

PeopleSoft System Access Requests

How-to Approve / Deny Request for Access

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PeopleSoft Access Form approvals

The online PeopleSoft Access Form utilises workflow to obtain authorisation for access requests to the PeopleSoft Student, Finance and HR Payroll systems.

EIS Assist has worked with key stakeholders and system owners to come to an agreed mapping of PeopleSoft system roles to business roles and sought approval from nominated authorisers to be included in this workflow process.

After the completed access form is submitted workflow approvals will be triggered.

Accessing worklist items for approval

You can access PeopleSoft Access Requests worklist items from several locations.

1. Directly through worklists.
 - a. From daily worklist reminder emails, opens to the Staff Portal worklist.
 - b. From the Staff Portal worklist, **Staff Portal > Key Services > Worklist**.
 - c. From the HR Payroll system worklist, **My Staff Page > Worklist Tile**.
2. From the PeopleSoft Request Approval page within **My Staff Page > Reports and System Access Tile > click System Access** on the left-hand-side navigation menu > select **PeopleSoft Request Approval**.

Daily worklist reminders & Staff Portal worklist

When a PeopleSoft access request has been submitted the selected authorisers for that request will receive the usual daily reminder email at 2pm daily. Clicking on the link within the worklist email will take you to the Griffith Staff Portal worklist. Clicking on any of the **ESSA PeopleSoft System Access** worklist items will navigate the approver into the approval page for the selected request.

To action the request from this list simply click on one of the links. This will take you directly into the request details where you can approve or deny the request.

Worklist
 Worklist for S2975747: Joseph Richards
[Detail View](#) Worklist Filters [Feed](#)

Worklist Items

From	Date From	Work Item	Worked By Activity	Priority	Link
View History	31/01/2023	Approval Routing	Approval Workflow	2-Medium	Approval Workflow
View History	27/06/2023	Approval Routing	Approval Workflow	2-Medium	Approval Workflow
View History	26/07/2023	Approval Routing	Approval Workflow	2-Medium	Approval Workflow
View History	23/04/2021	Approval Routing	Approval Workflow	2-Medium	ESSA PeopleSoft System Access
View History	31/01/2023	Approval Routing	Approval Workflow	2-Medium	ESSA PeopleSoft System Access
View History	30/05/2023	Approval Routing	Approval Workflow	2-Medium	ESSA Financial Services Access
View History	01/09/2023	Approval Routing	Approval Workflow	2-Medium	ESSA PeopleSoft System Access
View History	13/11/2023	Approval Routing	Approval Workflow	2-Medium	ESSA PeopleSoft System Access
View History	17/11/2023	Approval Routing	Approval Workflow	2-Medium	ESSA PeopleSoft System Access

[Refresh](#)

Click a link to open the Approval Screen

My Staff Page worklist

You can view all pending PeopleSoft access request worklist items in the worklist. To navigate there from the staff portal click on **My Staff Page** from the **Key Services** sections. Click on the home button in the right corner of the page then click on the Worklist Tile.

To action the request from this list simply click on one of the links. This will take you directly into the request details where you can approve or deny the request.

Worklist
 Worklist for S2975747: Joseph Richards
[Detail View](#) Worklist Filters [Feed](#)

Worklist Items

From	Date From	Work Item	Worked By Activity	Priority	Link
View History	31/01/2023	Approval Routing	Approval Workflow	2-Medium	Approval Workflow
View History	27/06/2023	Approval Routing	Approval Workflow	2-Medium	Approval Workflow
View History	26/07/2023	Approval Routing	Approval Workflow	2-Medium	Approval Workflow
View History	23/04/2021	Approval Routing	Approval Workflow	2-Medium	ESSA PeopleSoft System Access
View History	31/01/2023	Approval Routing	Approval Workflow	2-Medium	ESSA PeopleSoft System Access
View History	30/05/2023	Approval Routing	Approval Workflow	2-Medium	ESSA Financial Services Access
View History	01/09/2023	Approval Routing	Approval Workflow	2-Medium	ESSA PeopleSoft System Access
View History	13/11/2023	Approval Routing	Approval Workflow	2-Medium	ESSA PeopleSoft System Access
View History	17/11/2023	Approval Routing	Approval Workflow	2-Medium	ESSA PeopleSoft System Access

