Completing the Financial Systems Security Application

The Financial Systems Security Application is used by faculty and staff who need to request system access to any of the Columbia University Financial Systems. The Columbia University Financial Systems Security Application can be found in the ARC Service Center Service Catalog at https://columbia.service-now.com/navpage.do.

This application is used to request access for the following:

- Accounting & Reporting at Columbia (ARC)
- Financial Front End (FFE)
- Financial Data Store (FDS)
- Procurement Card (P-Card)
- Staples
- PSS
- Legacy Systems: View Only (FAS, DARTS, AP/CAR, etc)

Note: Access to People @ Columbia (PAC) is requested using the People@Columbia Security Application

Application Workflow and Approvals

All financial security roles must be formally requested using the application and approved by both the user's manager and by the Departmental Security Administrator (DSA) for the School / Admin Unit to which access is being requested.

Note: FFE and legacy system access is set up by the DAF Administrator directly in the FinSYS Security module of FFE.

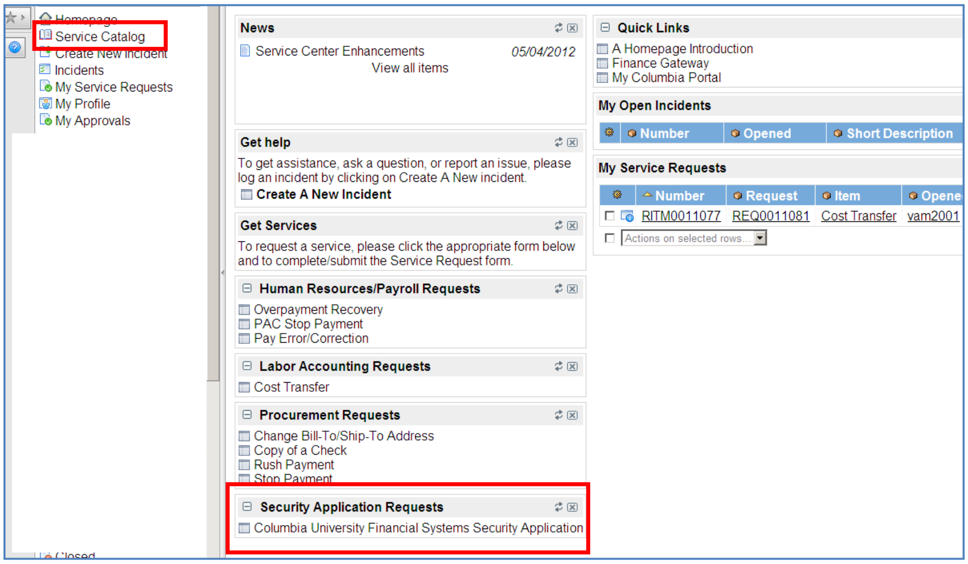
Successfully Complete Required Training

A user's security access will only be granted once all training requirements for a particular role have been completed. The user will receive an email from the Finance Training Administrator describing the training process when security access is requested. The user then needs to complete any required training before security roles are created.

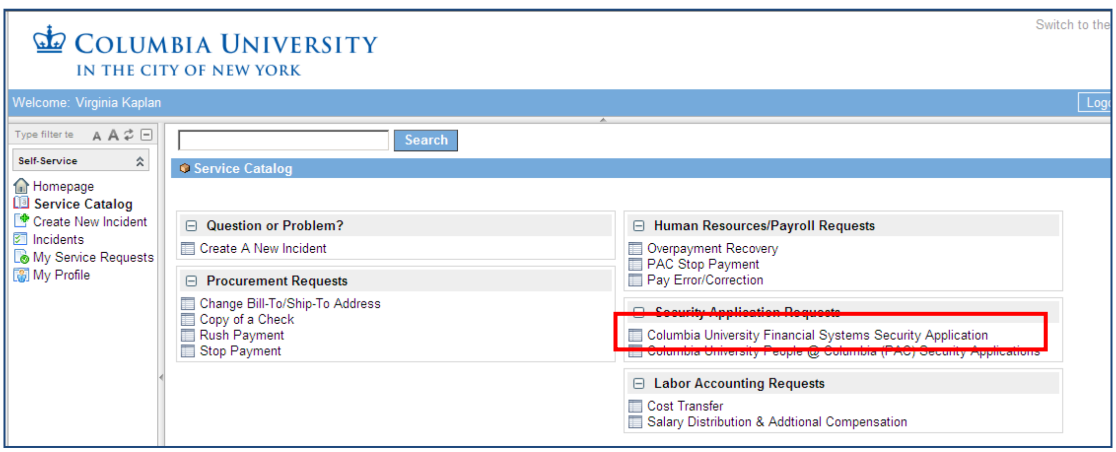
Access the Application

The Financial Systems Security Application is available via the Finance Service Center Website.

1. Go to https://columbia.service-now.com/navpage.do and log in with your UNI and Password.
2. From the Finance Service Desk Homepage, either click the link to the Financial Systems Security Application under the "Get Help" section of the homepage or click the "Service Catalog" in the left-hand menu.



3. From the Service Catalog menu, click on “Columbia University Financial Systems Security Application.”



Completing the Application

The Financial Systems Security Application is divided into six major sections, each of which is outlined below.

Section 1: User Information

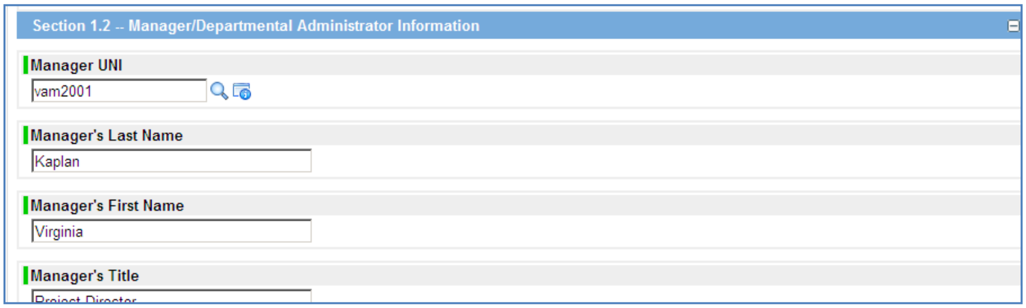
Section 1 collects information on both the applicant (the user requesting access) and the manager, who will be the first approver of the request.

1.1 General Information

This section is auto-populated, based on the user’s login to ServiceNow. Information on the applicant is pulled from the University Directory.

1.2 Manager/Departmental Administrator Information

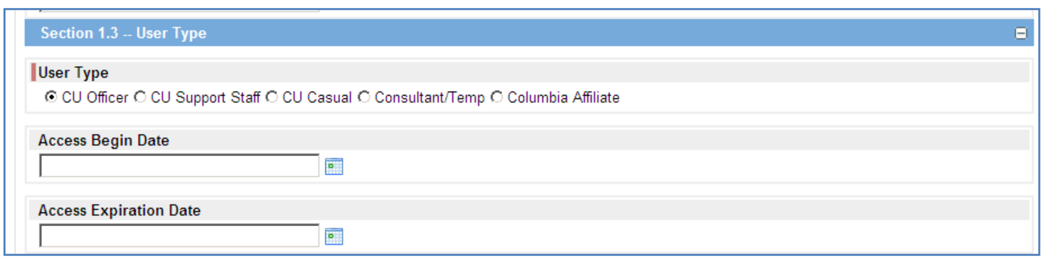
Enter your manager's UNI, or the person in your department who is responsible for reviewing and approving the roles requested. Once the UNI is entered, the rest of the Manager's information is auto-populated.



1.3 User Type

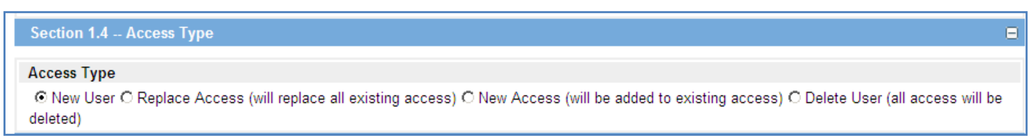
Enter your relationship to the University. If you are a Consultant/Temp or a Columbia Affiliate, you must enter both an Access Begin Date and an Access Expiration Date.

- For Consultant/Temp: Access can only be requested for 3 months at a time
- For Columbia Affiliates: Access can only be requested for 12 months at a time



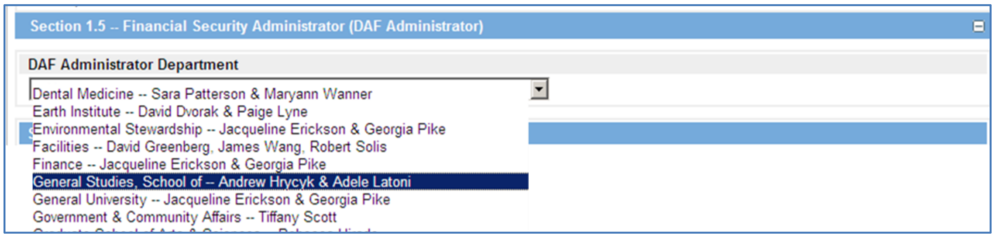
1.4 Access Type

Enter the type of request. New User – no system access currently; Replace Access – delete existing profile and replace with the new request; New Access – will be added to existing access; Delete User – remove all existing access.



