

siterra | Knowledge Base Article

Users & Security – Approving User Access Requests

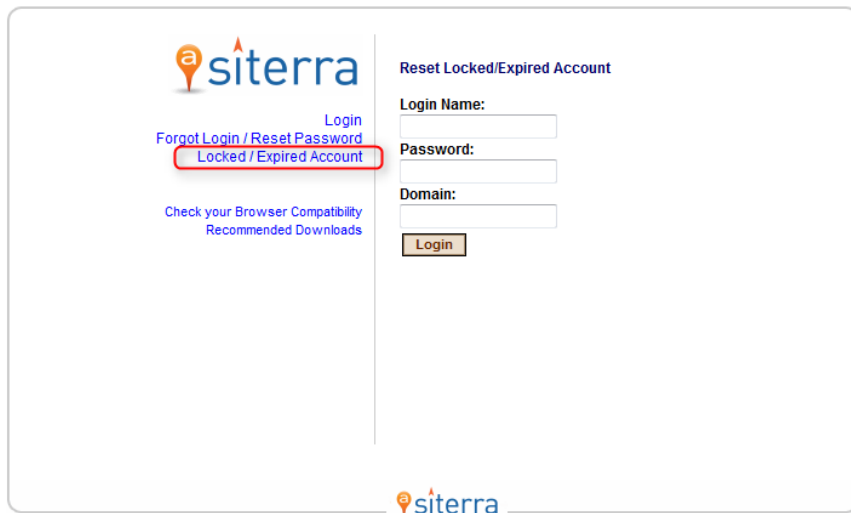
Question:

How can I approve user access requests?

Answer:

The feature in Siterra called “Access Requests” allows Administrators the ability to see and process user requests for access to their portfolio in Siterra. Only Admins will be able to approve or deny Access Requests from end users.

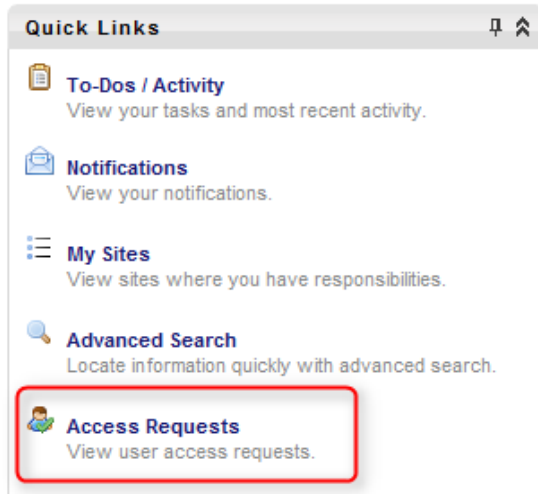
User requests are made when a user has a locked or expired account. The user makes their request for access from the Siterra login screen by selecting “Locked/Expired Account”.



The screenshot displays the Siterra login interface. On the left, the Siterra logo is at the top, followed by a vertical list of links: 'Login', 'Forgot Login / Reset Password', 'Locked / Expired Account' (which is highlighted with a red rectangular box), 'Check your Browser Compatibility', and 'Recommended Downloads'. On the right, the 'Reset Locked/Expired Account' section contains three input fields labeled 'Login Name:', 'Password:', and 'Domain:', with a 'Login' button positioned below them. The Siterra logo is also present at the bottom center of the page.

The requests are then sent to the “Access Requests” feature.

To Begin, navigate to the Siterra Homepage and click “Access Requests” in the “Quick Links” section.



A list of all of the current user requests will populate, like in the image below. Now select the blue and white menu icon (1) to the left of the user you would like to process. A small option box (2) will appear with three available options:

- Edit – allows the Admin to make changes to the user’s settings.
- Accept – approves the user’s request for access into the portfolio.
- Deny – rejects the user’s request and they are not allowed access back into the portfolio.

Name	Access	Roles	Date Requested	Email
Test User	Everyone	Role A	10/18/2013	1@accruent.com
erin tester	Global 1		09/07/2010	@sterra.com

1 2 Edit Accept Deny
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Accepting the request allows the user access, and will remove the user from the list. Denying the request will allow the Admin to enter a description of why the request is being rejected. Clicking “Submit” completes this process and the user is removed from the list as well.