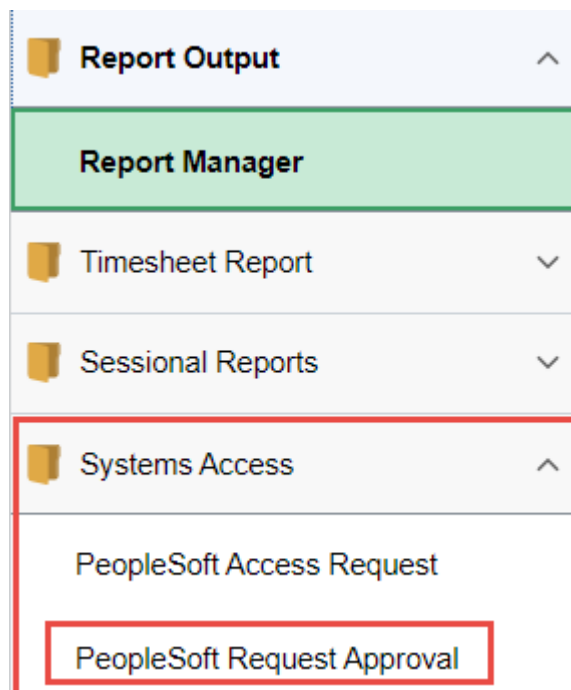
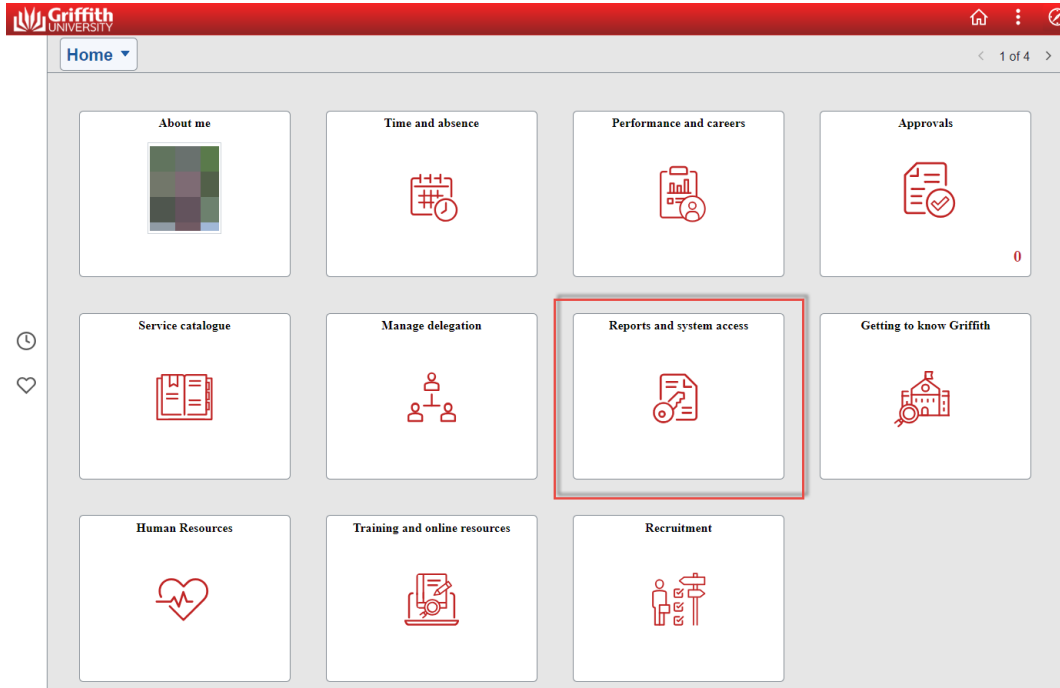
[Refresh](#)

Click a link to open the Approval Screen

PeopleSoft Access Approval screen

The PeopleSoft Request Approval screen shows a listing of all pending PeopleSoft Access Request approvals. From this screen you can open any outstanding