1.5 Financial Security Administrator (DAF Administrator)

The DAF Administrator is the Senior Business Officer for the School / Admin Unit who is authorized to grant access to a certain set of departments.



Select the School / Admin Unit and DAF Administrators for the departments to which you are requesting access. For example, if you are requesting access to the School of General Studies, select General Studies from the menu.

Section 2: User Access

Section 2 lists the access roles for ARC, Staples, PSS, and P-Card.

2.1 Requisitions

Requisition Initiator: Available to all user types. The requisition initiator role allows user to create, update and or cancel requisitions and change orders.

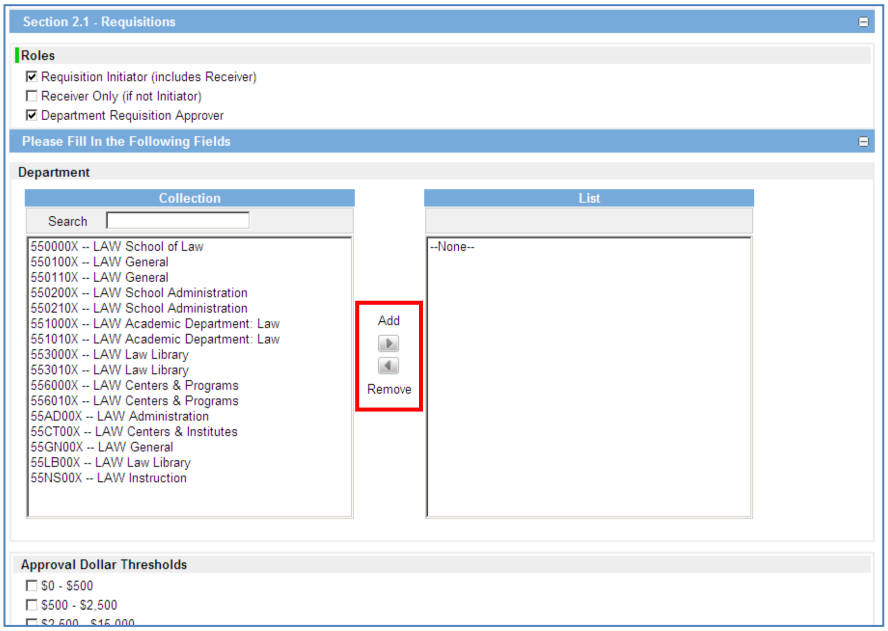
Receiver (only): Available to all user types. The receiver role is for users who will create and update receipts in ARC, but will not perform any other requisition initiator functions.

Department Requisition Approver: Available only to University Officers. The requisition approver role will approve requisition requests submitted against the departments to which the Approver has access. This role requires:

- Department –User must request at least one department for the Requisition Approver role. The department level approval is based on the department charged in the voucher transaction.

  User can select the department(s)/tree nodes for which he/she can approve transactions. Select as many departments/nodes as required from the left column and click "add" to move them to the right column. User can also select multiple departments and then remove the department(s) that is not required by highlighting the department in the right column and clicking the "remove" arrow.

- Dollar Thresholds - Approvers must select the dollar threshold(s) that define the transactions he/she can approve in ARC. Users may have multiple levels of approval, as they are not cumulative (i.e. if a user only has the Department Voucher Approver $2,500 - $15,000, he/she will not receive any transactions in his/her worklist that are between $0-$500 or $500-$2,500).



2.2 Vouchers

Voucher Initiator: Available to all user types. The voucher initiator role allows user to enter online vouchers for payment. This role requires:

- Voucher Origin – select your voucher origin from the search menu. Your origin code is generally the prefix of your administrative department. This assigns a default department to the transaction to facilitate reporting and searching for transactions.

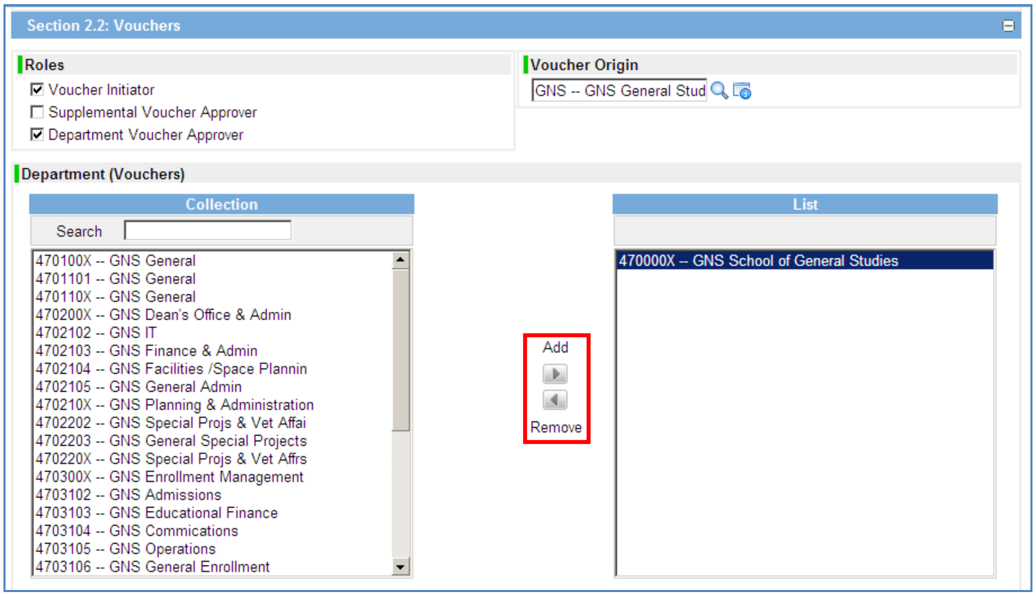
Voucher Origin: This is a required field when a user selects Voucher Initiator. Origin defines the department from which the voucher is being created. Select the department (generally the level 6 departments) to which you belong.

Voucher Approver: Available to only University Officers. The approver role is for users who will review and approve voucher transactions in ARC. This role requires:

- Department –User must request at least one department for the Voucher Approver role. The department level approval is based on the department charged in the voucher transaction.

  User can select the department(s)/tree nodes for which he/she can approve transactions. Select as many departments/nodes as required from the left column and click "add" to move them to the right column. User can also select multiple departments and then remove the department(s) that is not required by highlighting the department in the right column and clicking the "remove" arrow.

- Dollar Thresholds - Approvers must select the dollar threshold(s) that define the transactions he/she can approve in ARC. Users may have multiple levels of approval, as they are not cumulative (i.e. if a user only has the Department Voucher Approver $2,500 - $15,000, he/she will not receive any transactions in his/her worklist that are between $0-$500 or $500-$2,500).

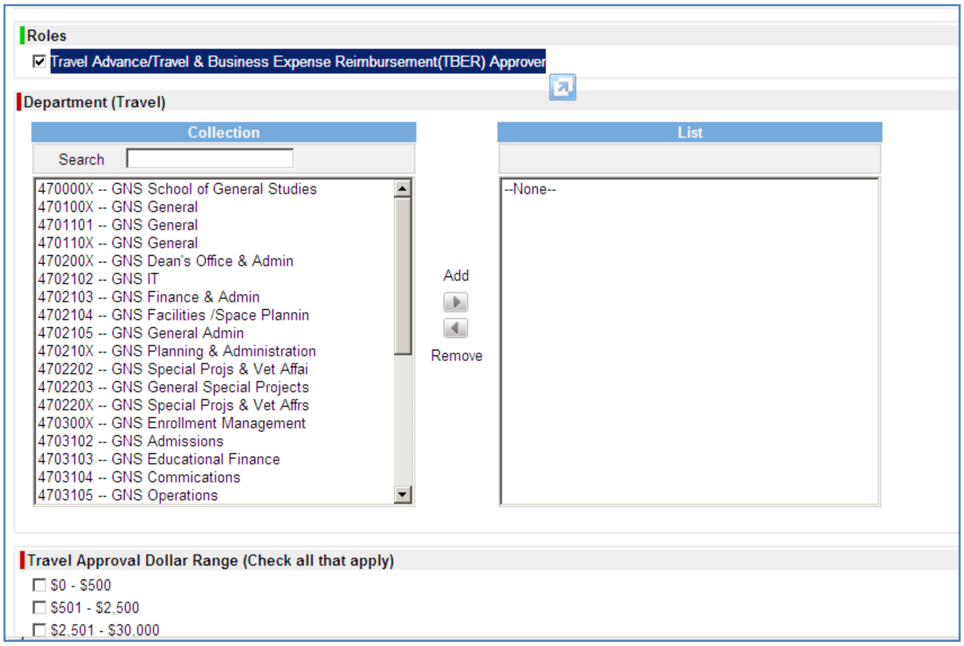


Travel Advance/Travel & Business Expense Reimbursement (TBER) Approver: Available only to University Officers. The travel advance/travel & business expense reimbursement approver is for users who are authorized to approve employee reimbursements for travel and business expenses. This role requires:

- Department –User must request at least one department for the Travel Approver role. The department level approval is based on the department charged in the voucher transaction.

  User can select the department(s)/tree nodes for which he/she can approve transactions. Select as many departments/nodes as required from the left column and click “add” to move them to the right column. User can also select multiple departments and then remove the department(s) that is not required by highlighting the department in the right column and clicking the “remove” arrow.

