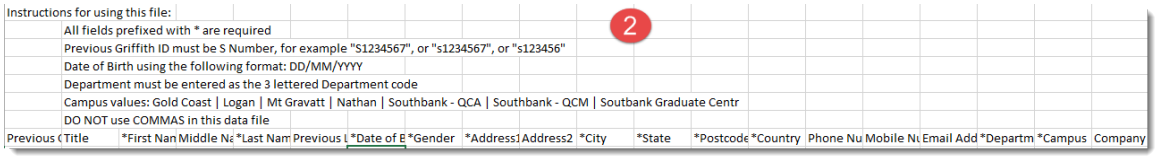
Using the Bulk Upload File Functionality

The bulk upload functionality allows a supervisor to action a visitor request for multiple visitors using one csv file. Please ensure the correct file is used, as the data in the file will feed into the Visitor grid populating the details.

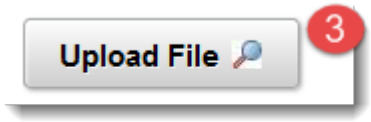
Step 1: Access the file HERE: Downloaded and save this CSV file to your local drive.

Step 2: Once you have downloaded the file, enter the details into the spreadsheet – one visitor per row. Save upon completion of entering the Visitor data.

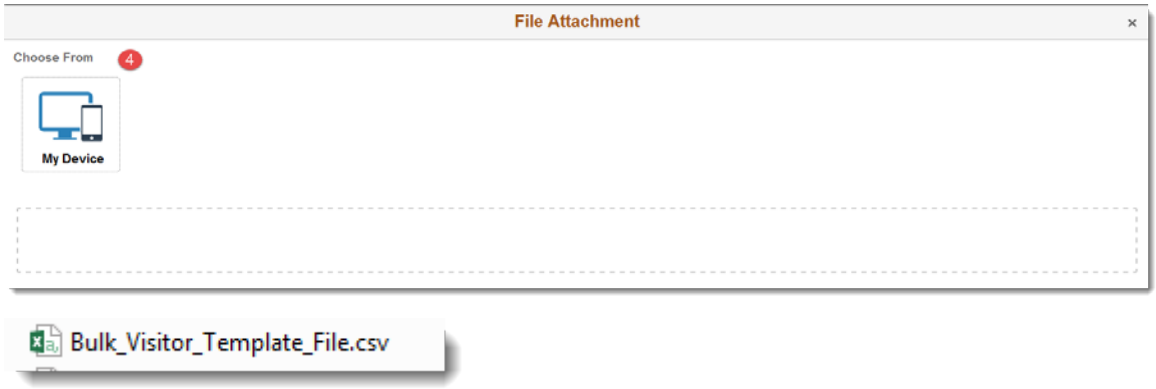
Please read the instructions on the spreadsheet to ensure required fields are entered and data is in the correct format. Save the file, by default the file will be in a *.CSV* file format. Don't change the format of the file.



Step 3: Click on upload file button.



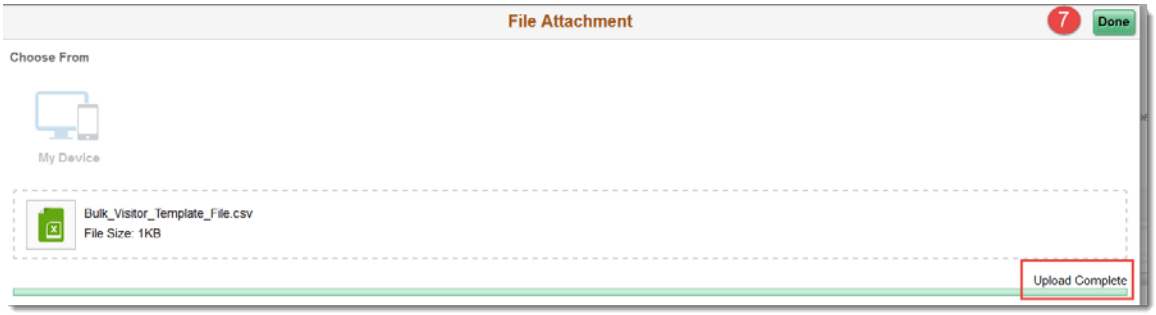
Step 4: Select my device and locate where the file is saved. You can also drag and drop the file into the dotted line rectangle in the *File Attachment* window.



Step 5: Ensure the file is a CSV file.

Step 6: Click the Upload button.

Step 7: Ensure upload is complete, this can be seen in the lower right of the *File Attachment* window, click *Done*. Once you click *Done*, the data in the CSV file will be populated into the visitor grid on the form.



