INFORMATION TECHNOLOGY SERVICES

FSU Service Center Tutorials
Submitting an Agent role request

ITS Service Management Deployment

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1. Log in to the myFSU Portal (my.fsu.edu)

2. In the My Security Center pagelet, select Submit Request – Add/Remove Role

3. Search for the new agent by Last Name

4. Select Customer Relations Management and Continue

5. Select Add and Continue
6. Select Department Roles and Continue

7. Select the FSU_CRM_AGENT role

8. Select the reason for the request from the dropdown menu. Enter a justification for the request – *please include the name of the provider group this agent will be associated with*. Select Submit.
This role request must be approved three times before the role is applied to the new Agent’s profile.

1. It must be acknowledged by the new Agent.
2. It must be approved by the new Agent’s direct supervisor
3. It must be approved by a member of the ITS Service Management team

When the role is applied to the agent’s profile, Provider Group Managers will be able to easily add the new agent to the necessary provider group.