- Dollar Thresholds - Approvers must select the dollar threshold(s) that define the transactions he/she can approve in ARC. Users may have multiple levels of approval, as they are not cumulative (i.e. if a user only has the Travel Approver $501 - $2,500, he/she will not receive any transactions in his/her worklist that are between $0-$500 or greater than $2.500).



2.3 Additional Procurement Roles

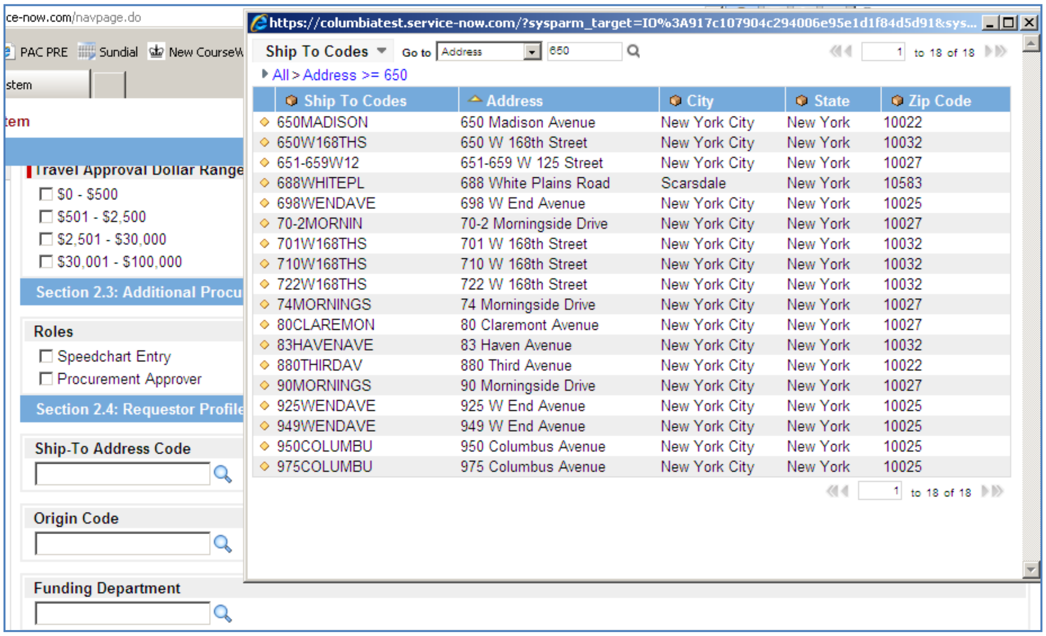
SpeedChart Entry: Available to all user types. SpeedChart entry allows a user to create a shorthand key that designates several ChartFields to be used for voucher entry.

Ad Hoc Procurement Approver: Available only to University Officers. Users with the Ad Hoc approval role can be inserted into a requisition transaction. Ad Hoc approver does not replace the workflow approver, but rather is an additional approver for the transaction.

2.4 Requestor Profile

The requestor profile provides information about the user that will be defaulted into the voucher and requisitions transactions that he/she creates in ARC. Section 2.4 is required if user selects either Requisition roles (section 2.1) or Voucher roles (section 2.2).

Ship-to Address Code: the default address that will be populated in requisition transactions. The ship-to address can be modified in any transaction, but this will define the default when a user initiates a requisition. Click on the magnifying glass to bring up list of all University addresses. You can search by street address to narrow your search. Once you locate the code you want, click on the underlined ship to code and it will fill in the value on the application.



Origin Code: generally the prefix of your administrative department. This assigns a default department to the transactions you create to facilitate reporting and searching for transactions. Click on the magnifying glass to pull up a list of Origin Codes.

Funding Department: the default funding department that will pre-populate when you initiate a transaction. You can always enter a new funding department on any individual transaction, this just defines the default. Click on the magnifying glass to pull up the list of funding departments.

2.5 Procurement Card

P-Card Holder: A P-Card is a credit card issued to authorized University personnel, for payment of non-travel related small dollar purchases (under $2,500 per transaction) of goods and services for use by the University.

P-Card Reconciler: The P-Card reconciler is responsible for reviewing and reconciling p-card transactions for either his/her own p-card or for other user's p-cards, as designated.

P-Card Approver: A P-Card approver reviews and approves the purchases made on a particular p-card in compliance with all policies and procedures related to p-card. *Note: P-card approvers cannot approve their own transactions*.

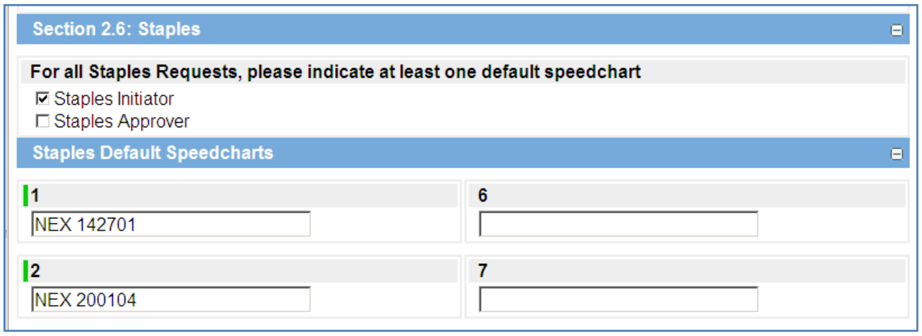
P-Card Reviewer: User can log into ARC and view his/her transactions but cannot reconcile or approve the charges.

2.6 Staples

Staples Initiator: A staples initiator can purchase goods from Staples via the Staples online ordering website (E-Way). This role requires:

- Default SpeedChart(s)–User must enter at least one SpeedChart to be setup in Staples for purchases. Users may enter up to 10 default SpeedCharts. For information about what SpeedCharts are, please refer to the job aid "Creating & Using SpeedCharts" Finance Gateway Training Catalog (http://finance.columbia.edu/training-catalog).

Staples Approver: An approver can approve Staples purchases in the E-Way system. User must list at least once SpeedChart (and up to 10) that he/she will approve for in the system.



2.7 Physician Sales & Service (PSS)

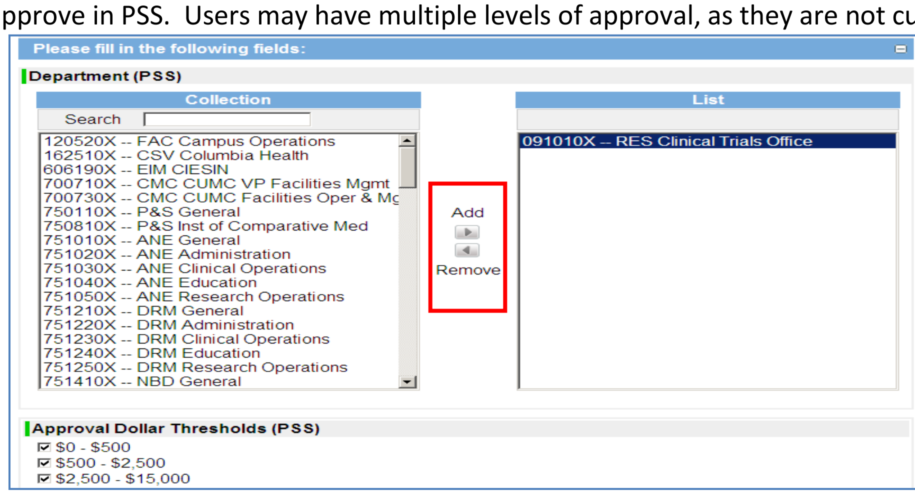
PSS Initiator: User can purchase medical and surgical supplies and instrumentation from PSS. This role requires:

- Default SpeedChart(s)–User must enter at least one SpeedChart to be setup in PSS for purchases. Users may enter up to 10 default SpeedCharts. For information about what SpeedCharts are, please refer to the job aid "Creating & Using SpeedCharts" Finance Gateway Training Catalog (http://finance.columbia.edu/training-catalog).

PSS Approver: An approver can approve PSS purchases. This role requires:

- Department–User must select at least one department/node for which he/she can approve PSS purchases.

- Dollar Thresholds – Approvers must select the dollar threshold(s) that define the transactions he/she can approve in PSS. Users may have multiple levels of approval, as they are not cumulative.



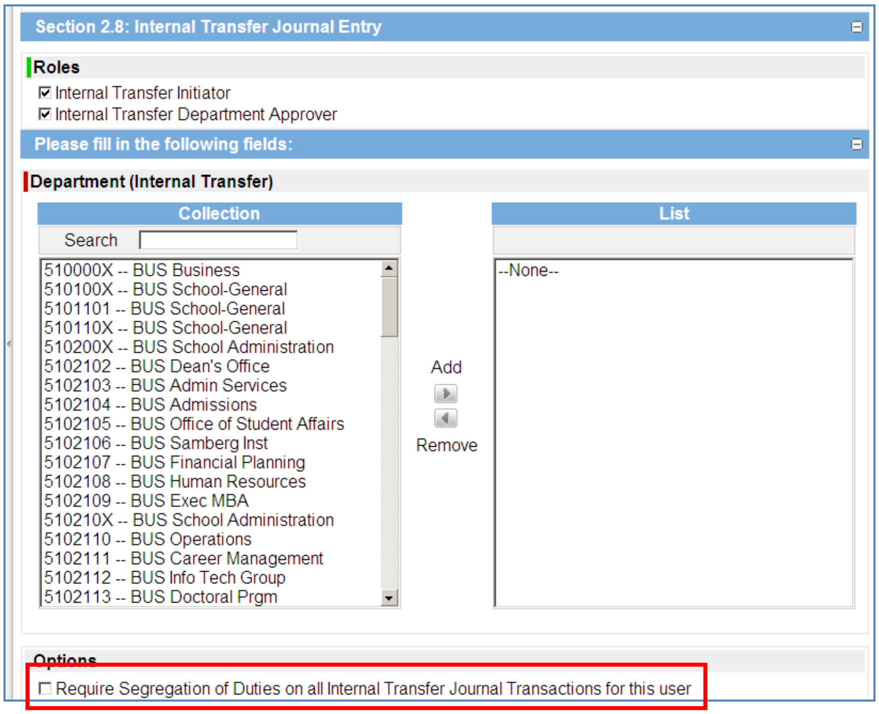
2.8 Internal Transfer Journal Entries

Internal Transfer Initiator: Available to all user types. The Internal transfer initiator allows user to enter internal transfer journal entries online or using the worksheet upload tool.

