How Does an Initiator Resubmit an Access Request Form After It is Rejected?

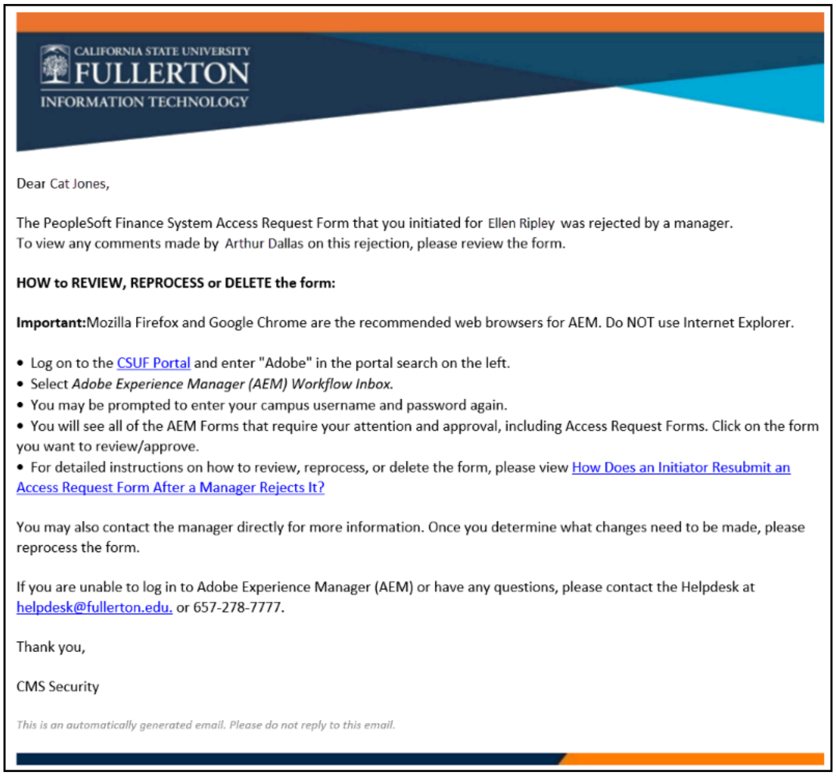
This article explains what to do when a CMS PeopleSoft Access Request Form is rejected by a manager, business analyst, trainer, or Information Security Office and needs to be resubmitted.

Please use one of the supported browsers to access ARFs in AEM:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Safari

There may be some ARFs that are still going through the old My Workplace workflow. If you get an email about an ARF and don't see it in AEM, try following the instructions for My Workplace.

1. The initiator is notified via email when an Access Request Form has been rejected. Read the email for more details and instructions.



CALIFORNIA STATE UNIVERSITY FULLERTON INFORMATION TECHNOLOGY

Dear Cat Jones,

The PeopleSoft Finance System Access Request Form that you initiated for Ellen Ripley was rejected by a manager.
To view any comments made by Arthur Dallas on this rejection, please review the form.

HOW to REVIEW, REPROCESS or DELETE the form:

Important: Mozilla Firefox and Google Chrome are the recommended web browsers for AEM. Do NOT use Internet Explorer.

- Log on to the CSUF Portal and enter "Adobe" in the portal search on the left.
- Select *Adobe Experience Manager (AEM) Workflow Inbox.*
- You may be prompted to enter your campus username and password again.
- You will see all of the AEM Forms that require your attention and approval, including Access Request Forms. Click on the form you want to review/approve.
- For detailed instructions on how to review, reprocess, or delete the form, please view How Does an Initiator Resubmit an Access Request Form After a Manager Rejects It?

You may also contact the manager directly for more information. Once you determine what changes need to be made, please reprocess the form.

If you are unable to log in to Adobe Experience Manager (AEM) or have any questions, please contact the Helpdesk at helpdesk@fullerton.edu. or 657-278-7777.

