

Requesting RBAC Roles in NOW Portal

Quick Reference Guide

Introduction: Role-Based-Access-Control (RBAC) is a method of assigning a Role in an RBAC-enabled application to a Worker Position in Workday and is Constrained by an Organization whose data the Worker will be able to access.

Requesting a Role through NOW Portal:

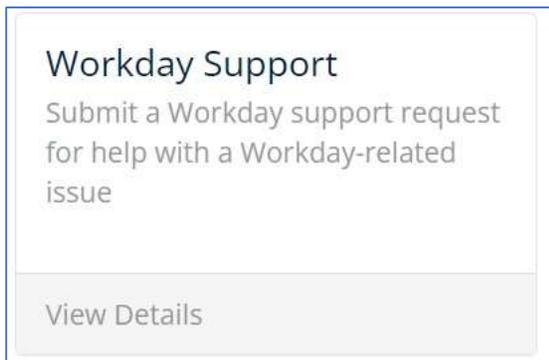
1. Login with your CWL to the NOW Portal:

<https://ubc.service-now.com/selfservice>

2. Choose 'Get Workday Support':



3. Choose 'Workday Support':



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4. Identify the worker the Role is being requested for:

Workday Support

Submit a Workday support request for help with a Workday-related issue

Please include as much information as possible (e.g. screenshots, error messages, process step or task) to better enable us to identify and resolve the issue. If you are unsure of what details to provide or the right category to select on the form below, see our [guide on Workday support tickets](#).

Before you submit a Workday support request:

If you need guidance on how to do something in Workday, we recommend you first search the [Workday Knowledge Base](#). Our guides have answers to many common questions, and can allow you to resolve your issue more quickly than submitting a Workday support request.

Note: As of November 2021, there is no longer a separate form for access issues. Login or other access issues can be submitted here under 'Access and Roles'.

After you submit:

You'll receive an automated email confirming your submission and a ticket number you can use to track your request through [View My Tickets](#).

Your contact details for this ticket:

Contact information is imported from the Human Resource System. If these fields appear blank, or you would like to permanently change your contact information, you may contact HR to have it updated. Alternatively, you may type over your contact information and it will be used for this ticket only. ✕

* Email:

* Phone:

Remember me:

5. Fill in the remainder to request access in the downstream RBAC-enabled application.

Note: In the Detailed Description section, please detail the Role(s) and Organization(s) (Academic Unit, Functional Organization, Custom Org)

that the worker will be accessing data from (Example: Faculty of Arts or Enrolment Services).

Your Manager will be able to advise as to the Role you will need.

Please attach any required Approvals to the ticket.

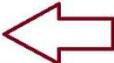


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Submit a Workday support request for help with a Workday-related issue

Is this issue for you or someone else?

This issue is for me

I am submitting this issue for someone else  **Select if Removing a Role from a Position**

Please specify what the issue is related to

Category: 

Note: The options below will change based on the top category you select. See the [full list](#). 

Access and Roles 

Select an Access and Roles subcategory:

Security Role Request 

Security role requests require additional information and documentation.
Please follow the instructions in this [Knowledge Article](#).

Options

This request includes an individual who supervises the work of other people and/or oversees a budget

This request includes a Grant Manager role

Detailed Description

Please provide a short title for your request

Please add ADHC Role

*Please provide a detailed description of your request

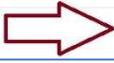
Please add me to ADHC Instructor Role

Urgency

What is the urgency of your request? 

Urgency is a measure of how critical the reported issue is on your day to day business functions. If the issue requires an immediate response please select "High". If an immediately response is not required select either "Medium" or "Low" as you feel appropriate. 

1 - High 

Add Manager Approval if req'd   Add attachments

Please choose 'I am submitting this issue for someone else' if removing a Role from a Worker or if they are leaving this responsibility.