Internal Transfer Department Approver: Available only to University Officers. The approval role is for users who will review and approve Internal Transfer transactions for the departments to which the user has access. This role requires:

- Department –User must request at least one department for the Internal Transfer Approver role.

  User can select the department(s)/tree nodes for which he/she can approve transactions. Select as many departments/nodes as required from the left column and click "add" to move them to the right column. User can also select multiple departments and then remove the department(s) that is not required by highlighting the department in the right column and clicking the "remove" arrow.



Section 2.8: Internal Transfer Journal Entry

Roles
☑ Internal Transfer Initiator
☑ Internal Transfer Department Approver

Please fill in the following fields:

Department (Internal Transfer)

Collection		List
Search		
510000X -- BUS Business 510100X -- BUS School-General 5101101 -- BUS School-General 510110X -- BUS School-General 510200X -- BUS School Administration 5102102 -- BUS Dean's Office 5102103 -- BUS Admin Services 5102104 -- BUS Admissions 5102105 -- BUS Office of Student Affairs 5102106 -- BUS Samberg Inst 5102107 -- BUS Financial Planning 5102108 -- BUS Human Resources 5102109 -- BUS Exec MBA 510210X -- BUS School Administration 5102110 -- BUS Operations 5102111 -- BUS Career Management 5102112 -- BUS Info Tech Group 5102113 -- BUS Doctoral Prgm	Add Remove	--None--

Options
☐ Require Segregation of Duties on all Internal Transfer Journal Transactions for this user

If you require segregation of duties for those users who have ***both*** the Internal Transfer Initiator and the Internal Transfer Department Approver roles, click the segregation of duties box on the form. This will prevent the user from approving the internal transfer transactions that he or she created.

2.9 Financials Inquiry & Reporting

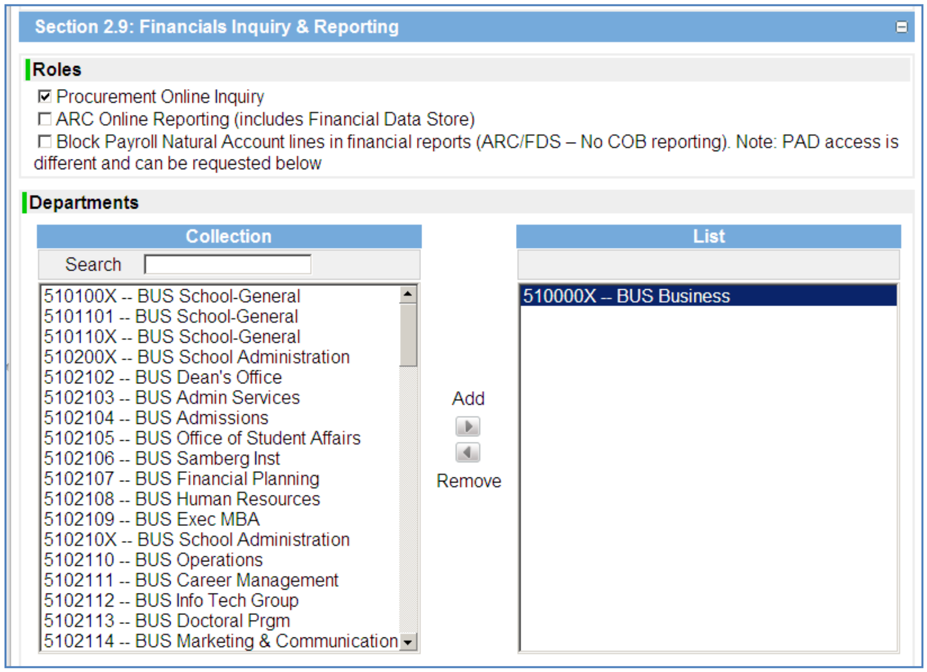
Procurement Online Inquiry: Available to all user types. Role enables user to inquire, view queries and report on requisitions, purchase orders, receipts, vouchers, payments and contracts. Users with a requisition or voucher role should also have the procurement online inquiry.

ARC Online Reporting (includes FDS): Available to all user types. Role provides access to inquire and run reports in both ARC and the Financial Data Store for journals, ChartField attributes, budget details, and project costing.

Both of the above roles require:

- Department* –User must request at least one department for the inquiry roles.

User can select the department(s)/tree nodes on which you can inquire. Select as many departments/nodes as required from the left column and click “add” to move them to the right column. User can also select multiple departments and then remove the department(s) that is not required by highlighting the department in the right column and clicking the “remove” arrow.



Block Payroll Natural Accounts: This role excludes payroll balances in all financial reporting. This will also restrict a users’ ability to run COB reports. Blocking payroll natural accounts is different from PAD access; PAD access determines who can see employee-level payroll detail and is applied for in section 3.4 of the Security Application.

*Note: Report access is typically granted based on department-level access to data. However, in certain circumstances, reporting access can be given based on ChartField attributes rather than departments. If you need access by ChartField rather than by department, please select the “ARC Online Reporting” role on this application and then please work with your DAF Administrator to be added to the ChartField Report Distribution.

Section 3: Financial Front End (FFE) Modules

Section 3 lists the access roles for the modules in FFE: Time Entry, Cash, Endowment, Budget Tool, and PAD. These roles, if requested, will be set up directly by the DAF Administrator for your School / Admin Unit.

For all of the modules in FFE, there are four types of access available:

Inquiry – available to all users. User can view information but not create or approve transactions

Create/Modify/Delete – available to all users. User can create, modify and or delete transactions. Includes inquiry.

Preliminary Approval (P) – Available only to University Officers. User can preliminarily approve transactions. Includes inquire/create/modify/delete.

Final Approval (F) – Available only to University Officers. User can approve the transaction and commit the transaction to the appropriate system for processing. Includes inquire/create/modify/delete/preliminary approval.

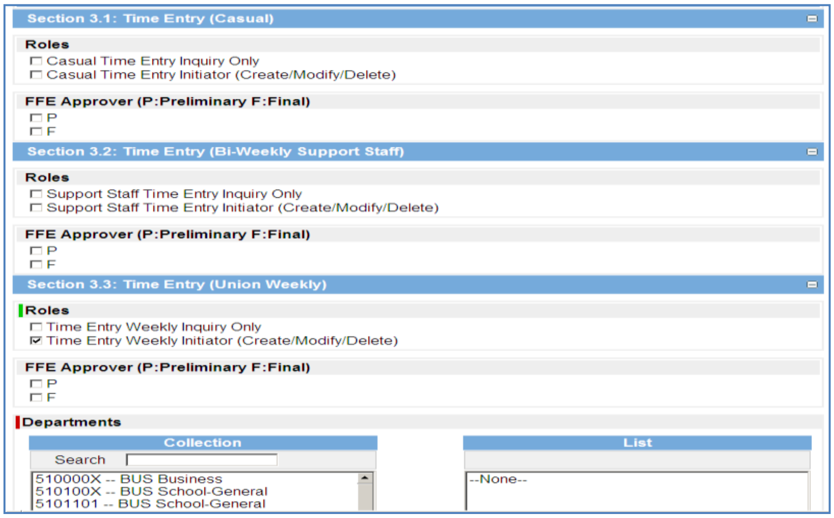
3.1 Time Entry (Casual): Available to all user types. User can create/approve time entries for casual employees.

3.2 Time Entry (Support Staff): User can add or subtract pay for both union and non-union bi-weekly support staff payrolls.

3.3 Time Entry (Union Weekly): User can add or subtract pay for weekly union staff payrolls.

All three of the above modules require node(s)/department(s) for the time entry roles

User can select the department(s)/tree nodes on which you can inquire/transact. Select as many departments/nodes as required from the left column and click “add” to move them to the right column. User can also select multiple departments and then remove the department(s) that is not required by highlighting the department in the right column and clicking the “remove” arrow.



3.4 PAD (Payroll Detail Reporting Information)

PAD is necessary in order to see payroll detail in FDS reports. This is highly sensitive information and should only be requested if needed.