Thank you,

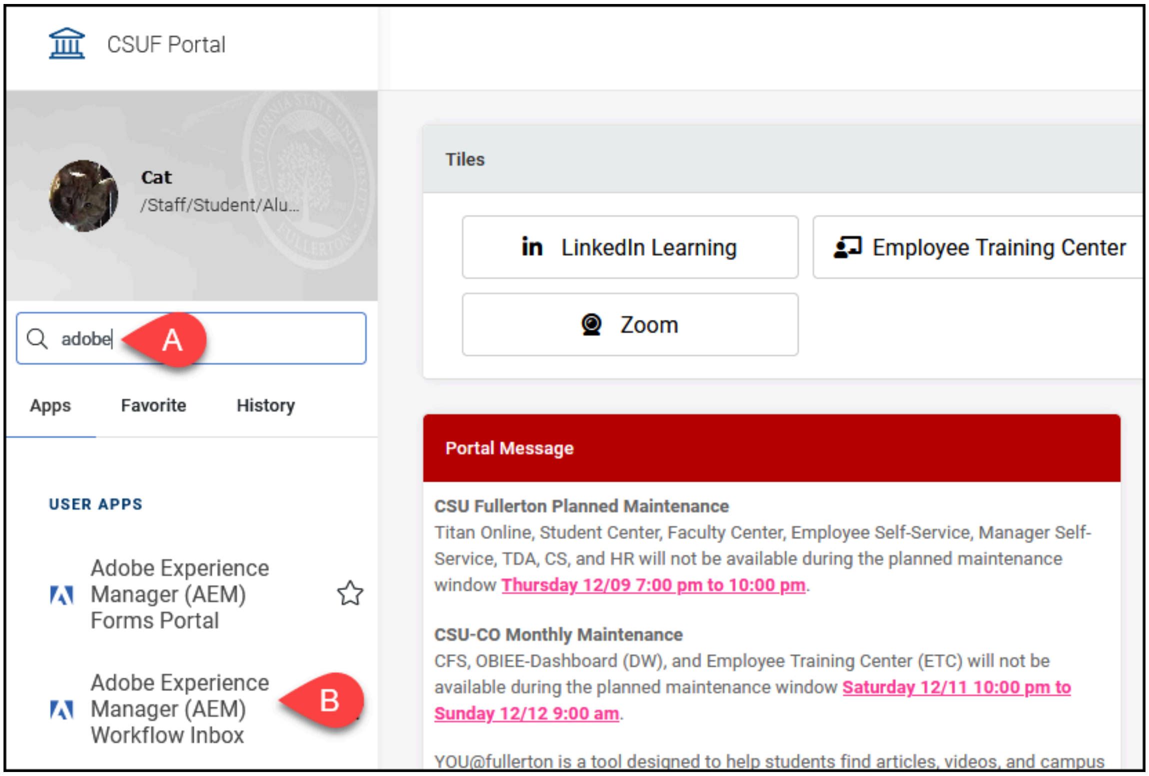
CMS Security

This is an automatically generated email. Please do not reply to this email.

This email will specify which Access Request Form has been rejected and by whom. The email also contains instructions on how to open the form.