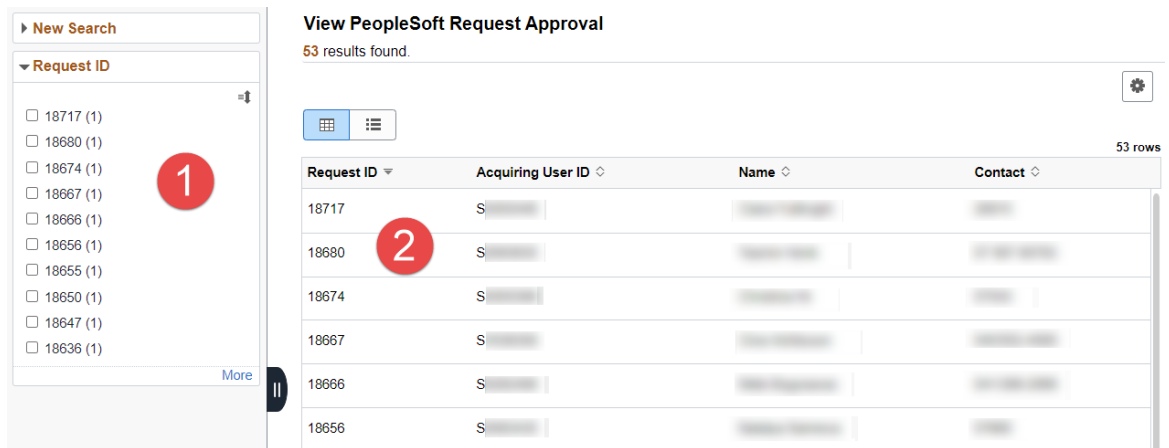
approvals and action as appropriate. The approval screen can be found within the Staff Portal and click on *My Staff Page* under *Key Services*. Click the **Reports and System Access** tile > click **System Access** on the left-hand-side navigation menu > select **PeopleSoft Request Approval**.



This page lists all pending PeopleSoft Access requests, showing the Request ID number and acquiring user details. From here, select any listed requests to open and action the approval.

Step 1: You can filter what requests are visible in the list by ticking the checkboxes under the Request ID section of the left-hand navigation.

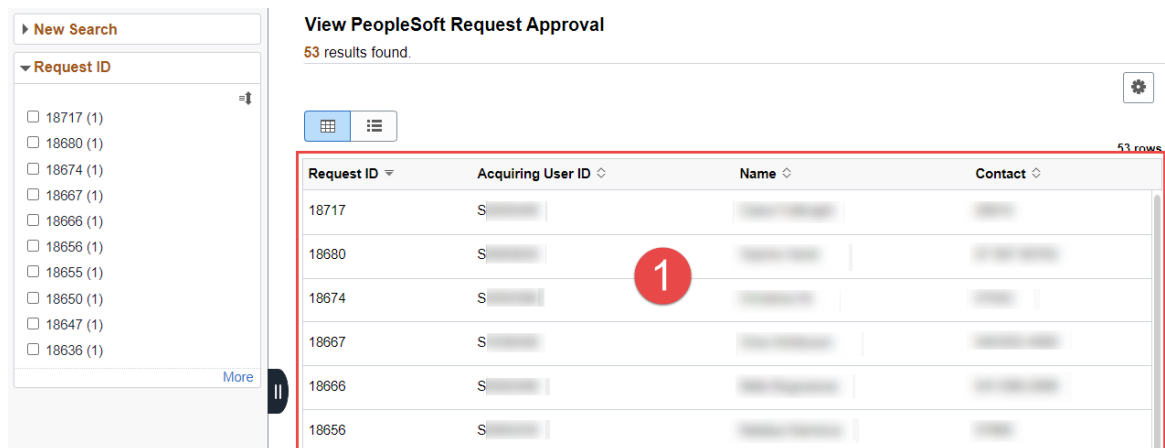
Step 2: Click on a Request ID row to open the details for that request.



Refreshing the worklist item list

To refresh the pending worklist items on the PeopleSoft Request Approval page, simply click the Refresh button above the request grid.

Step 1: Press the **Refresh** button at the top of the request grid.



Request Authorisation

Approving requests

The *Request Approval* page shows an overview of the requestor, acquiring user details and includes a listing of the roles requested. This page has several important sections that should be noted / reviewed prior to approving or denying the request.

Step 1: Review the requesting user details, this is the person that logged the request and will in most cases be the supervisor of the person acquiring access.

Step 2: Review the acquiring user details, this is the person you are approving or denying access for.

Step 3: Review the list of roles that have been requested for the acquiring user. In most cases this will be a Business Area/Business Role combination but may also contain Additional Security Access roles.

Step 4: Once you have reviewed and wish to progress the item, tick the checkbox for the corresponding role then press the **Approve** button in the lower right of the page.

< Search Results
ESSA Request Approval

Request ID 18666

1
Person Requesting Access
 Requestor Name [Redacted]

Person Acquiring Access

User ID [Redacted]

Contact Number [Redacted]

Supervisor Details No Supervisor Found

Request Date 13/11/2023

Requestor Job Title School Manager

2
 Name [Redacted]

Job Title

Department

Student System

	Business Area	Business Role	Description
1	Academic Groups	Placement Officer	Placement Officer access to to Student system.

