MyElectronicAccess@PG&E

User Guide

April 10, 2024

Version 1.4

Cybersecurity – Identity & Access Management

MyElectronicAccess@PG&E

User Guide

Contents

Introduction to MyElectronicAccess

MyElectronicAccess (MEA) is PG&E’s enterprise-standard identity governance and administration system. It is used by PG&E employee and contractors to submit and track access requests to PG&E data applications and systems. MEA also provides capabilities to approve access requests, perform access reviews, and manage MEA governed roles and entitlements to Managers and Owners. Additionally, MEA provides reporting capabilities to support business, compliance, and auditing processes.

How to get additional help

This guide is intended to assist PG&E employees and contractors with standard MEA processes, however there may be times when further help is required.

Please visit the MyAccess@pge.com site for additional job aids, recorded training, FAQ and other helpful materials.

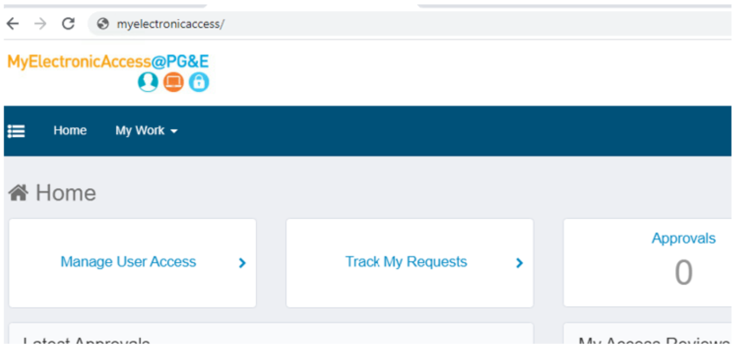
If further assistance is needed, please contact the Technology Solution Center – IT Service Desk (TSC).

- Internal:223-9000
- External: 415-973-9000

Access MyElectronicAccess Navigation – HOME PAGE

Connect to MyElectronicAccess (MEA) via your Web Browser

Type ***MyElectronicAccess*** in the URL



Note: You will be auto connected via Single-Sign-on, so you will not be prompted to provide a username and password.

Getting around your MEA Home Page

When connected to MEA, you will land on your default MEA **Home** page.

Important: *The view will be different for those who manage employees (**Supervisor** or **Manager User**), and who have no direct reports (**General-User**).*

The main sections of the **Home** page are:

1) **Top Header Menu** – provides a link to the **Home** page, **My Work** menu that lists the pages where you can find active and archived action items. There is also an alarm icon (bell) that highlights active items and under your username, a menu for Preferences and Help. The "list" icon on the far left opens a side-bar menu that links to all processes in **MyElectronicAccess.** See item 4 below.

2) **Quick links** provide easy access to the tasks you do often, like managing your access, tracking and approving access requests, and reviewing access. The **Approvals, Access Review,** and **Notification** widgets also show you how many tasks are waiting your completion.

3) **Widgets** (or functional areas) that show the detail of the current tasks you need to act on.

Note: These are most relevant to people who are supervisors or approvers responsible for approving access requests or completing access reviews or certifications.