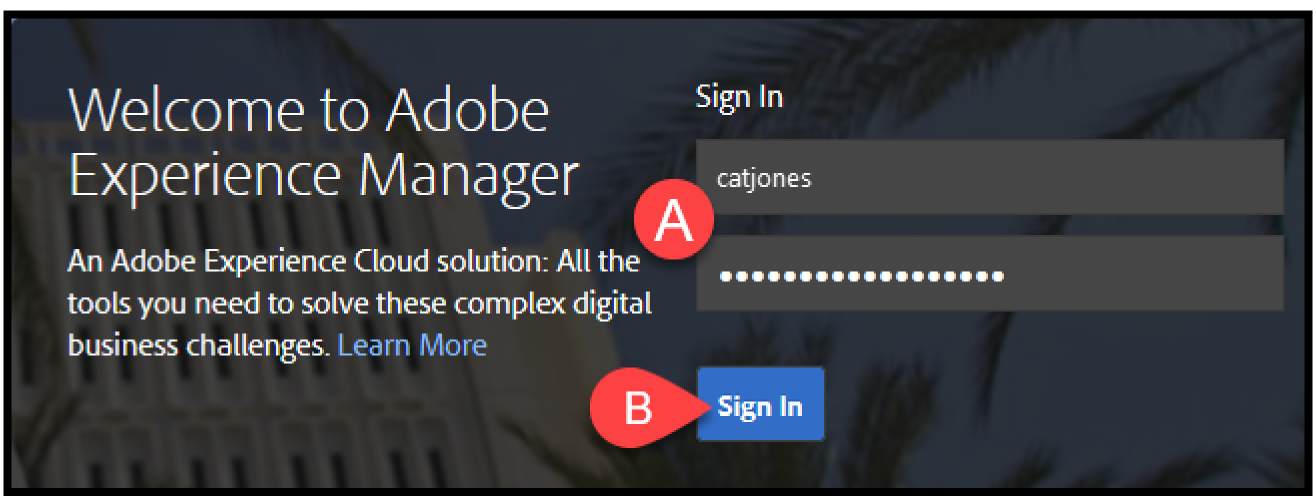
2. To review the request form, log in to the campus portal and access Adobe Experience Manager (AEM) Inbox.

For more detailed instructions on accessing Adobe Experience Manager, view Accessing Adobe Experience Manager (AEM).



