

## Background and Introduction

As a UCR employee or manager, UCPATH access consists of Employee and Manager Self-Service pages that can be viewed when logging into the [UCPATH portal](#). As long as an employee is in active HR status, or a manager has one or more employees reporting to them, no special access needs to be granted. These are considered dynamic roles.

When an employee's job requires access to see other employee's data outside of the manager/employee relationship, this is considered elevated access. UCPATH elevated access requires an approval process according to the UCPATH Operational Governance process that was adopted when UCPATH was implemented as the UC Systemwide HR, Benefits and Payroll system at UCR. There are 3 UCR UCPATH-Business Owners representing UCR Business and Financial Systems, Central HR and Central AP policies, processes and employees. Please reference the UCR UCPATH Operation Governance document for more information.

Prerequisite requirements must be met prior to elevated UCPATH access being approved and granted. In addition, there needs to be a clear business need for each request.

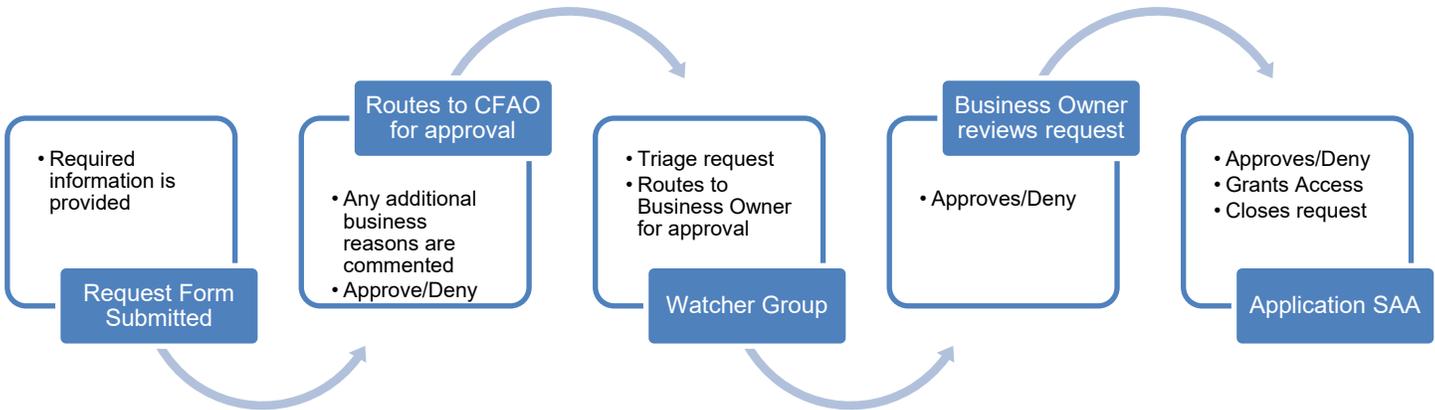
With implementation of the UC Policy known as the [UC Policy on Gender Recognition and Lived Name](#), UCR now requires anyone with access to an employee's Legal and Lived Name to complete a [Confidentiality Agreement](#), returning it to [HRPolicy@ucr.edu](mailto:HRPolicy@ucr.edu) for their personnel file, and completion of two eCourses in the UC Learning Center: [Gender Recognition & Lived Name: An Introduction to Gender Awareness](#) and [UC Policy on Gender Recognition and Lived Name](#).

In addition, there may be UCPATH system training that is required to understand the data in the requested pages. Please contact [UCPATHCSC@ucr.edu](mailto:UCPATHCSC@ucr.edu) to determine if UCPATH system training (view only or transactional) is required.

# Requesting UCPATH Elevated Access

## Access Request Workflow

Note: the request submitted through the ServiceNow UCPATH Access Request form is for Central Office roles only. This process does not apply to Department or SSC provisioned access at this time. Please see your SAA overseeing UCPATH access for departmental and SSC roles.



Once the ServiceNow Request is submitted, it routes to the individual's CFAO for approval as a Request Item (RITM). When approved, the RITM will route to a Watcher group with a Sub-task (SCTASK) to verify the formal EACS access name, verify required training is completed and the Confidentiality Agreement is on file.

The RITM will then route to the specific Business Owner for approval. If a denied decision is made at any decision point, the ServiceNow Request will be closed and an email note with the closing comments will be sent to the Requester/Submitter.

