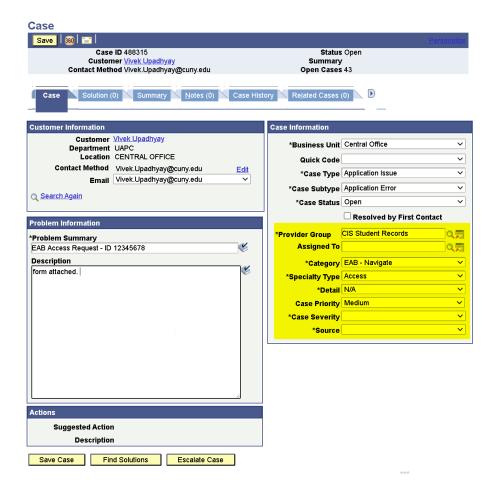
, tarring tracine training tra	Administrative	Workflows
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Following forms will be used by campus site administrator to report data/system issues and requesting categories for their campus:

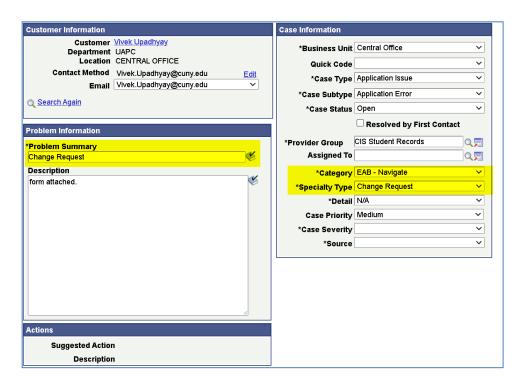
Data issue reporting

- ☐ With your local helpdesk open a CRM with
 - Data Issue Form
 - CRM should include the form, expected value as well as the currently displaying value and URL (if possible) to allow for troubleshooting. Once submitted, form will be routed to Office of University Registrar who will work with CIS/EAB team to triage and resolve reported issue(s). Estimated Timeframe for resolution: 14-20 business days.



Change requests

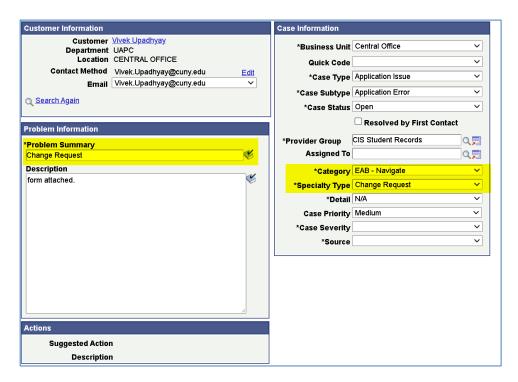
- ☐ With your local helpdesk open a CRM with
 - o Change Request Form
 - o Once submitted, form will be routed to Office of University Registrar who will work with CIS/EAB team to triage and resolve reported issue(s). *Estimated Timeframe for resolution: 30-35 business days.*



Category Requests

If Navigate users want to create a new category they should discuss the reason or need for the category with campus academic leaders who will then make the decision to request the new category.

- With your local helpdesk open a CRM with
 - Category Request Form
 - Once submitted, form will be routed to Office of University Registrar who will work with Cis/EAB team to triage and
 resolve reported issue(s). Estimated Timeframe for resolution: 30-45 business days.



Navigate Roles

☐ How are Roles and Permissions assigned in Navigate?

o Roles and permissions are automated based on the nightly data extract from CUNYfirst. University will manage the process for transferring data transfer to Navigate. Students and Instructors are assigned roles based on class schedule and enrollment.

☐ How do the roles/permissions work in the Navigate system?

Users can have multiple roles in Navigate. Users will be assigned all the roles for which they are qualified at point of a
given extract. The following is the list of the roles that have been set up in Navigate with a broad descriptions of their
permissions. Except as noted, colleges can assign users to all appropriate roles through their college administrator.

Navigate Access Request / CRM

All Navigate users will receive FERPA training at their college prior to receiving an account and login information. Persons interested in obtaining a login for Navigate should request access via local helpdesk/Application Security liaison (ASL) by

- Filling out EAB User Request Form https://www.cuny.edu/wp-content/uploads/sites/4/page-assets/about/administration/offices/cis/information-security/cunyfirst-peoplesoft-security/EAB_USER_ACCESS-v1.05.pdf
- With requested roles
- o Approval from employee manager

- Approval from and Student Records Campus Approver
- College accounts are typically created within 1-2 business days. Requestors will receive an email once request has been processed by campus ASL. Navigate uses CUNY Login credentials (same one you use for CUNYfirst production), FirstName.LastNameNN@login.cuny.edu.
- Once CUNYfirst account is setup, user role data will be transmitted to Navigate for automated provisioning. *Estimated Timeframe for resolution: 1-2 business days.*