Effective From 13/11/2023
Effective To 30/06/2024

In Addition To Existing Roles : Yes

Comments (Reason for Denial) :

254 characters remaining

4

Approve
Deny

Approving multiple role requests

Any request that has multiple roles can be approved in one action. Simply select all checkboxes and press the Approve button.

Step 1: Tick all checkboxes for roles listed in the request.

Step 2: Press the **Approve** button to approval all roles requested.

Request ID	18	Requestor Name	Primo Jetson	Request Date	14/03/2017
Person Acquiring Access					
ID	S2647984	Name	Augusta Wind	Contact	x55544
Student System					
Business Area		Business Role	Description		
1	<input checked="" type="checkbox"/>	Student Administration Centre	Team Leaders	Team Leaders access to Student Administration	
System Role		Description			
1	<input checked="" type="checkbox"/>	Batch Transcript Processor	Batch processing for Official Transcripts		
Comments :					
<input type="text"/>					
				<div style="text-align: right;"> 2 <input type="button" value="Approve"/> <input type="button" value="Deny"/> </div>	

Denying requests

The **Request Approval** page allows an approver to deny access if necessary. Prior to denying a request the authoriser must enter comments providing a reason for denying the access.

Step 1: Review the request and tick the checkbox corresponding to the role.

Step 2: Enter the reason for denying the requested role in the *Comments* field.

Step 3: Press the **Deny** button in the lower right of the page.

ESSA Request Approval

Request ID 18666 Request Date 13/11/2023

Person Requesting Access
Requestor Name [Redacted] Requestor Job Title School Manager

Person Acquiring Access
User ID [Redacted] Name [Redacted]
Contact Number [Redacted] Job Title
Supervisor Details [Redacted] Department

Student System

	Business Area	Business Role	Description
1	Academic Groups	Placement Officer	Placement Officer access to to Student system.

Effective From 13/11/2023 Effective To 30/06/2024
In Addition To Existing Roles : Yes

Comments (Reason for Denial) :
This access is not permitted as Primo isn't a Placement Officer. Resubmit appropriate access.
161 characters remaining

Approve Deny

Denying multiple role requests

To deny multiple role requests within one request ID, tick all role boxes, enter a comment, and press the deny button.

Step 1: Tick all checkboxes for roles listed in the request.

Step 2: Enter the reason for denying the requested roles in the *Comments* field.

Step 3: Press the **Deny** button to deny all roles requested.

Request ID 18 Requestor Name Primo Jetson Request Date 14/03/2017

Person Acquiring Access
 ID S2647984 Name Augusta Wind Contact x55544

Student System

Business Area	Business Role	Description	
1 <input checked="" type="checkbox"/>	Student Administration Centre	Team Leaders	Team Leaders access to Student Administration

System Role	Description	
1 <input checked="" type="checkbox"/>	Batch Transcript Processor	Batch processing for Official Transcripts

Comments :
 These roles are not correct for the acquiring user.

Approve Deny

Approving and denying a request – multiple roles

For requests with multiple roles, you may want to approve one role and deny another. This will need to be initiated from the PeopleSoft Access Approvals page, not from worklist in the Staff portal or My Staff Pages. Navigate to **My Staff Pages > Reports and System Access > PeopleSoft Access Approvals**.

Step 1: Taking note of the Request ID, tick the checkbox for the role you want to approve.

Step 2: Press the **Approve** button to approve the selected role. You'll notice that the checkboxes for the other listed roles and both the approve and deny buttons have now disappeared.

Step 3: Press the **Search Results** button in the top left to navigate back to the PeopleSoft Request Approval page. Find the Request ID in the list and click it again to open the request. You will notice there is only one item remaining for action as what was approved in step 2 is no longer available for action.

Search Results ESSA Request Approval

Request ID 18 Requestor Name Primo Jetson Request Date 14/03/2017

Person Acquiring Access
 ID S2647984 Name Augusta Wind Contact x55544

Student System

Business Area	Business Role	Description	
1 <input checked="" type="checkbox"/>	Student Administration Centre	Team Leaders	Team Leaders access to Student Administration

System Role	Description	
1 <input type="checkbox"/>	Batch Transcript Processor	Batch processing for Official Transcripts

Comments :

Approve Deny

Step 4: Tick the checkbox for the role you want to deny.

Step 5: Enter the reason for denying the requested role in the *Comments* field.

Step 6: Press the **Deny** button in the lower right of the page. When you return to the PeopleSoft Access Approvals page, refresh the list and the Request ID is no longer there.