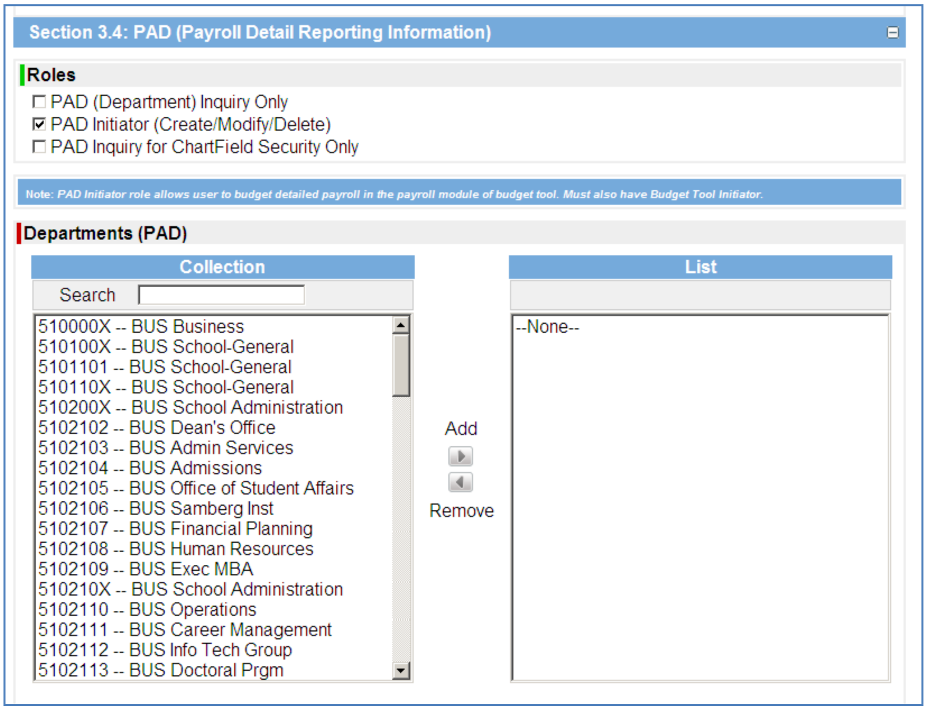
PAD (Department) Inquiry Only: Allows a user to see detailed payroll data in reports.

PAD Initiator (Create/Modify/Delete): Allows a user to make detailed payroll updates in the payroll module of the Budget Tool (*Note: the payroll module of the Budget Tool will be available in October, 2012*).

Both of the above roles require:

- Department – You must request at least one department to which you need access to view payroll detail.

  User can select the department(s)/tree nodes on which you can inquire. Select as many departments/nodes as required from the left column and click “add” to move them to the right column. User can also select multiple departments and then remove the department(s) that is not required by highlighting the department in the right column and clicking the “remove” arrow.



PAD Inquiry for ChartField Security Only: This option allows a user who has reporting for only ChartFields (no departmental reporting access) to view payroll detail for the specific project(s)/initiative(s)/segment(s) to which the user has access. Please see page 8 of the Security Handbook for more details.

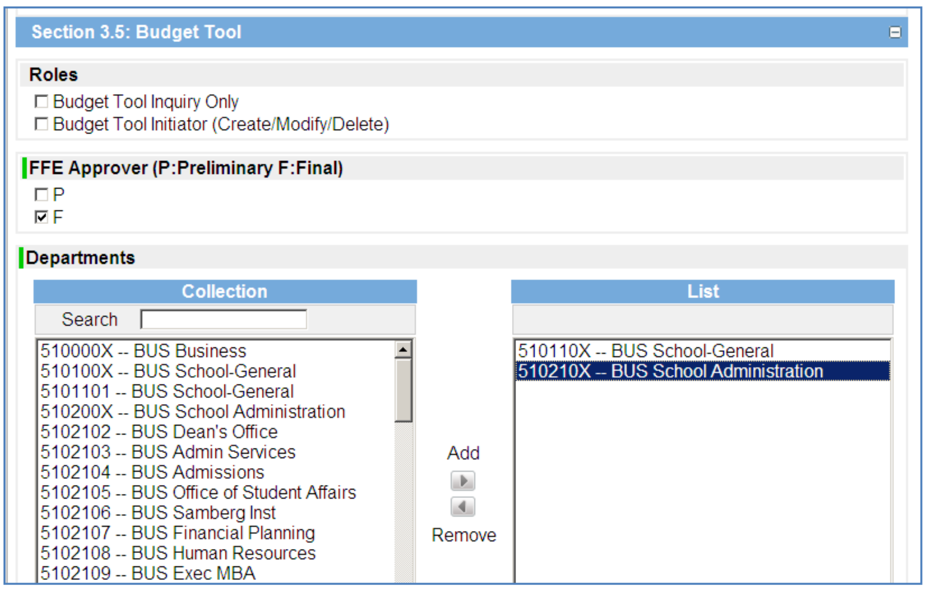
3.5 Budget Tool

The Budget Tool is used for entering and revising departmental budgets. It can also be used as an inquiry tool to view current and previous year. Depending on the roles selected (inquiry only, initiator, final approver) user can view, enter and approve project budgets on non-grant project accounts (in addition to fiscal year budgets).

All of the budget tool roles require:

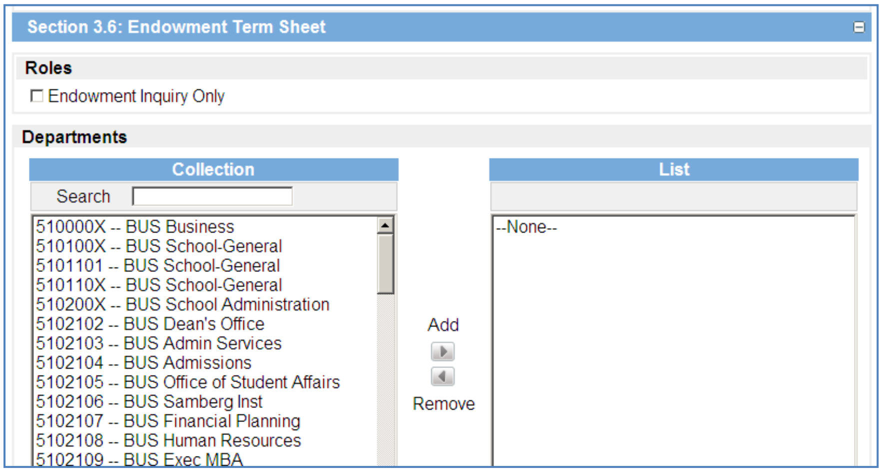
- Department –User must request at least one department for the Internal Transfer Approver role.

  User can select the department(s)/tree nodes on which you can inquire/transact in the budget tool. Select as many departments/nodes as required from the left column and click "add" to move them to the right column. User can also select multiple departments and then remove the department(s) that is not required by highlighting the department in the right column and clicking the "remove" arrow.



3.6 Endowment Term Sheets

This grants access to the endowment term sheets which contain key terms and restrictions for the University's endowment accounts. This role requires a user to select the department(s)/tree node(s) to which the user requires access. In addition to the Security Application, users must also complete the Endowment Administration and Compliance training class to obtain access. For more information see http://www.endowmentadmin.columbia.edu/.



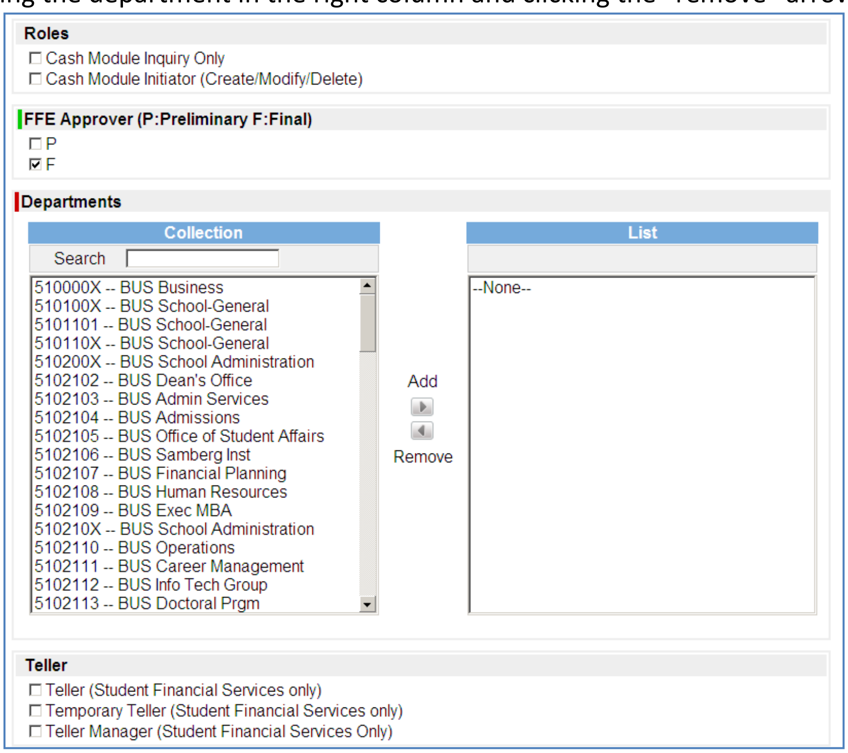
3.7 Cash Module

The Cash Module is used to record all cash and checks received by the University.

All of the cash module roles require:

- Department –User must request at least one department for the cash module role.

  User can select the department(s)/tree nodes on which you can inquire. Select as many departments/nodes as required from the left column and click "add" to move them to the right column. User can also select multiple departments and then remove the department(s) that is not required by highlighting the department in the right column and clicking the "remove" arrow.