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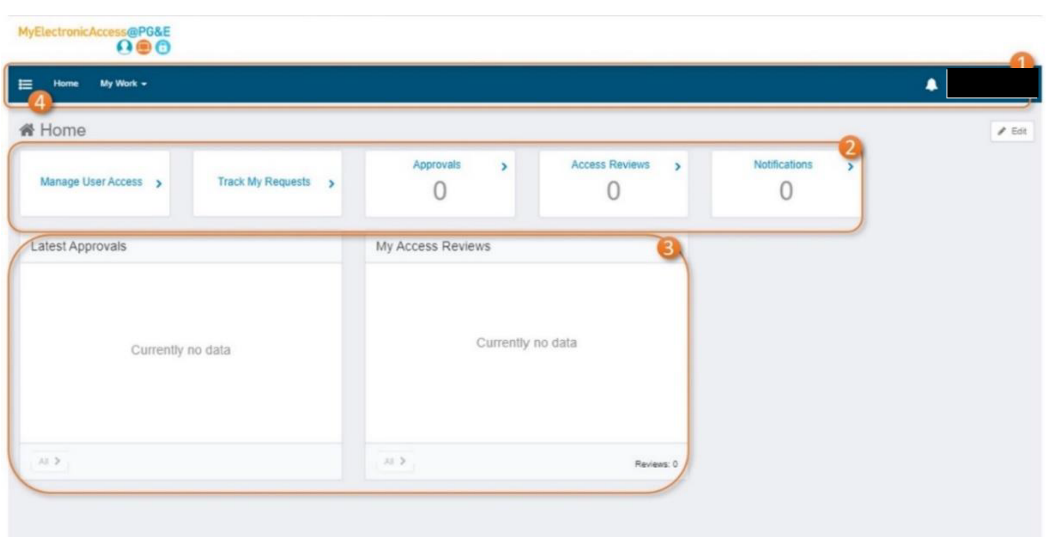
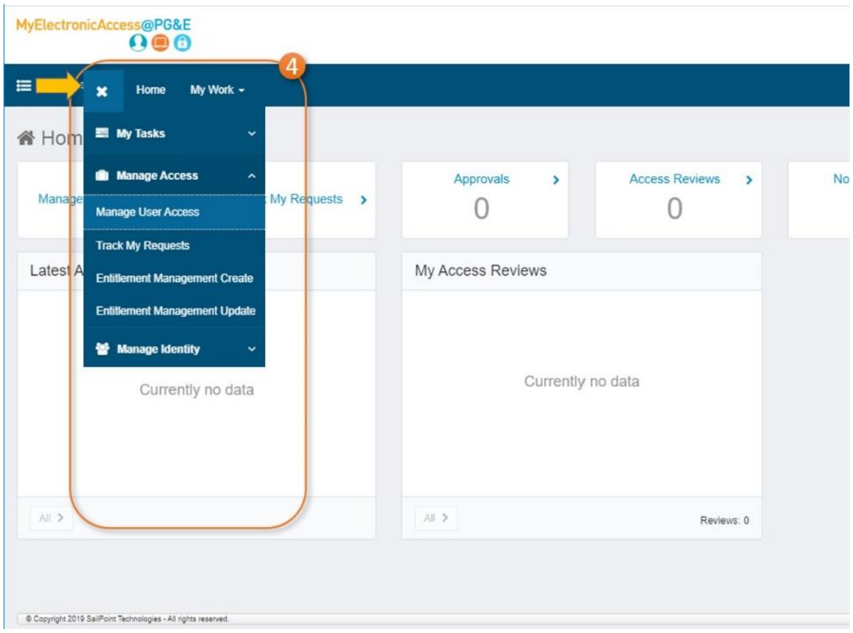
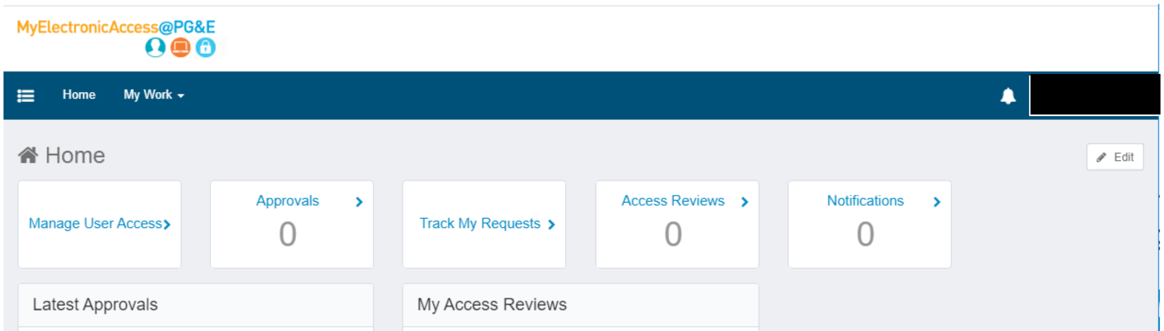
4) **Quick links Menu** – Click on the **List** icon in the top right of the header to open a menu of all the Quick links to pages and functions in **MyElectronicAccess**. Each of the three sections – **My Tasks, Manage Access,** and **Manage Identity** – expand to list underlying functions.




