GENERAL GUIDELINES -

- Use this form to request or delete access to Legacy Oracle EBS / Data Warehouse system.
- The following roles can submit a Legacy Oracle EBS / Data Warehouse Access request:
  - Business Partner (Operations Manager)
  - Strategic Business Partner (Lead Administrator)
- Requests are automatically approved based on the restriction of who can submit them.
- Requests can be submitted for oneself, for a single user or for multiple users.

SUBMITTING THE REQUEST –

1. Open [START Retirement Crosswalk](#) page.

   ![Request or Review](#)

   - Accounts & Access
   - Phones & Internet
   - Reports, Approvals, Reviewing Requests
   - Retired - No Longer Available Services
   - Getting Help

2. Click the Accounts & Access link and its corresponding table displays:

   ![Need Assistance](#)

   If you require assistance while submitting a request, please contact the ITS help desk at **203.432.9000** or email [helpdesk@yale.edu](mailto:helpdesk@yale.edu).

   Proceed to the [START Retirement Crosswalk](#) page to find a listing of the previous START requests, where they moved to and when applicable, the new form links within the IT Service Portal.
3. Click the **Legacy Oracle EBS / Data Warehouse Access**. **NOTE** – You may be required to log into the CAS screen before the request displays.

**NOTE** - If you do not have access to submit this request an **Access Denied** screen displays:

![Access Denied](image)

4. Complete the **Request Details** section:

![Request Details](image)
Quick Guide

IT SERVICE PORTAL

- **Requested By** – Requesters name will automatically populate.
- **Ordering For** – Select one of the following from the drop down.
  
  ◇ **Myself** – Select when submitting a request for yourself.
  
  ◇ **Single User** – Select when submitting a request for another person. Additional fields display:

  - **Requested For** – Input the person’s name the request is for, or select their name from the drop-down list.
  - **NetID** – This field will automatically populate based on selection made in the **Requested For** field.
  - **Email** - This field will automatically populate based on selection made in the **Requested For** field.
  - **Phone** - This field may automatically populate based on selection made in the **Requested For** field. If the field does not populate, input the Single User telephone number.

  ◇ **Multiple Users** - Select when submitting a request for multiple users. An additional field displays.

  - **Select Users** – Add all users the request is for. **NOTE** – Begin typing the users name to select.

- **Data Warehouse Request Type** – Click the appropriate radio button.

5. Proceed to the **Add**, or **Delete** section on the following pages to complete the additional fields required based on select made for the **Data Warehouse Request Type** field.
Steps when Add is selected

6. Complete the additional fields listed in the Request Details section

- Responsibilities and YAS Values – Input appropriate values. NOTE - If the new hire requires the same access as a previous or existing employee run the Access Review Report (formerly known as BUG112a) to determine required access.

- Do you need University Level Access? Click the appropriate radio button. If Yes is selected, the following field displays:

  ◇ Valid Business Reason for University Level Access – Input a valid reason that explains why you are requesting University access.

7. Complete the Special Instructions section.

- Comments (optional) - Input any additional information that could offer further assistance when fulfilling the request.

8. Add attachments as necessary.

9. Click Submit and the request is routed to the proper team to fulfill and the below screen displays. The submitted request displays in the ACTIVE TICKETS section.
The Requester will also receive an email notification and can track the status by clicking the request link:

Dear Erik Klingaman,

This email is to confirm your request for ITS support. A support provider will resolve this request or escalate it to the appropriate group for resolution. A short description of the original request is provided below.

These are the items in your request:
- Item Number: RITM02089998
- Requested For: John Klingaman
- Short Description: Use this form to request, modify or delete an User Account for the YaleConnect system.
- State: Open
- Approval: Requested

You can view the status of your ticket here, including any approvers: RITM02089998

Thank you.

Information Technology Services
Yale University
Steps when Delete is selected

6. Complete the additional fields listed in the Request Details section

- **Data Warehouse Request Type**
  - Add
  - Delete

  **Warning:** By deleting User Access, all roles and responsibilities will be removed from the user record with no historical data held. To delete specific responsibilities, select “No”. Requests to add access back will take up to 5 business days to be completed.

- **Do you want to delete all access?**
  - Yes
  - No

- **Review Warning section**

- **Do you want to delete all access?** Click the appropriate radio button. If **No** is selected, the following field displays:

  - **Responsibilities and YAS Values** – Input appropriate values to delete.

7. Complete the Special Instructions section.

- **Comments** (optional) - Input any additional information that could offer further assistance when fulfilling the request.

8. **Add attachments** as necessary.

9. Click **Submit** and the request is routed to the proper team to fulfill and the below screen displays. The submitted request displays in the **ACTIVE TICKETS** section.
The Requester will also receive an email notification and can track the status by clicking the request link:

Dear Erik Klingaman,

This email is to confirm your request for IT'S support. A support provider will resolve this request or escalate it to the appropriate group for resolution. A short description of the original request is provided below.

These are the items in your request:
- Item Number: RITM02208369
- Requested For: John Klingaman
- Short Description: Use this form to request or remove access to the Express Shipping website.
- State: Open
- Approval: Requested

You can view the status of your ticket here, including any approvers: RITM02208369

Thank you.

Information Technology Services
Yale University