There are three roles in the cash module that are reserved for Student Financial Services staff only:

Teller (Student Financial Services Only): Allows user to verify and approve cash receipts batches received from other departments.

Temporary Teller

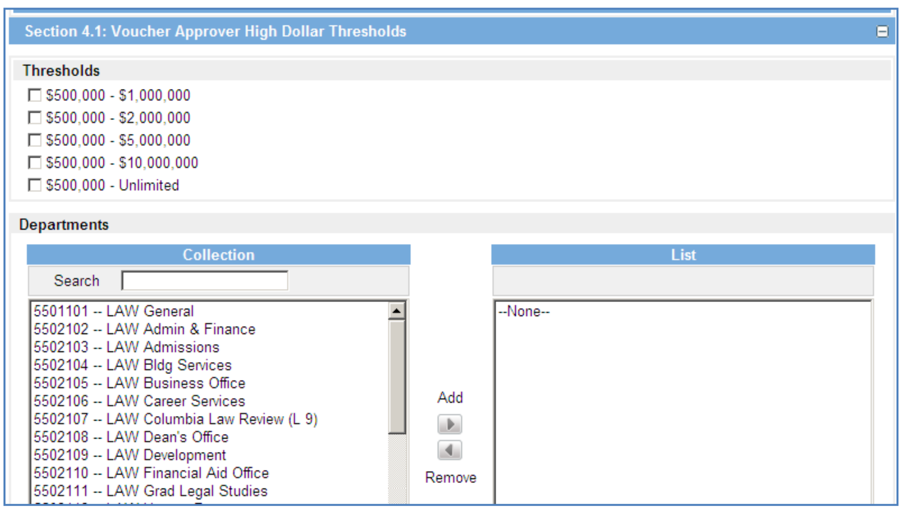
Teller Manager: Allows user to verify and approve the cash receipts batches approved by the teller before the cash receipts for the day are deposited to the bank.

Section 4: Special Requests

Section 4 lists the access roles that require special review and approval from the Controller's Office.

4.1 Voucher Approver High Dollar Thresholds

Select the additional dollar thresholds and node(s)/department(s) to which you require access.



4.2 Travel Voucher Approver High Dollar Thresholds

Select the additional dollar thresholds and node(s)/department(s) to which you require access.

4.3 Requisition Approver High Dollar Thresholds

Select the additional dollar thresholds and node(s)/department(s) to which you require access.

4.4 Procurement Segregation of Duties

In certain limited circumstances, a user may be able to both initiate and approve a requisition or voucher. If you believe this applies to you, select the Accounts Payable or Purchasing Segregation of Duties.

4.5 ChartField Request

Select this option if you need to submit a request to create new or modify existing ChartFields in ARC. These requests will all be routed to the appropriate approver in your School/Admin Unit and then to the Controller's office for review and creation in ARC.

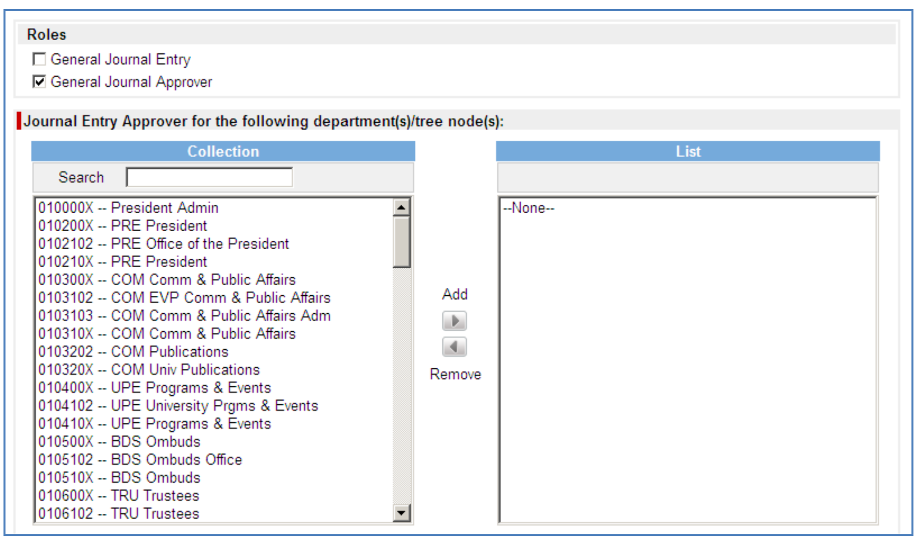
4.6 General Journals

General Journal Entry: Enter or copy journals online. Transactions are directly against the balance sheet.

General Journal Entry Approver: User can approve journals online. Transactions are directly against the balance sheet. This role requires:

- Department –User must request at least one department for the General Journal Entry Approver role.

  User can select the department(s)/tree nodes for which he/she can approve transactions. Select as many departments/nodes as required from the left column and click "add" to move them to the right column. User can also select multiple departments and then remove the department(s) that is not required by highlighting the department in the right column and clicking the "remove" arrow.



Segregation of Duties applies on all General Journal Entry transactions. A user cannot approve the same journal entries that he/she creates.

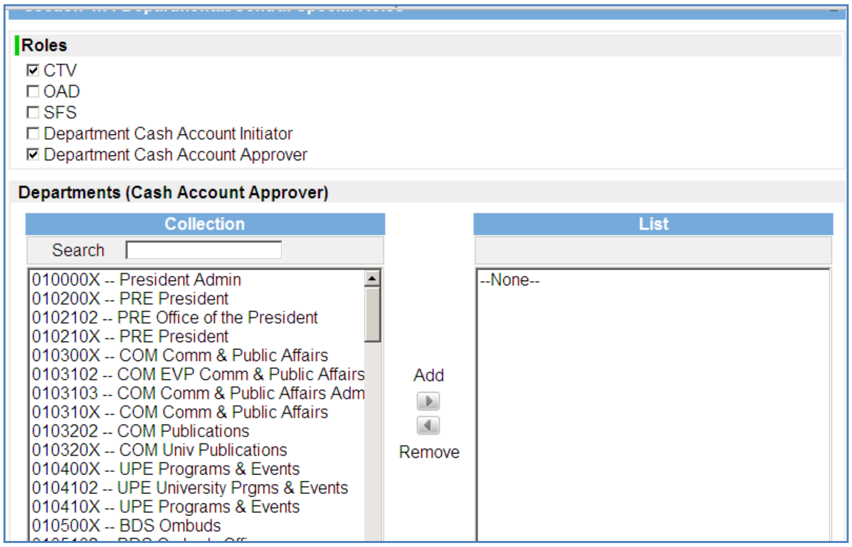
4.7 Department/Central Special Roles*:*

There is a set of special roles that apply only to users within Columbia Technology Ventures (CTV), Alumni and Development (OAD) and Student Financial Services (SFS). If you in one of the above departments and require this role, select the appropriate role in this section.

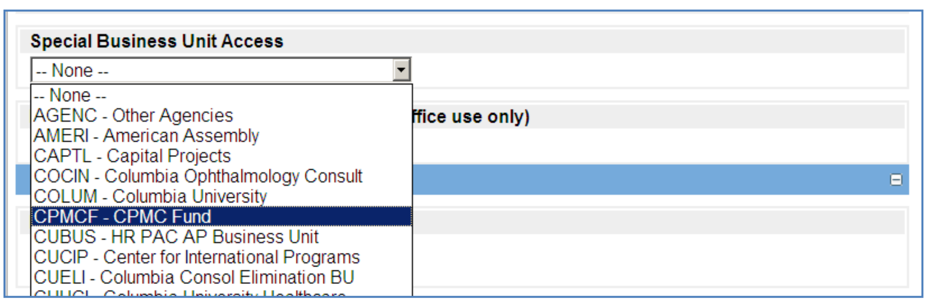
Departmental Cash Account Initiator: User can enter cash transactions into ARC.

Departmental Cash Account Approver: User can approve cash transactions into ARC.

Both of the above roles require a department associated with the transactions:



Special Business Unit Access: If you require access to a business unit other than the standard Columbia business unit (for example Reid Hall or Kraft Center) then select the additional business unit required from the drop down list.



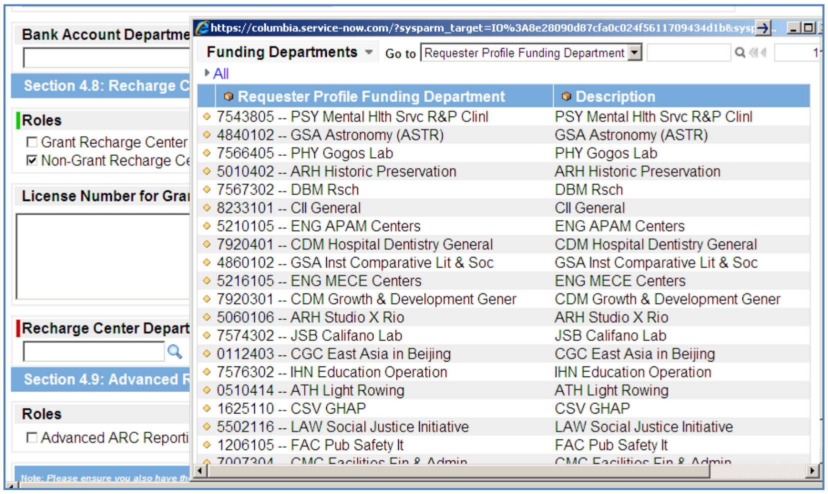
Bank Account Department: This is for controller's office use only, when a user has requested a department cash account role.