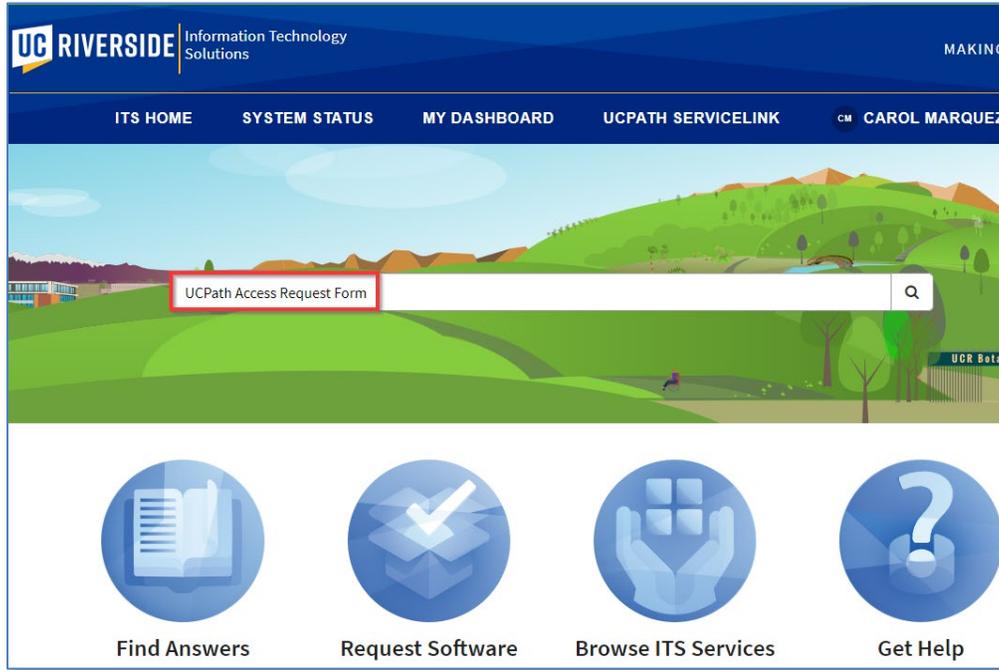
When the Business Owner approves, a new Sub-task is then created for the Application SAA. At UCR, the Application SAA is our Controller. The Controller has ultimate approval and grants access or provides an explanation as to why the request was not granted.

At each transition/decision point, an email is sent to the Requestor/Submitter with the latest update.

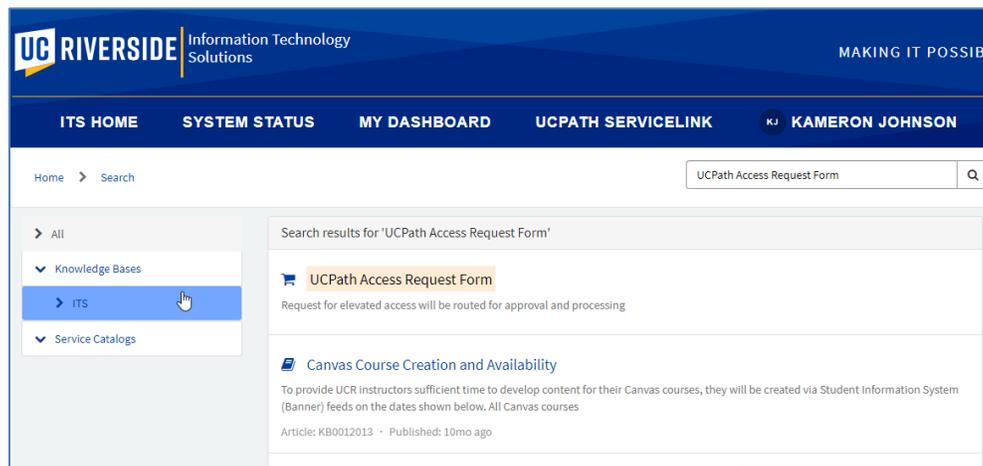
# Requesting UCPATH Elevated Access

## Stage 1: Initiation

Step 1: From the ITS Help Desk homepage, enter “UCPath Access” in the search field and select enter



- The search will return a list. The UCPATH Access Request form should be at the top of the list because of the key words used. Open the form by selecting it from the list.



