Requesting Access to Cascade Server

In an effort to make the process for gaining access to Cascade Server easier to track and manage, the Marketing and Communications web team has worked with Information Services to move the process into the myHelp system located at http://northeastern.service-now.com. These instructions explain how to request access for a new Cascade Server user.

Before listing the specific steps in the access request procedure, it is helpful to describe the process in general terms.

People requesting Cascade access must sign into myHelp and fill out a form in which they list their names, NUNET account names and email addresses. They also must designate their direct managers and list the websites they will be editing in Cascade. Once a form is submitted, a new myHelp ticket will be created.

The managers named in the request forms will receive an email notifying them about form submissions. The email will contain a link to a myHelp page on which a manager may approve or reject the access request. By approving the request, a manager is confirming the legitimacy of the access request.

If a manager receives a request that is not correct, the manager should click the reject button. This will cancel the access request process.

After managers approve access requests, tickets will be directed to a member of the Marketing and Communications web team for rejection or approval. Once a ticket is approved, it will be directed to the Information Services Customer Service help desk. A member of this team will add requesters to the Cascade active directory group.

If a member of the web team rejects the request, the ticket will be cancelled.

At this point, tickets are marked as closed. Requesters will receive notification that the access request is finished. The Marketing and Communications web team will then have to give requesters permissions to edit and publish the appropriate websites within Cascade Server.

Please note that requesters will not be able to edit and publish websites until arrangements are made to attend a Cascade training class.

The following pages explain how to log into myHelp and create a Cascade Server access request.
1. Sign into myHelp.

If you've never signed into myHelp, you can reach the system by going to http://northeastern.service-now.com. Sign in using your myNEU credentials.
2. You’ll see your myHelp dashboard. Click on the Service Catalog link (circled in green), which is the second link in the left column.

3. On the Service Catalog screen, click the Cascade Server Access Request option (highlighted below), which is located in the Security and Access Services section.
4. You’ll see the form below. All of these fields must be filled. It is recommended that you fill in the first and last fields by clicking on the magnifying glass and selecting the appropriate person in the resulting popup window. You may enter a person’s name in the popup’s search box to aid your search. Selecting people in this manner will enable you to avoid errors caused by typos. Click the Order Now button, which appears to the right of the form, after entering your information.

![Image of form]

5. After clicking the Order Now button, the following message will appear in your browser.

Here’s what will happen next:

1. An approval request will be sent to the manager listed on the form.
2. Upon manager’s approval, this request will be sent to Information Services who will add the requester to the Cascade AD group.
3. Within two business days, IS will notify Marketing and Communications that the request has been fulfilled.
4. Upon notification, Marketing and Communications will add the requester to the appropriate group in Cascade after the requester has attended a Cascade Server training class provided by IS in conjunction with Marketing and Communications.

Click OK.

At this point, your ticket has not been submitted. You must complete the ticket by clicking the Submit Order button, which is circled in the following screenshot.
6. Once the ticket is submitted, myHelp will send two emails. The first will be sent to the requester to confirm the creation of a myHelp ticket. The second email will be sent to the manager listed on the request form. The screenshot below shows the email a manager should receive. The link that should be clicked is circled in green.
7. After clicking the above link, the manager will be brought to the myHelp login screen. (If the manager is already signed into myHelp, the login screen will be skipped.) The manager will see the screen below upon logging in. On this screen, the manager should approve or reject the request by clicking the appropriate button. The buttons are circled below.

Once the manager has approved the request, the rest of the work is performed by the Information Services help desk and Marketing and Communications web team. As mentioned above, the request will then go to the web team for approval. Then, the help desk will add the requester's account to the appropriate active directory group and the web team will add to the appropriate group in Cascade Server.