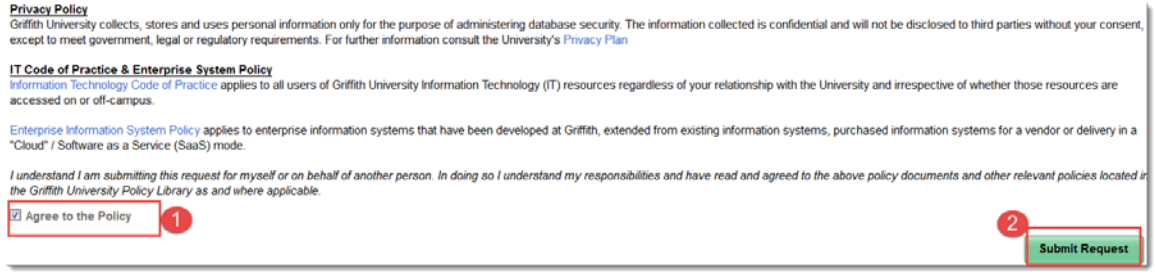
Step 8: Ensure the fields populated from the file into the visitor grid are complete and correct. Any incorrectly entered fields will prompt a validation check when submitting the request.

Review and Submit Request

Ensure all fields are complete.

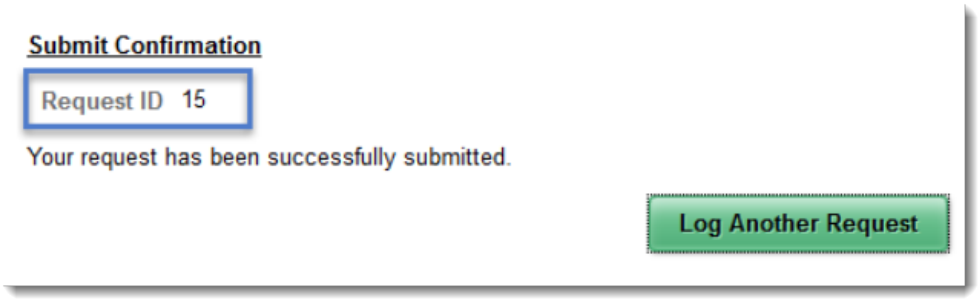
Step 1: After reviewing the policies, check the *Agree to the Policy* checkbox.

Step 2: Click *Submit request.*



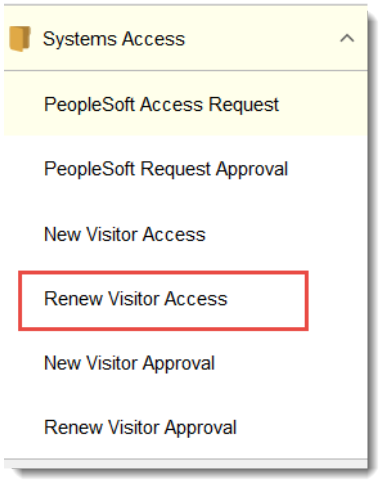
Submit Confirmation page

The Submit Confirmation page contains the unique Request ID. Please take note of the Request ID, as this is important for any future enquiries on your request. From this page you can click the *Log Another Request* button to start a new instance of the form or press the Home icon in the top right for navigate back to the HR Payroll system home screen.



Renew Visitor Access Requests

The Renew Visitor Access form can be used to renew visitors requiring an access extension to Griffith systems. This form can be logged by the supervisor or on behalf of a colleague who will is currently supervising the visitor.

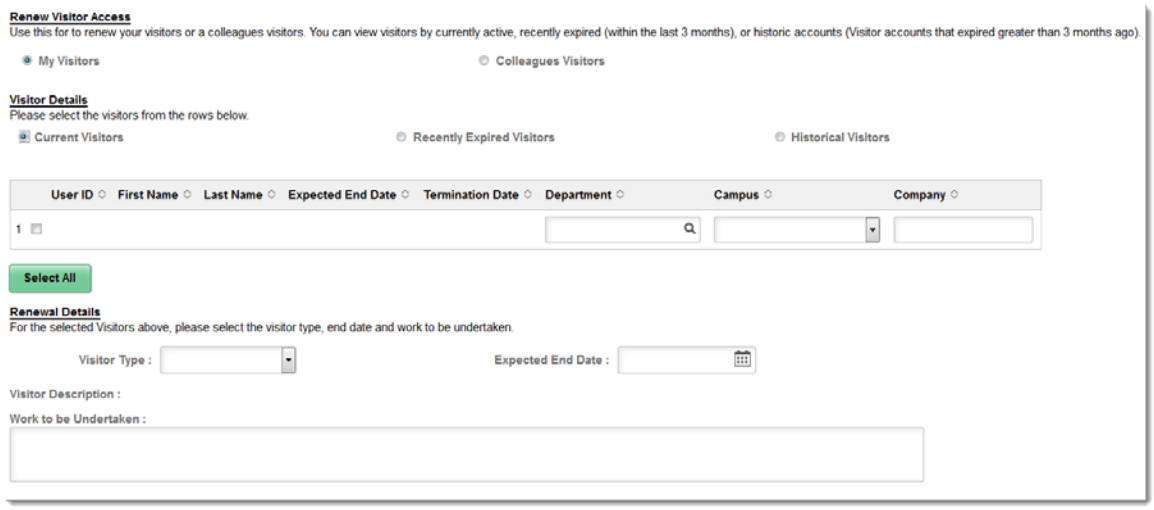


When this form loads, the visitor details grid will display currently active visitors for the staff member using the form. This default view can be changed to show expired visitors or a you can also view current or expired visitors for a colleague.

