UAccess Application Access Provisioning
Monitoring and Approving Access Requests

How to request more information before approving or denying request

When you have an access request to approve and the requestor didn’t include enough information for approval. You can send the ticket back to the requestor for more information by following these easy steps:

1. Click on Request Info on the upper left corner of the request.

2. Select the user you want to send the question to, ask your question in the Comments box, and click on Request Info.
How to respond to a request for more information

A request for more information was routed to you. How do you reply and assign the ticket back to the approver?

1. The question will be in the Comment field at the bottom. To enter your response, click the ‘+’ next to Comments, a box will open for you to type your response, then click ‘Update’.

2. Use the Task Action at the top, select the Submit More Info option, and click ‘Go’ to return the request to the approver.

This will route the request back to the approver for review.