- If submitting a request on behalf of another person within your organization, enter the name in the Requestor field. (Both the Submitter and Requestor will be on the update email notifications.) The top half of the form is preloaded with information based on the Requestor’s home department.

# Requesting UCPATH Elevated Access

UC RIVERSIDE Information Technology Solutions MAKING IT POSSIBLE

ITS HOME SYSTEM STATUS MY DASHBOARD UCPATH SERVICELINK KJ KAMERON JOHNSON

Search the Service Catalog

### UCPATH Access Request Form

Request for elevated access will be routed for approval and processing

\* Requestor (If requesting on behalf of another person, please enter name of individual here)  
Shalyse Kemp x

UCR NetID:  
shalysek

Department  
D02073

Department Description  
UCPATH Campus Support Services Dept

Email:  
shalyse.kemp@ucr.edu

Organization  
ORG39

\* Business Phone:  
951-555-1212

\* Accountability Structure  
Central Office

\* Please provide the page(s) you wish to gain access to:  
Mass PayPath Transactor and Mass PayPath Approver

\* Please provide the business justification for the access:  
Shalyse is in the CSC unit that is a centralized office. She is Kameron's primary backup supporting the SSCs and Campus with Mass PayPath transaction submission. She also needs the approver role because a UCPATH transactor cannot approve their own transactions. If Kameron submits a request, Shalyse will need to do the approval.

\* Please provide the name of your CFAO  
Veronica Ruiz

Submit

- The bottom half of the form requires the request details.

## Step 2: The Accountability Structure: Central Office, SSC, ORG, Dept refers to the level of access.

\* Accountability Structure

Central Office

|

-- None --

Central Office

Dept

ORG

SSC

- The text boxes for the description of the *page you want access to* and the *business justification* are free form fields. Please be sure to provide a clear business reason why access is needed. Several Central Office roles are limited due to the type of data that may be considered protected.

# Requesting UCPATH Elevated Access

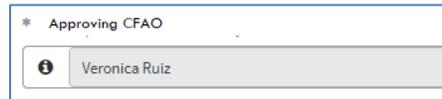
\* Please provide the page(s) you wish to gain access to:

Mass PayPath Transactor and Mass PayPath Approver

\* Please provide the business justification for the access:

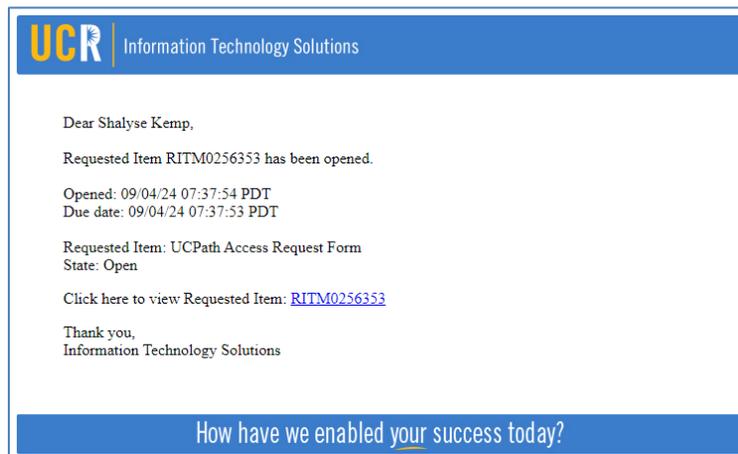
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- The CFAO field is pre-populated and is based on the Requestors ORG.