You can view visitors by currently active, recently expired (within the last 3 months), or historic accounts (Visitor accounts that expired greater than 3 months ago).

You will need the following information to complete a renew visitor request; S-number of supervisor (only if lodging on behalf of a colleague), Name of visitor, Department, Visitor type, Expected End Date and Work to be undertaken.

Ensure all required fields are complete.



Visitor details

Three radio buttons are available within Visitor details section. Visitors can be viewed by currently active, recently expired (within the last 3 months), or historic accounts (Visitor accounts that expired greater than 3 months ago). By default, the Current Visitors radio button is selected. This can be changed to the other options to list visitors relevant to that period. If the visitor has not been at Griffith previously follow New Visitor Access section of this job aid. If the supervisor needs to be changed then see FAQ Changing Visitor Supervisor for further details.

Supervisor Details

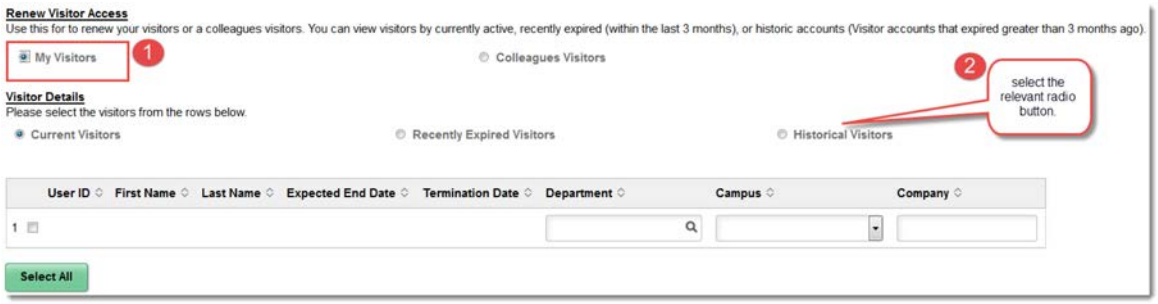
A supervisor must be a staff member, they can be casual, fixed term or permanent. Visitors accounts are not permitted to supervise other visitor accounts.

Renewing my visitors

To renew visitor accounts that you supervise, ensure the *My Visitors* radio button is selected and then choose which visitors in the list you wish to renew.

Step 1: Select the radio button *My Visitors*.

Step 2: Select the relevant radio button for *Current Visitors*, *Recently Expired Visitors* or *Historical Visitors*.



Renewing a colleague's visitors

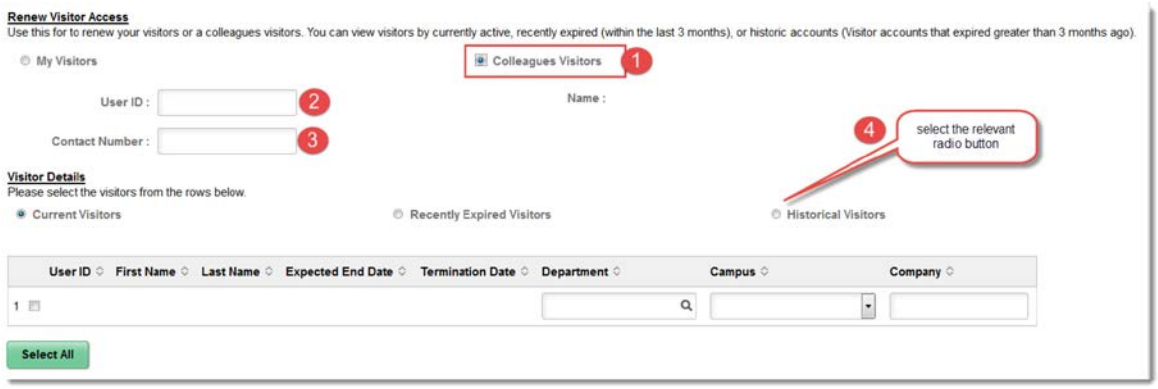
If renewing a visitors for a colleague, ensure the *Colleagues Visitors* radio button is selected and then choose which visitors in the list you wish to renew.

Step 1: Select the radio button *Colleagues Visitors*.

Step 2: Enter User Id (S-Number) of the supervisor. This will auto populate the name field.

Step 3: Enter a contact number; this can be an extension number, mobile number or other relevant contact number of the supervisor.

Step 4: Select the relevant radio button for *Current Visitors*, *Recently Expired Visitors* or *Historical Visitors*.



