Banner Access Request Workflow...

Client completes request for access:
HR/Payroll
Student
Financial Aid
Finance
General

Request is sent to the Functional Area for Security Class Authorization

Functional Area Authorizing Authorities determine access needed

Student
Nolan Oltjenbruns
Joyce Hays
Judy Layton
Geri Landwehr (AR)
Chris Dowen (ADM)
Linda Sisson (ADM)
HR/Payroll
Marshall Parks
Deb Meyer
Cathy Puckett
Julie Nava
Financial Aid
Donni Clark
Nancy Gregory
Bob Sandstrom
Finance
Michelle Quinn
Paul Squillace
General – restricted
Project Management Team
General - unrestricted
Jeanette Van Galder
Bret Naber
Mark Gonzales

Authorized request is sent to the Technical Support Center (TSC) via fax; 970.351.1354

Form is processed in the TSC by providing the authorized security classes into the indicated databases
Primary: Amy Casselman
Secondary: Katriesa Hojio
Tertiary: Sam Penn

UPDATE USER:
Service request is then entered and closed by the individual processing the form specifying the client information, module, database(s), and authorized classes provided

Email sent to client after completion of updating the Banner account and stating to contact the TSC for assistance if needed

(Finance Forms – Denice and Grace will be notified via an email to the client upon completion to finalize account access)

NEW USER
Service Request is entered to map the user for SSO to Banner Production and assigned to TSC or Midrange Staff (if applicable to form received):
Primary: Amy Casselman
Secondary: Wade Bumgarner
Tertiary: Mike Mestas

Service Request is entered and closed for Banner account creation by the individual processing the form specifying the client information, module, database(s), and authorized classes

Email sent to client after completion of account setup and Banner SSO creation stating to contact the TSC for assistance if needed

(Finance Forms – Denice and Grace will be notified via an email to the client upon completion to finalize account access)

Service request numbers are written on the forms. Forms are filed within the TSC.

Client will contact the TSC if assistance is needed or access granted is not functioning. A new service request will be entered based on the results or findings.