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.

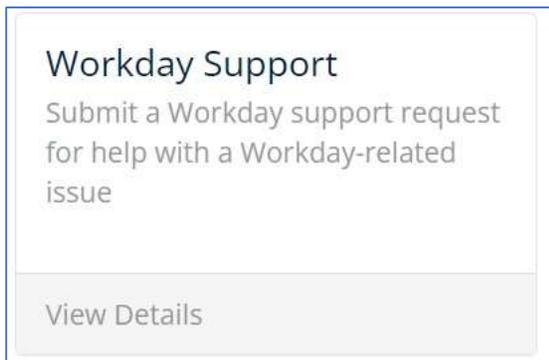## Requesting a Role through NOW Portal:

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:**

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.

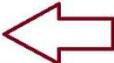   **Please attach any required Approvals to the ticket.**

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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

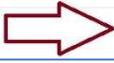*Please provide a detailed description of your request

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.