



oneAccess Approver Frequently Asked Questions (FAQs)

Version 1.0

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Frequently Asked Questions

Q. Where should I go to approve a user access request?

A. Principals or Vice Principals will navigate to <https://oneaccess.lausd.net> and click on Admin Approver Portal. This website will ask you to log in and will guide you to the approver portal.

Q. How did I become an approver?

A. Principal and Vice Principal class codes have been assigned automatically as approvers at sites. If you would like to be removed, you can login into <https://oneaccess.lausd.net> click on view access request at the top, find your record and click the trash bin. This will remove access as an approver. Please make sure your site has at least one approver before removing yourself.

Q. How to add or delegate an approver for my site?

A. Staff at your site can apply to be an approver for your site by going to <https://oneaccess.lausd.net> and click manage/edit roles on the OneAccess Portal app. The Principal or Vice Principal at the school site can then approve the user.

Q. I am no longer at this site, but am still receiving a request?

A. Although the process does auto assign Principal and Vice Principal roles, given the complex site, timings and role combinations, at times the process will not remove a site from a user. If you need to refine your access, you can log in into <https://oneaccess.lausd.net> and remove your access to a previous site. You may also call support desk and someone can assist you.

Q. I tried to approve a user but it failed, what should I do?

A. Please put in a help desk ticket (<https://lausd-myit.onbmc.com/>) with the request ID and the name of the user the request was made by. Or call the help desk (213-241-5200) to report the problem.

Q. How can I view all requests from my site?

A. Log into the Admin Portal and you will see all pending requests for your site waiting to be approved. If you like to see the history of request, please go to <https://oneaccess.lausd.net> and sign into that portal. Once you are signed in, please click on view access request at the top of the page.

Q. Why does a request to my site show escalated approval?

A. The escalated approval shows for any request that has been pending more than (7) days.

Q. Why can't I see requests to my site?

A. The only way to see requests are to be an approver at the site. Not being able to see any request may mean you are not an approver at the site.

Q. Why am I not receiving requests to approve?

A. Please check your junk mail to make sure requests are not going to your junk mail. Also please check clutter folder in your Outlook. If you still don't see the email, please put in a ticket to help desk support.