SIS Account Request Directions & FAQ

Step 1

To request SIS user access for a new staff member or modify the access of an existing staff member, complete the SIS Account Request, found online HERE.

Q: Do I complete the SIS account request to request an ASAP account/Banner ID Number/Email Account/Network Account?
A: No. This request is intended to be used in requesting user access to our various campus Student Information Systems. Questions about other systems, including ASAP, network accounts, and UTSA email accounts, please contact OIT Connect Services.

Q: I’m in the process of hiring a new staff member. At what point can I submit the SIS Account Request Form?
A: You can submit the request once the staff member has been issued a Banner ID number. However, the SIS Security Team will not process the request until the staff member has:
   a.) officially started employment;
   b.) been issued network access;
   c.) been issued a staff email account (@UTSA.edu);
   d.) successfully completed the SIS Users & FERPA Compliance Awareness Module (CT927).

Q: My new staff member is a work-study and will not get a staff email account. How will they be notified when their SIS account is ready?
A: Work-studies not issued an @UTSA.edu email address will be notified by emailing their supervisor (as listed on the request). However, the work-study will still need to complete the required SIS Users & FERPA Compliance Awareness Module (CT927) before the account is released.

Q: I submitted a request for my new staff a week ago. Why doesn’t he/she have an account yet?
A: You can call or email the SIS Security Team to check the status of a completed account request. Requests are typically processed within 3-5 business days of being received.

Step 2

Complete Parts 1 and 2 of the SIS Account Request online before submitting.

Part 1: User Information

Type in the information of the new user requesting access. A user must be appointed and issued a Banner ID number before a SIS Account Request will be processed. Once completed must submit the account request, which forwards the request to their supervisor.
Part 2: Access Requested
Though the SIS Security Team only creates/modifies/deletes SIS accounts, we do begin the process for other accounts as listed on the request.

**Copy Current User (required)** – Type in the name and Banner ID of an existing and active SIS user within your department that you want to copy access. If you do not wish to replicate a current users’ access exactly, please contact the SIS Security Team.

If only basic, query-only access is required, you can request a BASIC STUDENT account. Basic Student Accounts do not require Department or Data Custodian signatures.

**Q:** What profile should I request?
**A:** A profile is not necessary if there is a user within your department with access you can copy. If the new staff is replacing a SIS user who has left UTSA, we may still be able to match access. If there is not a SIS user within your department that can be copied, contact the SIS Security Team. If only basic, query-only access is required, a BASIC STUDENT account can be requested.

**Q:** I have very specific access needs and/or need to clarify something. How do I include this on the request?
**A:** You are more than welcome to add additional information in the comments section on the request.

**Q:** What if I need to add/subtract access later?
**A:** Contact the SIS Security Team. Depending on your situation, we may need you to submit a new SIS Account Request.

**Q:** What if the user I want to copy is no longer in our office?
**A:** If the Copy User has separated from UTSA within 90 days, we will usually still have their profile on record and be able to copy it. If the Copy User’s account has already been purged, we will contact you for more information. If the Copy User has transferred to another department at UTSA, please determine a different Copy User.

**Step 3**
Proper authorization is required for SIS access to be issued.

*Employee/User and Supervisor signatures* are absolutely required for any level of SIS access.

The *Data Custodian* will depend upon the access requested. This should be determined by SIS Security before authorization. The Data Custodians will review the request and approve/deny and forward to SIS Security for creation.

**Data Custodians**
Financial Aid – Diana Martinez or Eva Montecinos
Fiscal Services – Gary Lott or Rosanne Gorny
Registrar – Ginnifer Cie Gee or Daniel Garcia
Step 4
Submit the Request.

Q: Can I fax my request?
A: No, faxed requests are not accepted due to the request being online it can only be submitted electronically.

Step 5
Once received, the request will be reviewed by the SIS Security Team. Requests are typically processed within 3-5 business days of being received. Should there be any issues with the request, the appropriate people will be notified. Once SIS access is completed, the request will be forwarded to the proper departments for any additional requested access.

Q: I submitted a request for my new staff a week ago. Why doesn’t he/she have an account yet?
A: You can call or email the SIS Security Team to check the status of a completed request. Account release can be delayed if authorization has not been received, the requested user has not been issued a staff email address, or the requested user is awaiting an active appointment. Completed requests are typically processed within 3-5 business days of being received.

Q: I have a question about the access I’ve been granted. Who should I contact?
A: You can contact the SIS Security Team if you have any questions regarding your access. However, depending on your question, we may need to forward you or consult another department. For example, OIT Connect Services is better able to assist with issues involving printing from SIS or Java install/configuration issues.

Q: I have SIS, but I still can’t see what I want. Why?
A: You are only granted access as requested and authorized by the request. If you need additional access, contact the SIS Security Team for instructions. A new Account Request may be required for some modification requests.

Q: I can login to SIS now, but I still can’t access Xtender and/or AppWorx. Why?
A: Xtender and Appworx requests are reviewed and granted independently of banner. If you requested Xtender or AppWorx access on your SIS Account Request, once completed, you will be notified separately when it is ready.

Q: I’m only requesting Xtender/AppWorx/BOXI – not SIS. Do these directions still apply?
A: Parts 1-3 or the Account Request are still required to request access to one of the other systems listed. The Data Custodian signatures will be determined by SIS Security.

Q: How do I contact the SIS Security Team?
A: To contact the SIS Security Team, email SISSecurity@UTSA.edu or call x7598 or x5068.
Q: I forgot my username and/or password. What do I do?

A: Email SISSecurity@UTSA.edu from your @UTSA.edu email account with your name and Banner ID #. You will be notified by email when your password has been reset.