User Verification Detailed Process Walkthrough for User

This is the process for the actual user that needs to be verified. The steps for supervisor confirmation can be found here.

This will walk you through the annual User Verification process in Jira. 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 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.

It’s possible that you may see an option called “Assigned to me” instead of “My open issues”.

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

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 one source@uga.edu
5) You should now be on the page to confirm your access for the system in question. In this guide, we are verifying access for the Mainframe. When you are ready to verify, click the confirm access button near the top of the page.

Please notice the multiple blue boxes presented on this page. Because this is specific to your 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 you may or may not see certain systems and roles listed. Please review the full ticket when confirming your access.

6) You will now be presented multiple options to confirm you access. **Please ignore the None option.**

- Choose the first option if you need to keep current access for this system.
- Choose option 2 if you no longer need any access to this system.
- Choose option 3 if you aren’t sure what access you need 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 access needs to that particular system.

7) In this example, we will state that we need 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:
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.

8) After you have filled in the fields and clicked confirm access, you should be presented with a screen that looks like the picture below. Your issue is now at the manager confirmation stage. The supervisor that you listed will now receive a notification to confirm all the information you have entered.

At this point, you have completed your part of the User Verification for this system. Your supervisor can follow the Supervisor Verification guide found here. Please note that you may have to complete this process multiple times if you have access to multiple systems that are in scope for this year’s verification. A full list of the systems in scope is available on our FAQs.