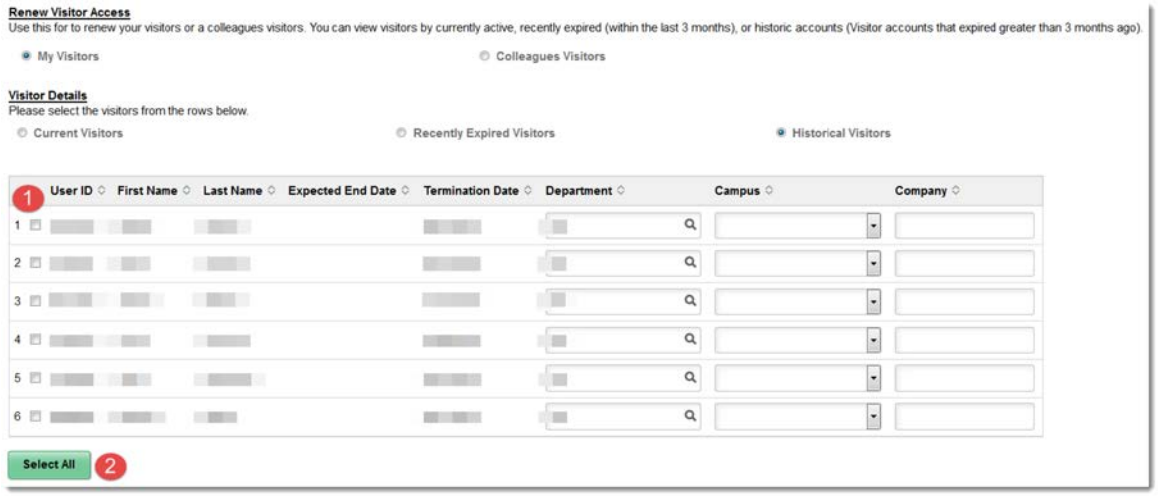
Selecting Visitors for Renewal

After making your selection for which visitors to display, the details grid will populate with the visitor accounts. You can now select which accounts to renew.

The details grid shows the User ID, First and Last Names, Expected End Date (currently active visitors only), Terminated Date (recently expired or historical visitors), Department, Campus and Company.

Step 1: Select one or multiple visitors by ticking the relevant checkbox.

Step 2: If necessary, you can also or press the Select all button to tick all checkboxes for the displayed visitors.



Renewal Details

Once selection of visitors has been made, the visitor type information is required. The *Visitor Type*, *Expected End Date* and *Work to be Undertaken* are all required fields on this section of the form and apply to all selected visitors in the grid.

Visitor Type, End Date, Work to be Undertaken

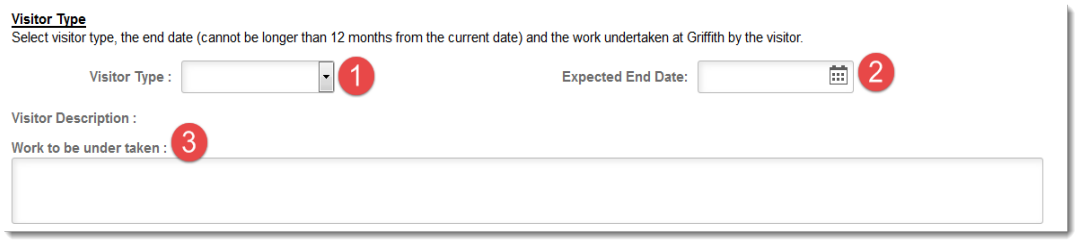
There are different types of visitors, select the most appropriate one based on what tasks they will be undertaking while at Griffith. Generally, the visitor type will be the same as it was previously for the account but may have changed. The end date is the new expected end date for the account, this is the future date you are requesting the account be renewed

through to. Work to be undertaken is required and should be a brief description of what the visitor will be doing with Griffith.

Step 1: Use the *Visitor Type* drop down box to select a visitor type.

Step 2: Enter the *Expected End Date* in the format DD/MM/YYYY or click on the calendar icon and select the expected end date for the visitor (note this cannot be longer than 12 months from the current system date).

Step 3: Include a short description of work to be undertaken by the visitor.

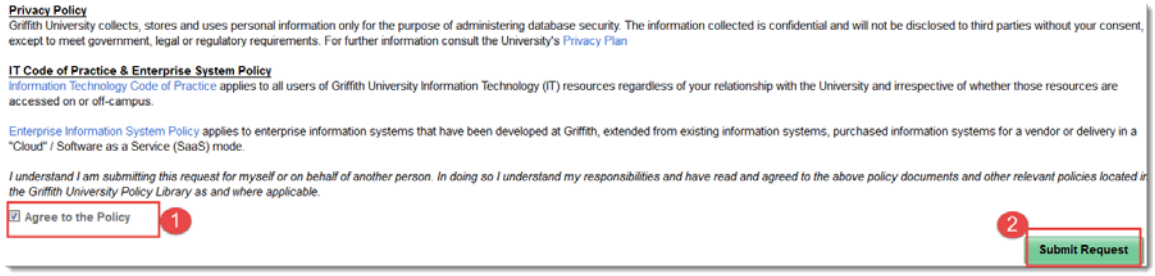


Review and Submit Request

Ensure all fields are complete.