4.8 Recharge Centers*:*

Certain departments are eligible to be recharge centers, meaning that internal transfer transactions entered bypass normal workflow.

Grant Recharge Center Initiator: the internal transfer transactions can charge grant accounts. User must enter the license number(s) for the recharge center.

Non-Grant Recharge Center Initiator: the internal transfer transactions will bypass normal workflow, but cannot be entered for grant accounts. User must enter the recharge center department. This department should be the level 8 department to which the monies are being transferred. Click on the magnifying glass next to the Recharge Center Department field and a pop-up window will appear. You can search for the appropriate department by typing the beginning of the department number into the search field at the top of the window.



4.9 Advance ARC Reporting*:*

Advanced ARC Reporting is a special reporting role that can be requested for certain users who require access in ARC to create their own queries using PS Query.

Section 5: Historical Data

Section 5 lists the legacy systems and data that are available as read only to users. These roles, if requested, will be set up directly by the DAF Administrator for your School / Admin Unit. Legacy systems and data are based on FAS departments, and therefore the department selections for all of the roles in this section of the application form are the old department numbers, not the new ARC nodes/departments.

For all of the data and systems listed below, department(s) must be selected to define the data on which you can inquire.

5.1 Data Warehouse Reporting (Historical Data)

Financial Accounting (FAS) Data: General ledger data
PAD Access: Select if you need payroll detail for historical general ledger reporting

Labor Distribution (LDS) Data: Labor Accounting information
Include Salary Information: Select if you need payroll detail for historical labor accounting information

AP/CAR: Invoice inquiry available through canned reports only

Purchasing Data: through canned reports only

5.2 Read Only Access to Legacy Systems

BUD/DARTS: Departmental Advance Reporting and Tracking System. General Ledger and Payroll reports

Cash Module: Historical access to the cash module for transactions prior to FY13 (FAS departments and FAS accounts)

Journal Entry: FFE access for transactions prior to FY13 (FAS departments and FAS accounts)

IDI: Internal Transfer access for transactions prior to FY13 (FAS departments and FAS accounts)

Requisition: Change Order and Vendor Management access for transactions prior to FY13 (FAS departments and FAS accounts)

Time Card: Time Entry access for transactions prior to FY13 (FAS departments and FAS accounts)

WebSAF: Salary Accounting (salary distributions and additional compensation) access for transactions prior to June 2011 (FAS departments and FAS accounts)

AP/CAR: Accounts Payable Controlled Analytical Review. Access for transactions prior to FY13 (FAS departments and FAS accounts)

5.3 Special Requests for Historical Data Access

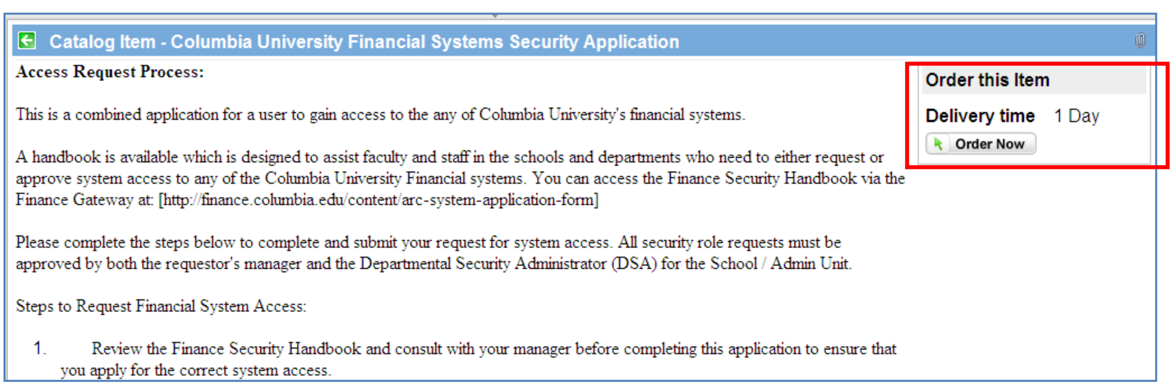
Enter any special requirements for your access here. It will be reviewed by the DAF Administrator prior to the set up of your historical access and reporting roles.

Section 6: Terms of Agreement

Please read the terms of agreement outlined on the Security Application and click "I have read and agree with the above statement".

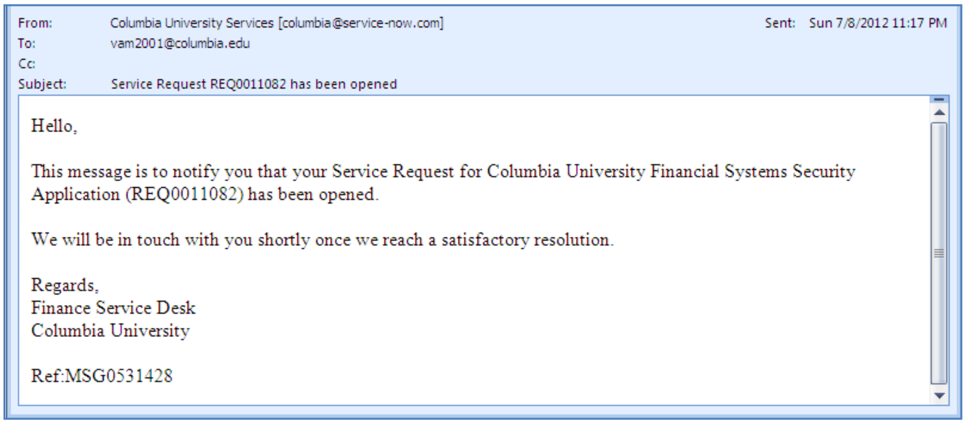
Submitting the Application

Once you have completed all necessary sections of the application, and agreed to the terms of agreement, scroll to the top of the service request and click "Order Now".



Once you submit your request, you will be presented with an "Order Status" screen. Please ignore this screen it is delivered functionality and does not reflect the timeframe or any other information about your request.

You will receive an email confirming your submission. In that email is a reference number you can use in Service Now to check on the status of your request:


From: Columbia University Services [columbia@service-now.com] Sent: Sun 7/8/2012 11:17 PM
To: vam2001@columbia.edu
Cc:
Subject: Service Request REQ0011082 has been opened

Hello,

This message is to notify you that your Service Request for Columbia University Financial Systems Security Application (REQ0011082) has been opened.

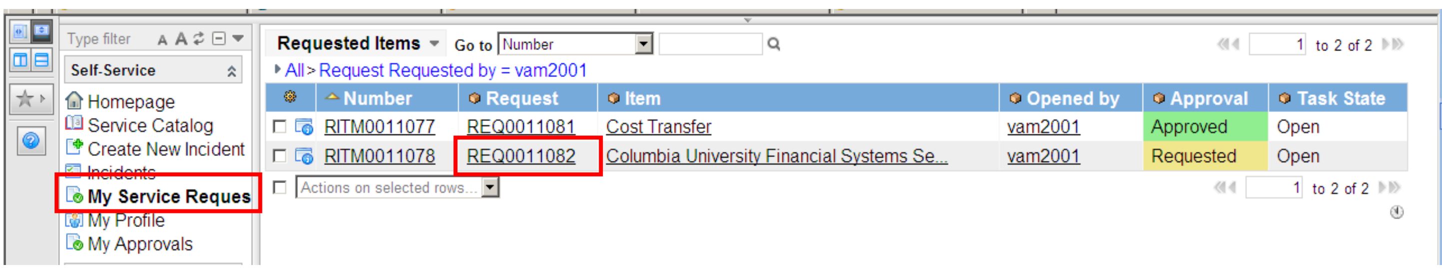
We will be in touch with you shortly once we reach a satisfactory resolution.

Regards,
Finance Service Desk
Columbia University

Ref:MSG0531428

Tracking the Progress of Your Application

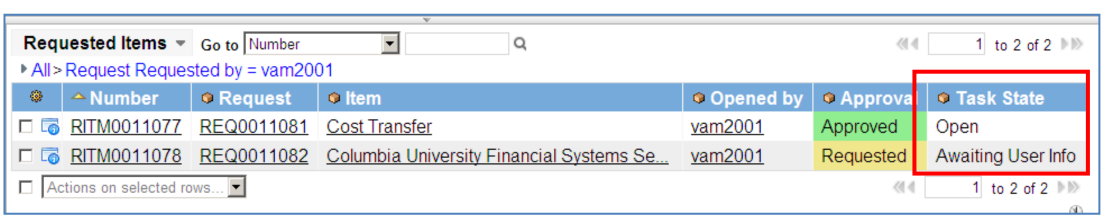
In ServiceNow, click on "My Service Requests", to view the status of your request. The reference number provided in your email will help you identify the request if you have more than one service request submitted.



