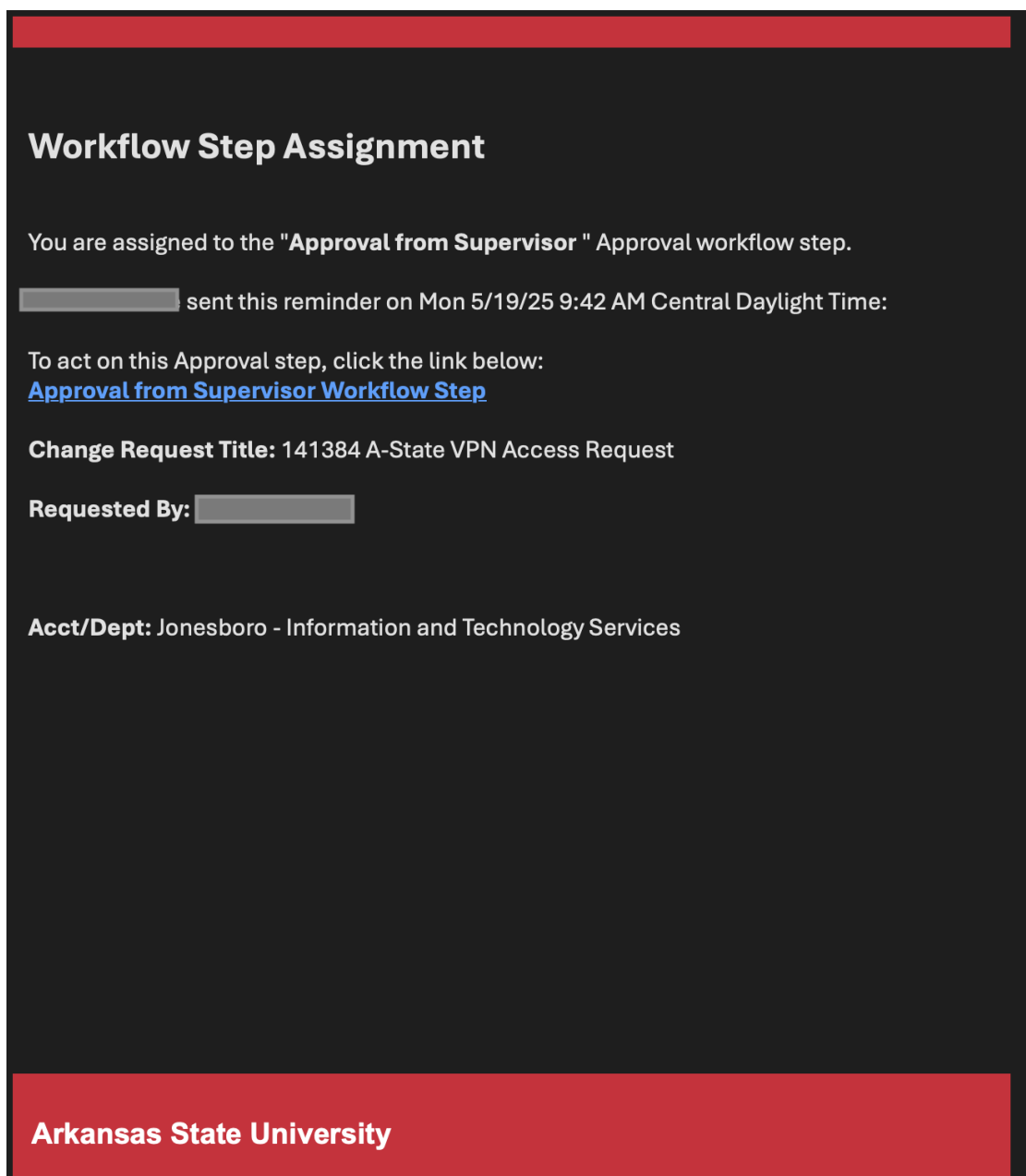


How To Approve VPN Access for Managers

1. The Supervisor will get an email stating that they have been assigned the, "**Approval from Supervisor**" assignment and show some details about how submitted the request for VPN. Click on the link in the email called, "**Approval from Supervisor Workflow Step**" to go to the approval/rejection screen.



2. The supervisor will then see a screen where you can **Approve** or **Reject** the request with the

buttons on the right side of the screen.

Current Workflow Step

Service Request Details

Service Request

141384: A-State VPN Access Request

Approval Step Details

Step
Approval from Supervisor

Assigned To
— Supervisor

The workflow will move forward once **all** approvers approve this step.

At present, this step is at 0 of 1 approval vote.

✓ Approve

× Reject

 Re-send Notification

Requestor


 Name
 Email

4. When the supervisor selects either **Approve** or **Reject**, they can provide comments as to why it was Approved or Rejected for the Requestor to see.

Current Workflow Step

Approve

Comments

 Save

Cancel

5. The next screen should display details about when the request was approved by the supervisor.

Current Workflow Step

Service Request Details

Service Request

141384: A-State VPN Access Request

Approval Step Details

Step

Approval from Supervisor

Status
 ✓ Approved on Mon 5/19/25 9:44 AM

Assigned To
Custom Attribute - Supervisor

History

KM

Supervisor

✓ Approved

Mon 5/19/25 9:44 AM

Requestor

KM

Name
Email

6. Now that the VPN request has been approved by the supervisor, the requestor will receive an email notification telling them to allow 24-48 hours for the access to be added to their account. Once the VPN access is added to the requestors account, they will get an email stating how to intall and connect to Global Protect.

Request Approved

The request has been approved. Please allow 24-48 hours for your access to be added to your account. You should then receive an email detailing how to download and access the VPN.

For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

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