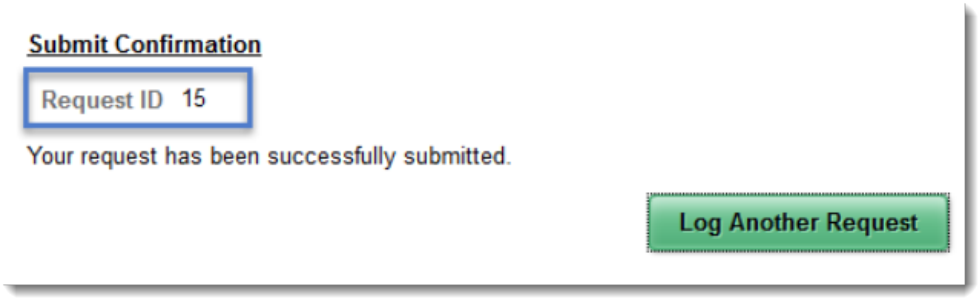
Step 1: After reviewing the policies, check the *Agree to the Policy* checkbox.

Step 2: Click *Submit request.*



Submit Confirmation page

The Submit Confirmation page contains the unique Request ID. Please take note of the Request ID, as this is important for any future enquiries on your request. From this page you can click the *Log Another Request* button to start a new instance of the form or press the Home icon in the top right for navigate back to the HR Payroll system home screen.



Approval Workflow for New and Renewed Visitor Accounts

Workflow exists for requesting new visitor accounts and renewing visitor accounts. These workflows will link an authoriser through to custom approval pages in My Staff Page for reviewing and approving access requests.

The table below shows when workflow is invoked.

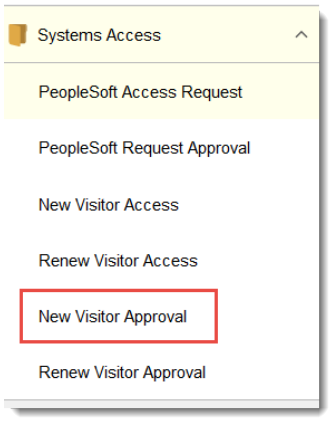
Request type	My Visitors	Colleagues Visitors
New Visitors	Auto Approved	Workflow invoked – routes to the colleague for approval of new visitors.
Renew Visitors	Auto Approved	Workflow invoked – routes to the colleague for approval of accounts requested for renewal.

If you are lodging these requests and are the listed supervisor of the visitor, both the new and renewal requests are auto-approved.

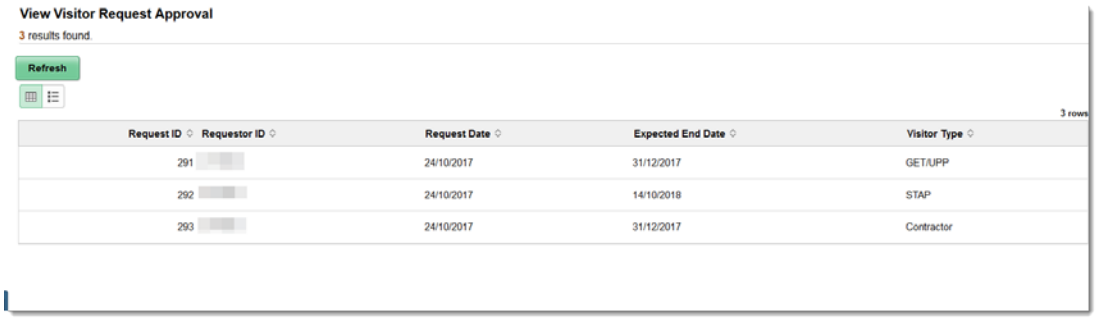
If you are lodging these requests on behalf of a colleague, then workflow will route to the listed colleague for approval of both the new and renew visitor requests.

Approving New Visitor Access Requests

The approval page is located within the My Staff Page and is accessible to the supervisors of visitors. To access the approval page, navigate to the Staff Portal and click on *My Staff Page* under *Key Services* or *Connect Here*. Click the *Home* icon on the top right, click the *Reports and System Access* tile, click *System Access* then click *New Visitor Approval*.



By clicking on *New Visitor Approval*, the approver will be able to view a list of pending requests. The approver can then select an individual request to view further details and action the workflow.



Click on a row to view the details and approve or deny the request.

Step 1: Review the person requesting access details – requestor name and job title.

Step 2: Review the supervisor engaging services details – supervisor ID, name, contact number, department, job title.

Step 3: Review the visitor type details. Shows visitor type, description and expected end date.