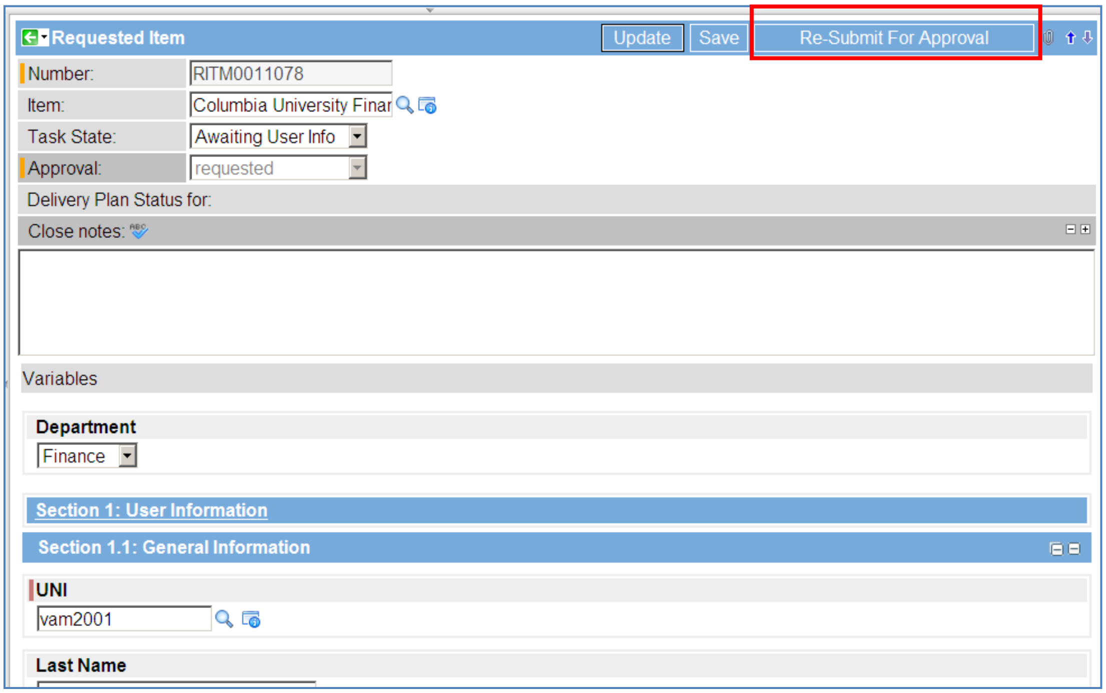
Once you have submitted your application, an email will be sent to your manager, entered in section 1.2. He/she will review the request and if approved, it will be sent to the DAF Administrator selected in section 1.5.

Changes Requested to Your Application

If your manager requires you to make updates/changes to your request, you will receive an email with the subject "Your security access request needs updates prior to approval. Please review and resubmit," and the Task State of your service request will change to "Awaiting User Info".

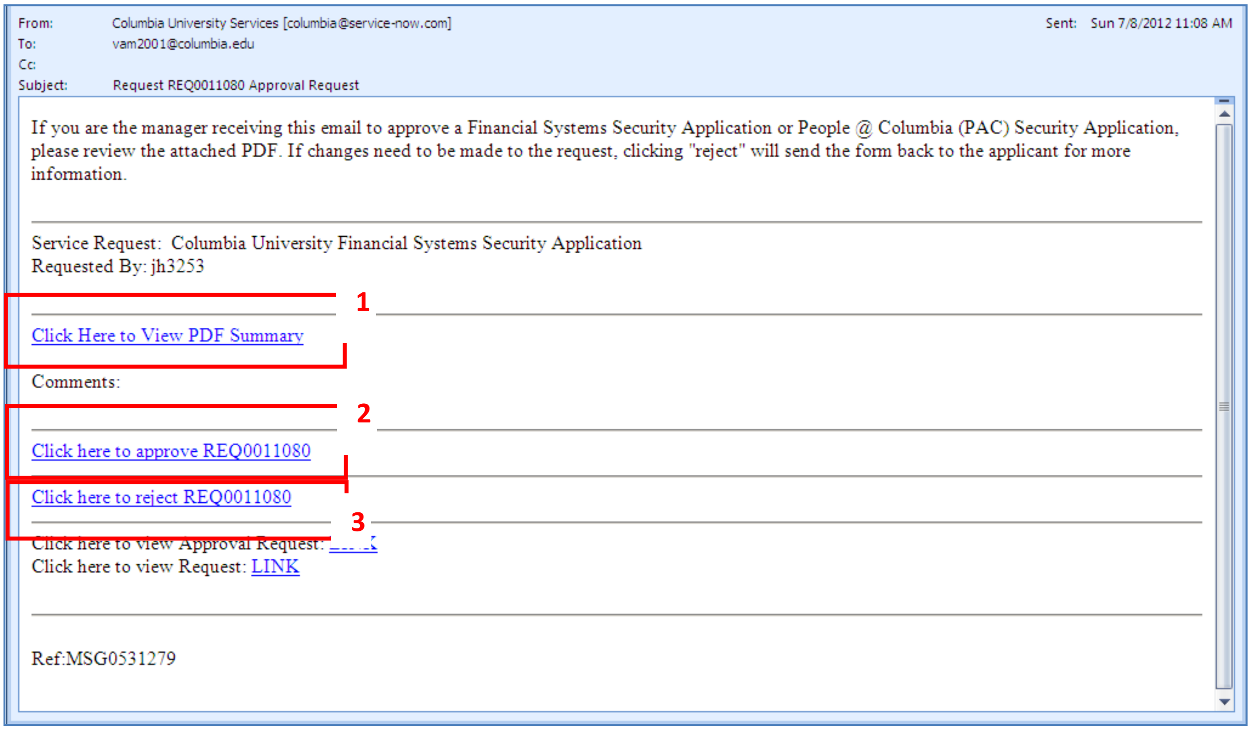


Click on the Number for your service request, and you will be able to review and edit any of the sections of your security application. Once you have made any necessary adjustments, click on “Re-Submit For Approval” in the upper right corner of the application form.



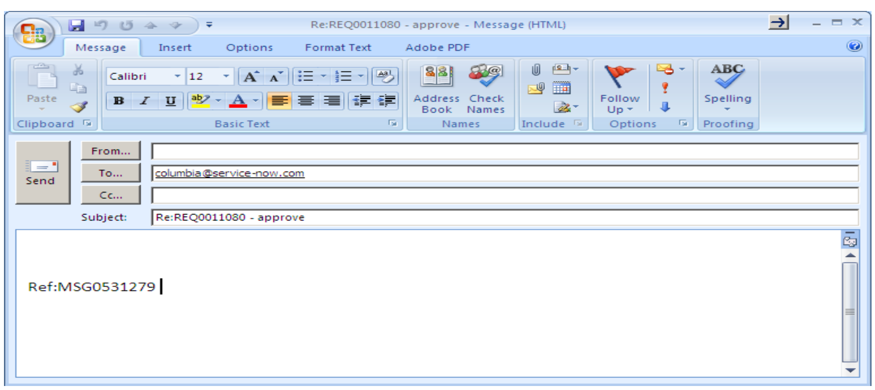
Approving Financial Systems Security Applications – The Manager

When a user in your department requests access to any of the financial systems using this application form, and lists you as the manager to approve the request, you will receive an email from Columbia University Services with the subject “Request REQ### Approval Request.

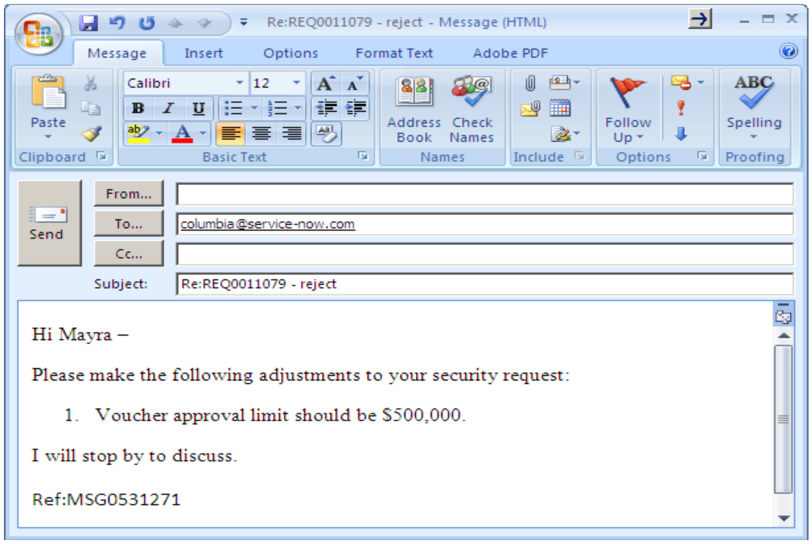


Steps to Review and Approve the Request:

1. **Review the request:** Click on “Click Here to View PDF Summary”. This will open a new window with a PDF version of the request for your review.
2. **Approve the request:** If no changes are required, click on “Click here to approve REQ###”. This will open a new email window. All you need to do is hit send. This will tell the workflow system to notify the DAF Administrator and DAF Deputy that a service request is pending their review and approval.



3. **Recycle the request:** If after reviewing the PDF application, you require the user to make changes to his or her request before submitting it to the DAF Administrator for review and approval, click on “Click here to reject REQ###”. This will open a new email window. Enter the changes you wish the user to make into the email and then hit send. This will generate an email notification to the user with your comments on what to change. It will also update the status of the service request for the user to “Awaiting User Info”.



4. **Resubmit:** Once the user has made the requested updates, he/she will resubmit the application and you will receive another email and can begin the review process again.