A. Enter "adobe" in the portal search box.
B. Select **Adobe Experience Manager (AEM) Workflow Inbox**.

3. Enter your campus username and password. Then click Sign In.

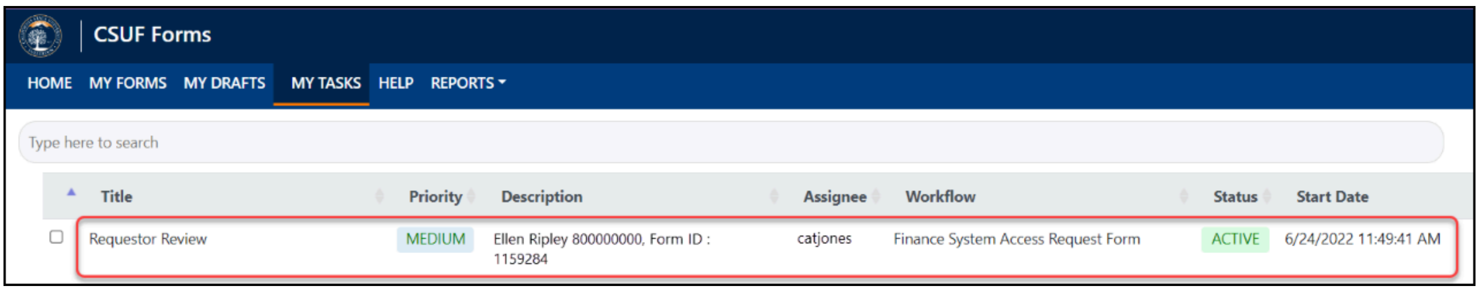


A. Enter your campus username and password. This is the same information you use to log on to the campus portal.

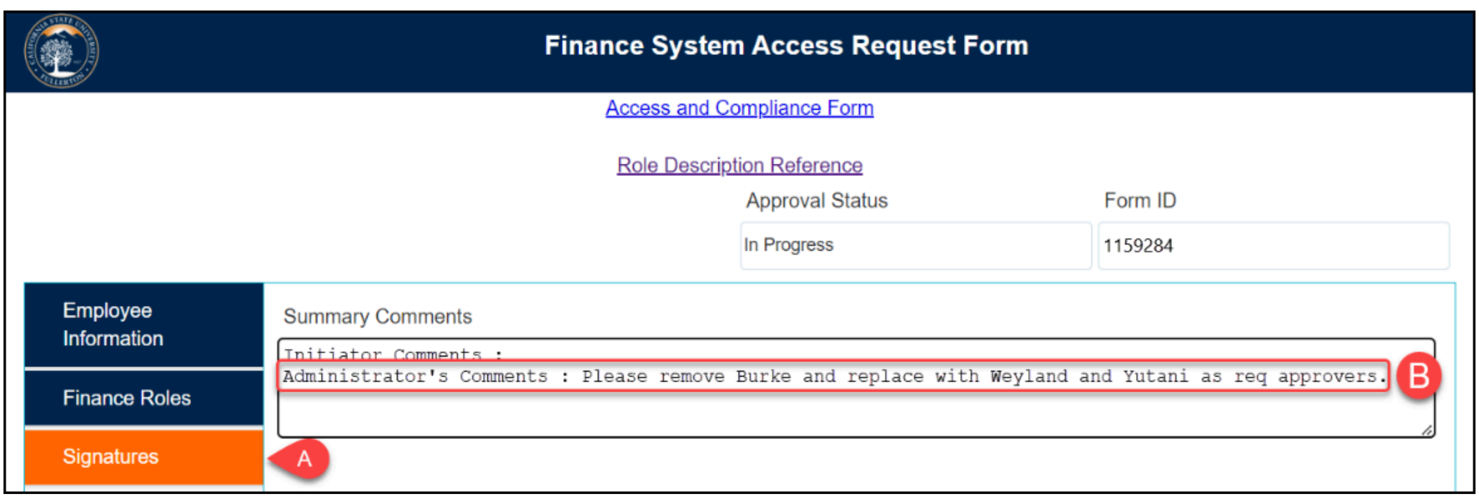
B. Then click **Sign In**.

4. Click on the ARF that you want to review/resubmit.

You should have been taken directly to the My Tasks tab, but if you are on another screen, just click **My Tasks** to view all of the forms that are pending your review.