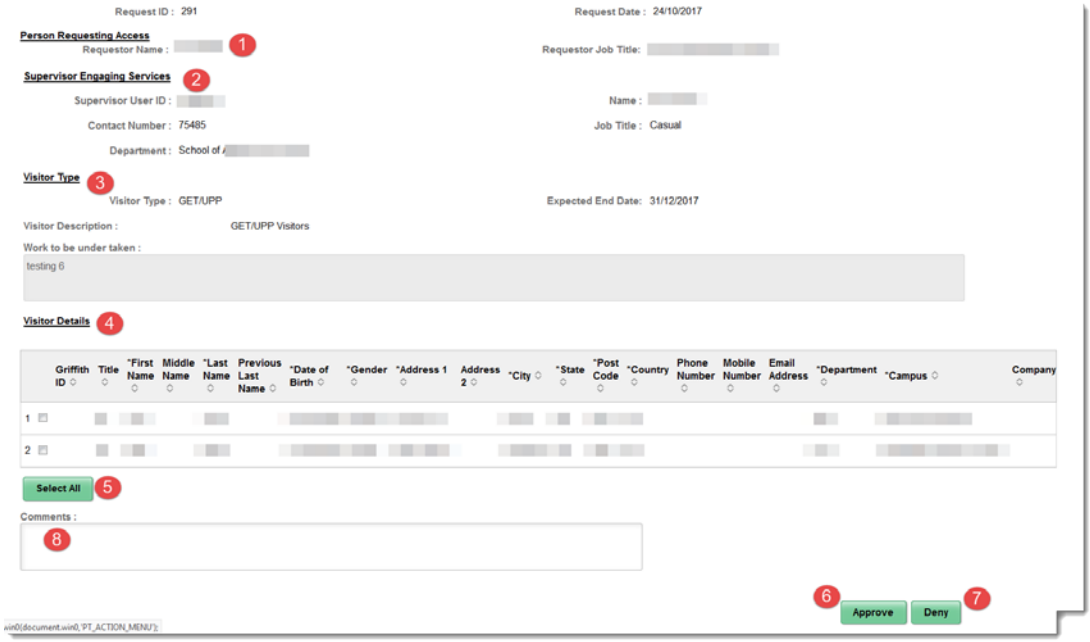
Step 4: Review the visitor details. Shows all new visitors requiring approval. You can select individual rows using the checkboxes and approve some while then selecting others to deny.

Step 5: If necessary you can click the *Select All* button as a quick way to approve or deny all visitors in the list.

Step 6: After selection of visitors in the grid, click the *Approve* button if the new visitor details are correct.

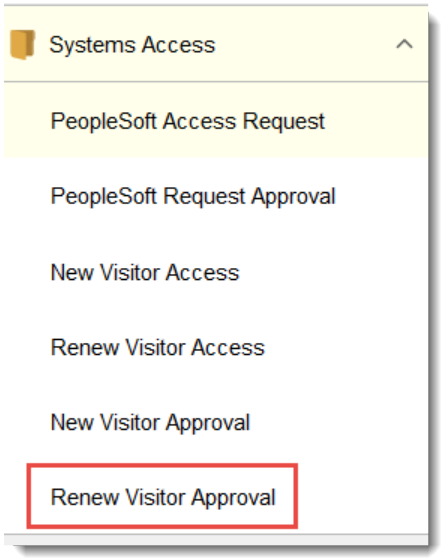
Step 7: After selection of visitors, click the *Deny* button if the new visitor should not proceed.

Step 8: Comments are required if Deny is selected. The comments field is not required for approved visitor accounts.



Approving Renew Visitor Access Requests

The approval page is located within the My Staff Page and is accessible to the supervisors of visitors. To access the approval page, navigate to the Staff Portal and click on *My Staff Page* under *Key Services* or *Connect Here*. Click the *Home* icon on the top right, click the *Reports and System Access* tile, click *System Access* then click *Renew Visitor Approval*.



By clicking on Ren*ew Visitors Approval*, the approver will be able to view a list of pending requests. The approver can then select an individual request to view further details and action the workflow.

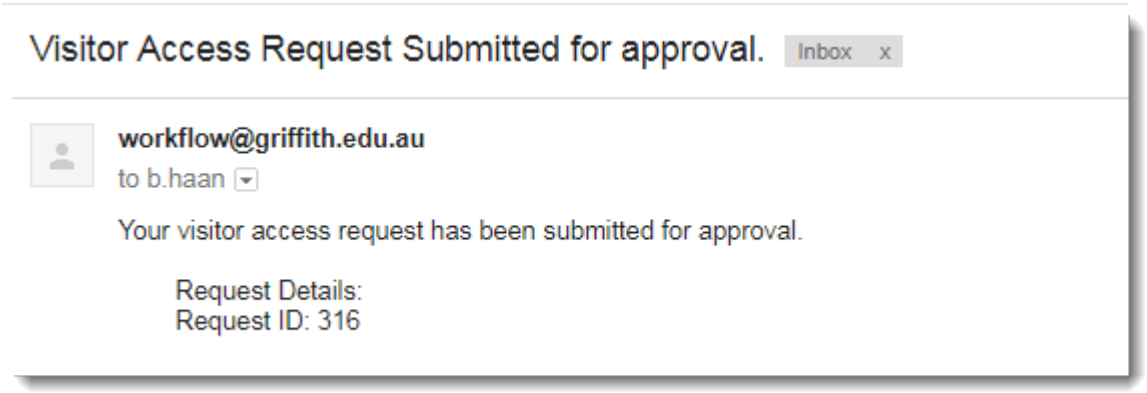
The approval steps are the same for Renewing visitor access as they are for New visitor access approvals in the previous section.

