User Verification Detailed Process Walkthrough for Supervisor

This document describes the process for a Supervisor to confirm their employee's access. The steps for a user can be found [here](#).

This will walk you through the annual User Verification process in JIRA for the Supervisor. Please note:

- Some information may appear differently depending on any previous use of Jira.
- Some information may appear differently depending on which system's access is being verified.

Regardless of the above, the process below will be the same.

1) Go to [jira.eits.uga.edu](http://jira.eits.uga.edu) and login in with your MyID account. You will also need to use Archpass, powered by Duo when logging in.

2) Your homepage may look different than what is pictured below, but you should be on the Jira homepage. On the top toolbar click **issues**.

3) After clicking issues, choose **my open issues** on the drop down list.

4) You will be presented with a list of issues assigned to you. Depending on what is assigned to

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**Please Note:**

If you have any further questions or get stuck in this process:

- For mainframe, Banner and IDM tools, please contact Access Services at 706-542-4000.
- For the UGA Budget Management System, UGA Financial Management System, UGAJobs and OneUSG Connect, please contact the OneSource Service Desk at 706-542-0202, option 2, or by email {onesource@uga.edu}
you, there may be multiple issues listed. For the User Verification we want to focus on any issues with **Access Audit** in the summary. For this walkthrough we will use a IDM Access Audit issue.

5) You should now be on the page to confirm your employee's access for the system in question. In this case, we are verifying access for IDM. When you are ready to verify, click the **confirm/justify access** button near the top of the page.

Please notice there may be multiple blue boxes presented on this page. Because this is specific to your employee's individual access, this list may not look the same on a per user basis. Also, some systems (like PeopleSoft or OneUSG Connect) are only auditing certain roles within those systems. This means that your employee may or may not need to verify their access to these systems.

6) You will now be presented multiple options to confirm/justify your employee's access. **Please ignore the None option.**

- Choose the first option to state your employee needs to keep current access for this system.
- Choose option 2 if your employee no longer needs any access to this system.

The options available after clicking confirm access will vary depending on which system is being confirmed. Be sure to review all options and choose the most relevant option for your employee's access needs to that particular system.
In this example, we will state that our employee needs continued access to this system by choosing option 1. We will now be presented with several fields to provide additional details. Please review the screenshot below for further guidance:

<table>
<thead>
<tr>
<th>Access Confirmation (Supervisor)</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
</tr>
<tr>
<td>Yes, I confirm that the user DOES need to continue having full access.</td>
</tr>
<tr>
<td>No, the user DOES NOT need to maintain this access.</td>
</tr>
</tbody>
</table>

Access Justification (Supervisor)

Please provide justification for the approval/denial of this access audit request. Justification explanations will be kept on record and reviewed in association with future access audits. Please take into consideration the migration of services to new products such as Banner (Athena) when considering access justifications.

Comment

The fields available will vary depending on which system is being confirmed and which option you choose on step 6. Be sure to review all fields when providing additional information.

<table>
<thead>
<tr>
<th>Access Justification (Supervisor)</th>
</tr>
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<tbody>
<tr>
<td>State why your employee needs continued access to the system in question.</td>
</tr>
</tbody>
</table>

Any additional information you would like to provide.

8) After you have filled in the fields and clicked confirm/justify access you should be presented with a screen that looks like the picture below.
At this point, you have completed the process for this system and user. As a supervisor, you are likely to receive multiple issues not only for individual users, but for each system these individuals have access to that is in scope for this verification. A full list of in scope systems are available on our FAQ.