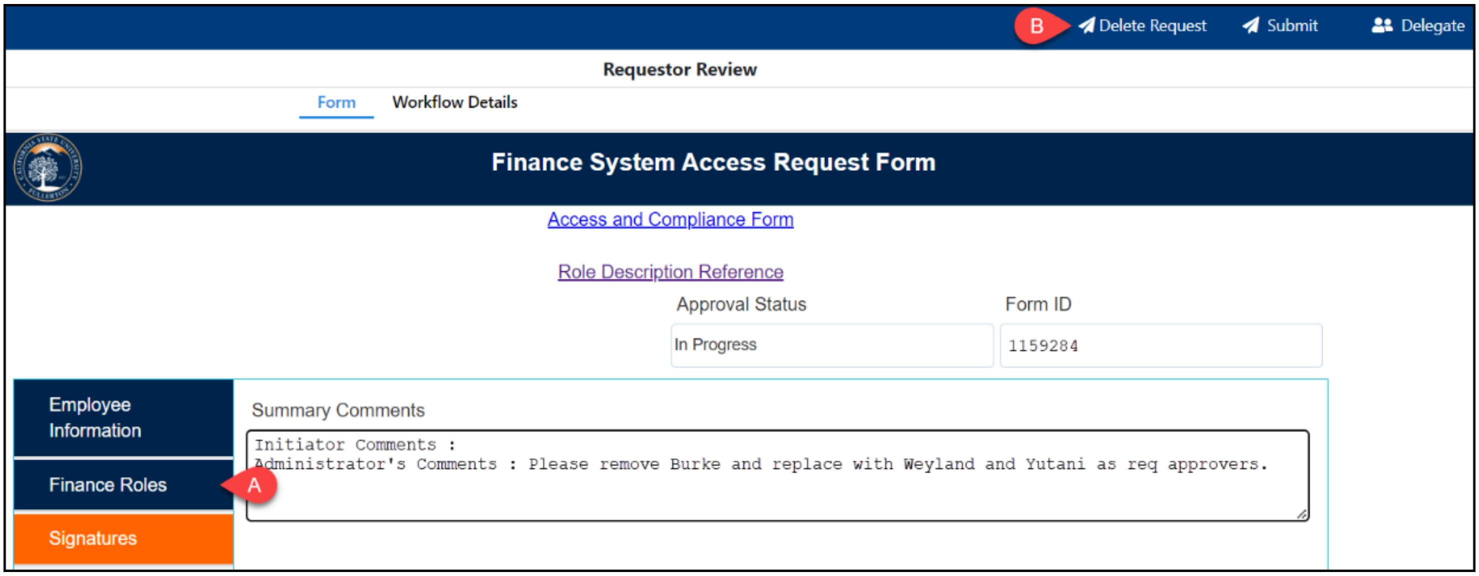


5. Click on Signatures. Review any comments to determine how to proceed.



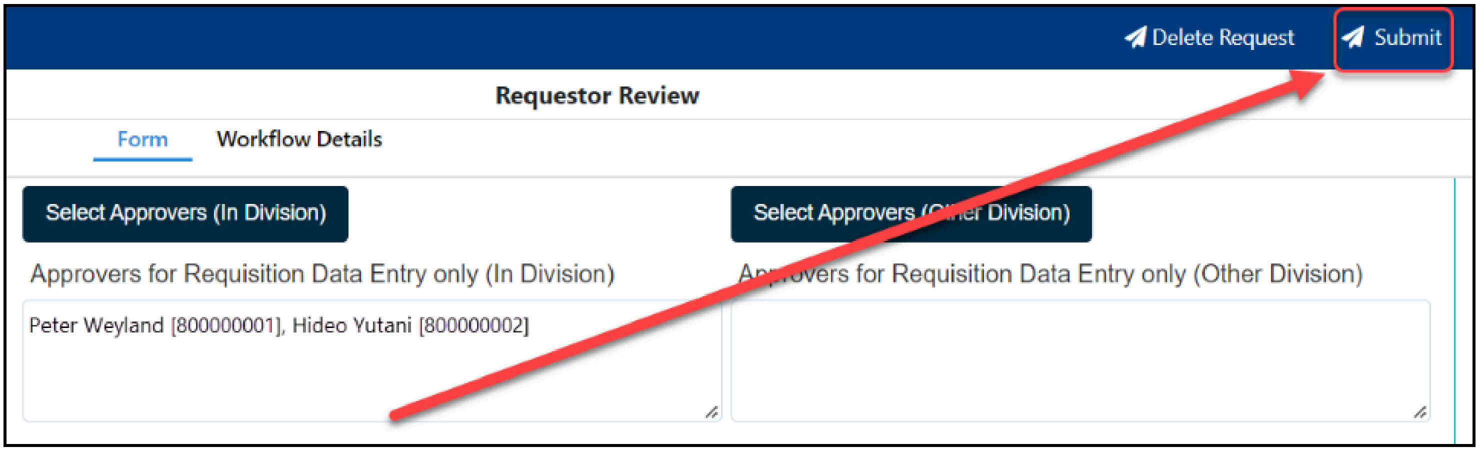
A. Click **Signatures**.
B. Based on the comment/s, you can determine what needs to be changed and whether to resubmit the form or delete and start over.

6. Click on the Roles tab to edit the request or click Delete Request if you need to submit a separate ARF and delete the current one.



A. Click on the **Roles** tab to make changes to the security request.
   OR
B. Click **Delete Request** to delete the form. You will need to initiate a new ARF to request access for the employee.

7. If you choose to reprocess the form, you can make the requested changes to the form, then click Submit to resubmit.



For instructions on filling out an ARF, review the following:

[Completing a Finance Access Request Form]

[Completing a Human Resources Access Request Form]

[Completing a Campus Solutions Access Request Form]

[Completing a Finance Delegation of Authority Access Request Form]

Need More Help?

Read more on How to Troubleshoot Common Issues with Access Request Forms.

For training and how-to assistance, contact IT Training at 657-278-5647 or ittraining@fullerton.edu.

For technical assistance, contact the IT Help Desk at 657-278-7777 or helpdesk@fullerton.edu.