The screenshot shows a form for request ID 18. At the top, it displays 'Request ID 18', 'Requestor Name Primo Jetson', and 'Request Date 14/03/2017'. Below this, there are sections for 'Person Acquiring Access' (ID S2647984, Name Augusta Wind, Contact x55544) and 'Student System'. A table lists system roles, with the first row 'Batch Transcript Processor' having a checked checkbox. A 'Comments' field contains the text 'Additional access role not required.' At the bottom right, there are 'Approve' and 'Deny' buttons.

Viewing Approval History

Each approval page contains an *Approval Matrix* button that can be used to view the workflow history of the request. This can be used to see who has approved at each step of the approval and any comments made throughout the workflow history.

If you are approving at step 2 (role authoriser), you will be able to see the supervisor approval at step 1.

Step 1: Press the **Approval Matrix – CS, HR, FS** button to view the approval history for the current request. This button is towards the bottom of the page under the Comments field.

Step 2: View who approved the prior step and any comments made.

Step 3: Click **Close** in the top or bottom left to close the approval history page.

The screenshot shows the bottom of the page with a 'Comments (Reason for Denial) :' field. Below the field are two buttons: 'Approval Matrix - CS, HR, FS' and 'Approval Matrix - Fin Del, Dep Enq'. The first button is highlighted with a red circle and the number 1.

The screenshot displays the 'ESSA - Approval Status Monitor' window. At the top left, there is a 'Close' button with a red circle containing the number '3'. Below this, the text 'Line level routing' is visible. The main content area shows two request entries, each with a 'Line level Routing' diagram. The first entry is for 'ESSA Req ID:2605, Application:Student System, System Role:Online Student Enquiry : Pending'. Its routing diagram shows a 'Pending' box on the left containing 'Multiple Approvers' and 'ESSA Supervisor Approval', connected by a right-pointing arrow to a 'Not Routed' box on the right containing 'ESSA Line level approvers'. A red circle with the number '2' is positioned to the left of this diagram. The second entry is for 'ESSA Req ID:2605, Application:Student System, Business Area:GGRS, Business Role:Graduate Education Manager : Pending'. Its routing diagram is identical in structure to the first one, showing a 'Pending' box on the left and a 'Not Routed' box on the right.

FAQ

How do I re-route an approval?

If there is a requirement to re-route an approval, provide the Request ID to ESS via email (ess@griffith.edu.au) and inform which of the alternative authorisers should receive the workflow. An ESS IT Support Analyst can re-route the workflow to the specified or other alternative authoriser as necessary.

If I'm unsure of access what to do?

In a scenario where you are unsure if access is appropriate to approve for an acquiring user, the best course of action is to contact the requester and discuss the access details with them. In most cases the requester is the supervisor for the acquiring users and should be able to answer any questions about their business role and PeopleSoft access requirements.

Which PeopleSoft system roles are mapped to each business role?

The *PeopleSoft System Role Mapping* file shows which PeopleSoft system roles are mapped to each Business Role and also includes a listing of all Additional Security roles available on the forms.

How often is configuration reviewed?

Configuration of the forms is reviewed on a bi-annual basis in-line with the system access audit reviews. Reviews of the configuration include checks that access is still adequate for each business area / role and authorisers are still correctly allocated.

Configuration is also reviewed on an ad-hoc basis as requested by system owners. Changes to the configuration can be updated immediately upon agreement by system owners.

Changing configuration?

If an element of the configuration (Authoriser, Business Area/Business Role, Additional Security Role) should be added, updated or removed, log an [ESS Help Desk request](#) to initiate the change process. ESS will log a service desk ticket and manage the required steps to change configuration items, includes obtaining approval from system owners.

Error message: "List View is not configured" ...

When navigating to the PeopleSoft Access Approvals page, if you receive an error message stating "*List view is not configured for the pivot grid model*"

GU_ESSA_APPRV_SRCH", you will need to clear your browser cache to resolve the error.

List View is not configured for the pivot grid model GU_ESSA_APPRV_SRCH. This is needed for phone view

OK

You can view instructions for clearing cache below.

[How to clear your browser cache](#)

I can't navigate back to the PeopleSoft Request Approval screen

If you can't see the **Reports** button on the top left of the page when you action a request, you have navigated to it from the staff portal or My Staff Page worklist page rather than the PeopleSoft Access Approvals Tile in the My Staff Page. To be able to navigate back to the list of pending approvals navigate to the PeopleSoft Access Approvals Tile in the My Staff Page and action your pending approvals from there.

Navigation: **My Staff Page** > click **Home icon** > **Reports and System Access Tile** > **PeopleSoft Access Approvals Tile**.