Fordham Connect: How to Request Production Access

This document will guide you through the steps to request your access to the Fordham Connect production environment.

Prerequisite: Completion of Fordham Connect Training. Contact training@fordham.edu for more information or if you would like to schedule a training.

1. Sign in to my.fordham.edu with your AccessIT ID and password.

2. Click on the Tech Help tab. This will open a new browser tab to Fordham IT’s ticketing system.
   a. If a new tab does not open, you may need to disable your browser’s pop-up blocker. Please contact IT Customer Care at 718-817-3999 if you need assistance.

3. At the Tech Help home page, click on “Need something new or changed? Make a Service Request.”
4. In the New Service Request screen, scroll to the bottom and click on “University Applications Access.”

5. In the University Applications Access screen, scroll down until you see “Fordham Connect” and click on it.
6. In the Fordham Connect screen, on the line for “Fordham Connect Access,” click on the “Add to Cart” icon at the right.

7. Now that you’ve added this to your cart, click on the blue “Create Request” button on the right side of the window.
8. A pop-up window will open with the “Fordham Connect Access” item requested. Click on the red question mark icon on the right.

This will open a new window with a brief questionnaire for you to complete. You will need the following information:

a. Your job function
b. Supervisor
   i. Name
   ii. Title
   iii. Extension
c. Fordham Connect Access group (choose one from the following)
   i. Enrollment
   ii. Financial Aid
   iii. Student Accounts
   iv. Student Affairs
   v. Alumni
   vi. Development
   vii. Other
d. Date trained
e. Name of trainer
f. Will you need Privacy Access?
   i. This means you have access to masked Personally Identifiable Information (PII)
g. Will you need access to submit an Email Blast?
h. Will you need to be an Email Blast Approver?
9. Once you have completed the questionnaire, click Next.

10. You will now see a green question mark icon in the “Create Request” window recognizing your completed questionnaire. Click Next.
11. In the next window, confirm your contact info and click Next.

12. Your service request will be submitted to IT Customer Care for processing. Take note of your service request number, which will be in the format of “SR####.” You will also receive a confirmation email with the service request number.

If you need help at any stage of this process, please contact IT Customer Care at 718-817-3999.