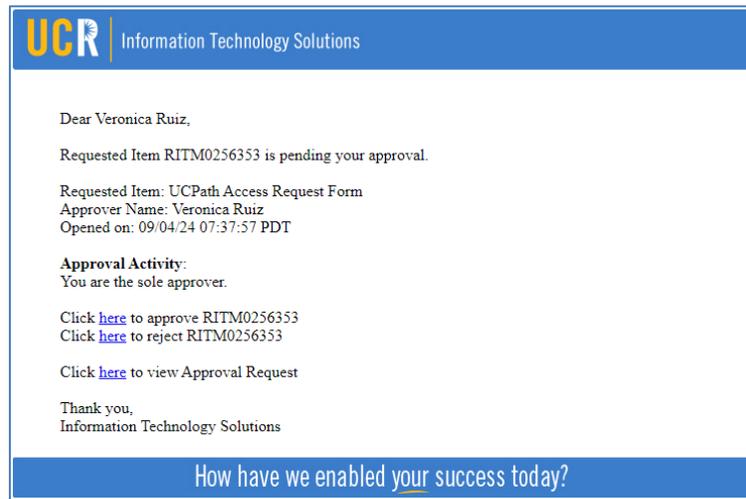
\* Approving CFAO  
Veronica Ruiz

- If you need access to data in a different ORG, please provide that information in the Business Justification field. For example, you are in ORG37, but also support ORG10, include that information in the free-form business justification field.
- Select Submit when the information has been entered. The request will then route to the CFAO. An email will be sent to the Requestor (and Submitter).

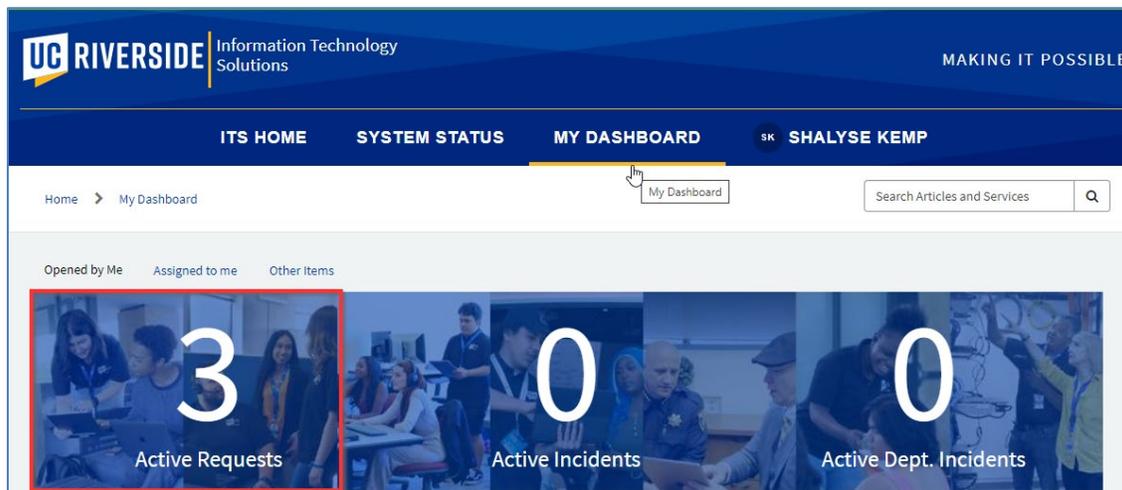


- There will also be an email notification to the CFAO with links to Approve, Deny or review the request.

# Requesting UCPATH Elevated Access



**Step 3: The Requester or Submitter can review the status of the request by navigating to their My Dashboard on the ITS home page and selecting the Active Requests tile**



- Selecting the request will open the ServiceNow ticket and the workflow stage. This example is showing the request is waiting for the CFAO approval. A comment can also be added by the Requestor/Submitter from this view.

# Requesting UCPATH Elevated Access

The screenshot displays the UC Riverside Information Technology Solutions portal. The header includes the UC Riverside logo, the text "Information Technology Solutions", and the slogan "MAKING IT POSSIBLE". A navigation bar contains links for "ITS HOME", "SYSTEM STATUS", "MY DASHBOARD", and "SHALYSE KEMP". The main content area shows a breadcrumb trail "Home > My Request - RITM0256353". Below this is a table with columns for "Number", "Created", "Updated", and "State". The table contains one row with the value "RITM0256353", "16m ago", "16m ago", and "Open". A prominent blue banner states "Request for elevated access will be routed for approval and processing". Underneath, the "Item" is identified as "UCPath Access Reques..." and is "Requested for Shalyse Kemp". A "Stage" dropdown menu is visible, with "Waiting for CFAO Approval" selected and highlighted by a red box.

Number	Created	Updated	State
RITM0256353	16m ago	16m ago	Open

Request for elevated access will be routed for approval and processing

Item: UCPath Access Reques... Requested for Shalyse Kemp

Stage: **Waiting for CFAO Approval**