Requestor Communications

Throughout the request lifecycle, notifications will be sent to the requestor and the approver at key progress points.

Submit, Approve, and Deny Notifications

When the requester has submitted an access request, an email notification is sent to the requester advising of the submitted request. This notification contains the Request ID, no further details of the request are including in this notification.



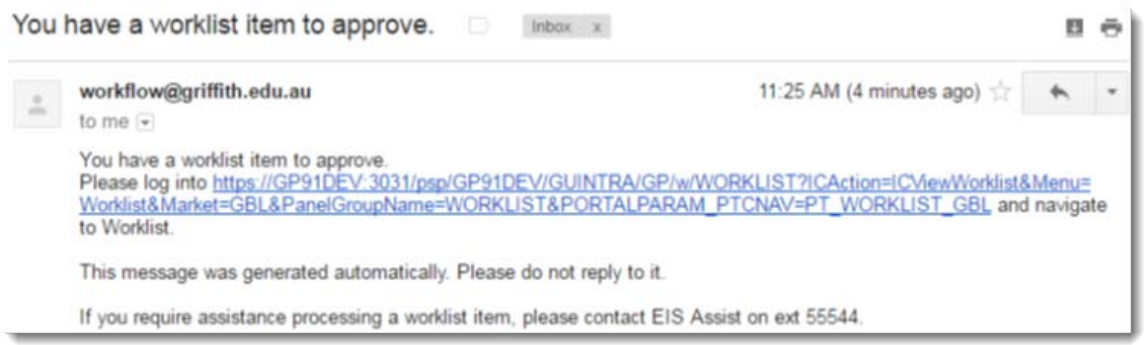
GSM Service Desk Tool Notifications

Shortly after the request has been submitted, a new GSM service desk ticket will be logged, and notification sent advising the requester of ticket creation.

From this GSM ticket the supervisor will be notified of request progression. Once all aspects of a request are actioned a resolution notification will be sent from the GSM service desk tool.

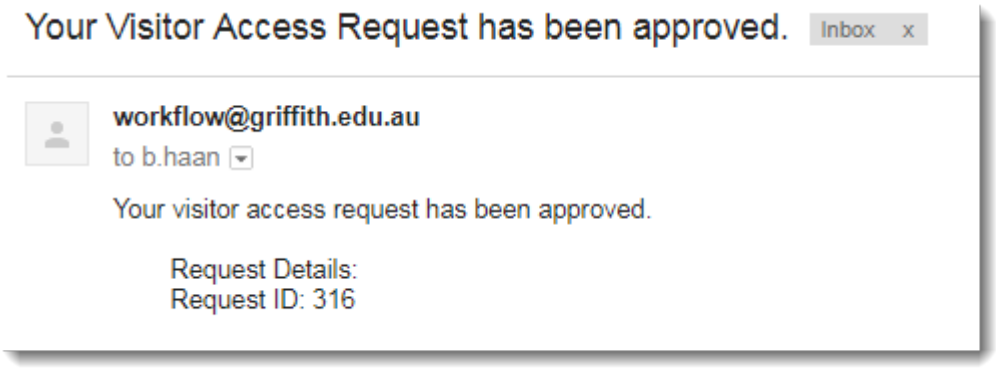
Workflow Notification

The nominated authoriser(s) for the request will receive a standard workflow notification each day at 10am and 3pm, advising of a pending worklist item. The authoriser can click on the link to be taken directly to the Griffith Staff Portal worklist.



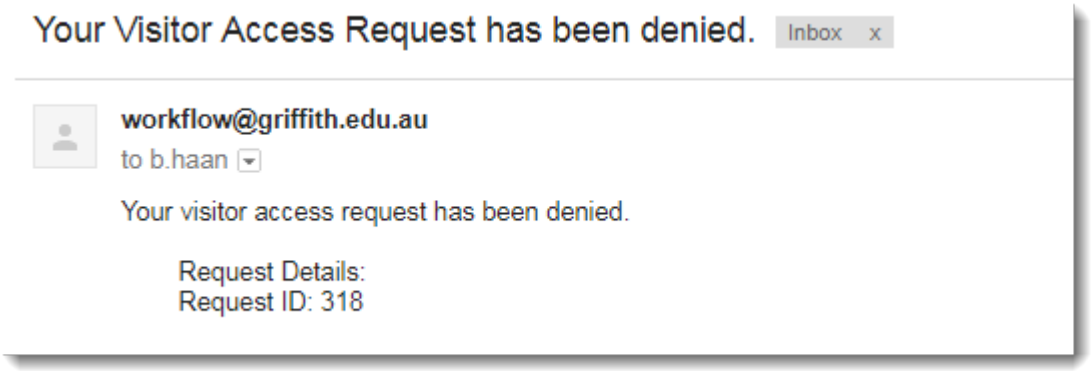
Workflow Approved Notification

If an authoriser approves a request, notification will be sent to the requester advising of the approved workflow. EIS Assist will now provision the approved access and update the GSM service desk ticket.



Workflow Denied Notification

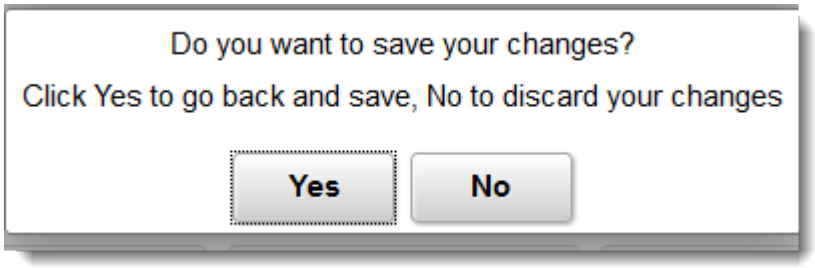
If an authoriser denies a request, notification will be sent to the requester advising of the denial. EIS Assist will update the GSM service desk ticket.



FAQ

Can I return to visitor request form later and still have my detail entered earlier retained?

No, there is no ability to save a request you have half entered and return to later. At any time, you can cancel out of a request by selecting *HOME* at the top of the screen or selecting another menu item on the left-hand side navigation collection, but you will lose any data you've entered into the form. A new form instance is required later if you wish to exist and return. You will be asked if you want to save your changes or discard. If you chose to exit you can select *NO* to proceed and lose all entered details. It is recommended to ensure you have all information for the request prior to starting the request.



How do I changing a Visitors supervisor

If a change of supervisor is required for one or multiple visitors please log a help desk request via https://intranet.secure.griffith.edu.au/computing/enterprise-information-systems-support This should be submitted by the new supervisor, confirming the visitors that need to be updated. EIS Assist will then complete the necessary checks for swapping supervisor and update the accounts where applicable.

I am unsure about whether a visitor needs to be renewed which is pending my approval. Can I approve some now and come back later in the same request ID?

Yes, you can return later. You can select a subset of visitor accounts to approve now and then exit out of the approval page. The unapproved visitors will remain in your worklist awaiting approval/denial. The previously approved visitors within that request will no longer be visible, these have moved on to a completed workflow state.

What if I don't know the person requesting access?

If a person has requested new or renewed visitor access and you don't know who the requestor is, it would be best to contact them and discuss further, source their details from the Griffith phone book. They may have mistakenly entered data on the request forms or might not have contacted you further at this stage. It is important to ensure you know who is requesting new or renewing visitor accounts on your behalf and that you understand the reasons for the visitors access to Griffith.

What if I don't know the visitors or their purpose working at Griffith?

If you don't know who or aren't expecting the visitors are that are being requested on your behalf, it is important you contact the requestor and obtain a purpose for the visitor access. You will be entered as the visitors supervisor and are responsible for them while they have an active affiliation.

How long can my visitor account be active for?

Visitor accounts can only be active for a period of 12 months. The form will not allow entry of planned exit dates greater than 12 months from the current system date. If you wish to renew your visitor accounts, the same time restriction applies.

When are my Visitor's accounts expiring?

You can see the expiry date of visitors reporting to you or a colleague by using the *Renew Visitor Access* form, located: My Staff Page > Reports and System Access > System Access > Renew Visitor Access.

How do I request access to PeopleSoft systems for visitors?

Shortly after you have logged a request for a new visitor account, it will be provisioned. The S-Number provided to you via correspondence from EIS Assist, is required when requesting PeopleSoft access. Once you receive the S-Number of the visitor, you can submit a request for Student, HR/Payroll or Finance core PeopleSoft systems according to your visitor work to be undertaken while at Griffith.

Visitor Types

Affiliation description (type)	Visitor Description
STAP	STAP visitors
GET/UPP	Secondary School Students visiting - Logan Area
External Reviewer	External Reviewer visitor
External Auditor	External Auditor visitor
Security and Cleaning	Contractor - Security and Cleaning Services
Contractor	Contractor - Temp Workers, Facilities, Projects, Services
Internt'l Short Course	International Short Course Participant
Academic	Visiting Academic
Researcher/Scholar	Visiting Researcher or Scholar
Council Member	External Council Member
Hobson Staff	Hobson Staff

Consultant	Consultant
Pearson Staff	Pearson Staff