MyElectronicAccess@PG&E
4
Home
My Work
Home
My Tasks
Manage Access
Manage User Access
Track My Requests
Entitlement Management Create
Entitlement Management Update
Manage Identity
My Requests
Approvals
0
Access Reviews
0
My Access Reviews
Currently no data
Currently no data
All
All
Reviews: 0

Edit the Home page layout.

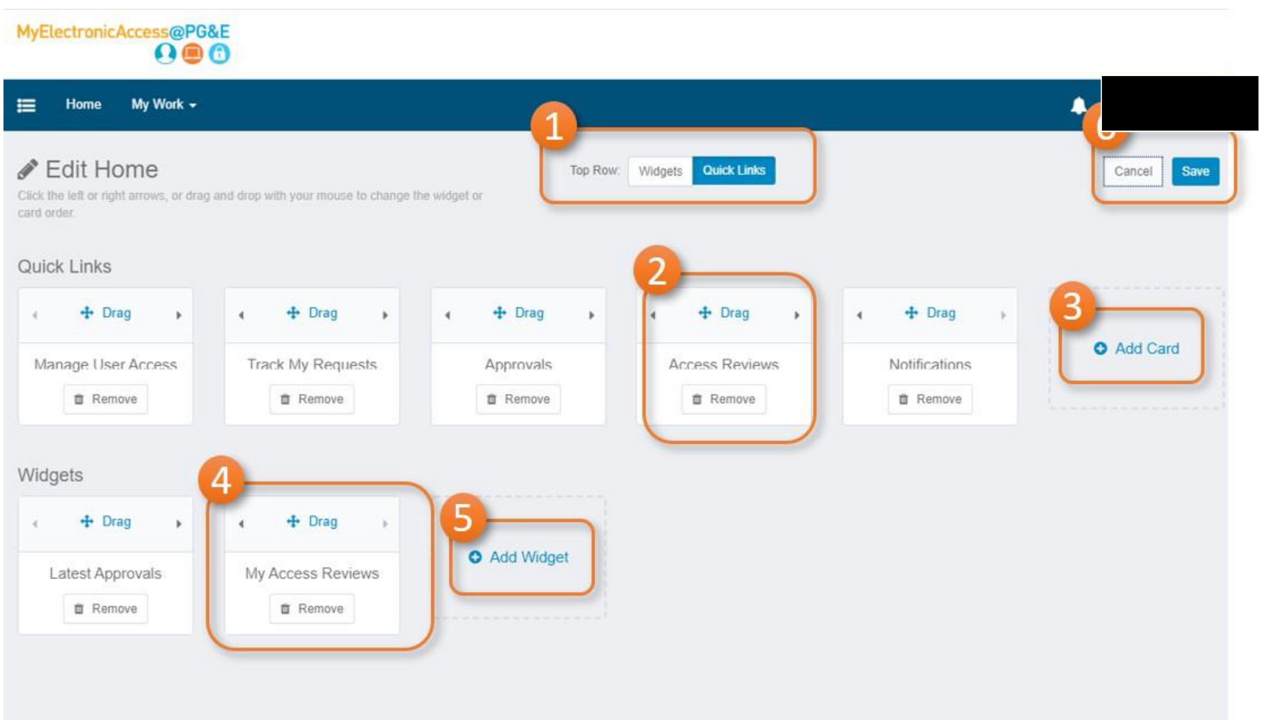
You can edit the layout of the Home page by clicking the **Edit** button in the top right of the screen.



In edit mode you can:

1) Switch the top line from Quicklinks to Widgets.
2) Move a quicklink's position on the line using the **Drag** feature or by clicking the arrows or remove a quicklink by clicking **Remove**.
3) Add a new function to the quicklinks by clicking **Add Card**
4) Move a widget's position on the line using the **Drag** feature or by clicking the arrows or remove a widget by clicking **Remove**.
5) Add new widgets to the Home page by clicking **Add Widget**
6) Click **Save** to save your changes

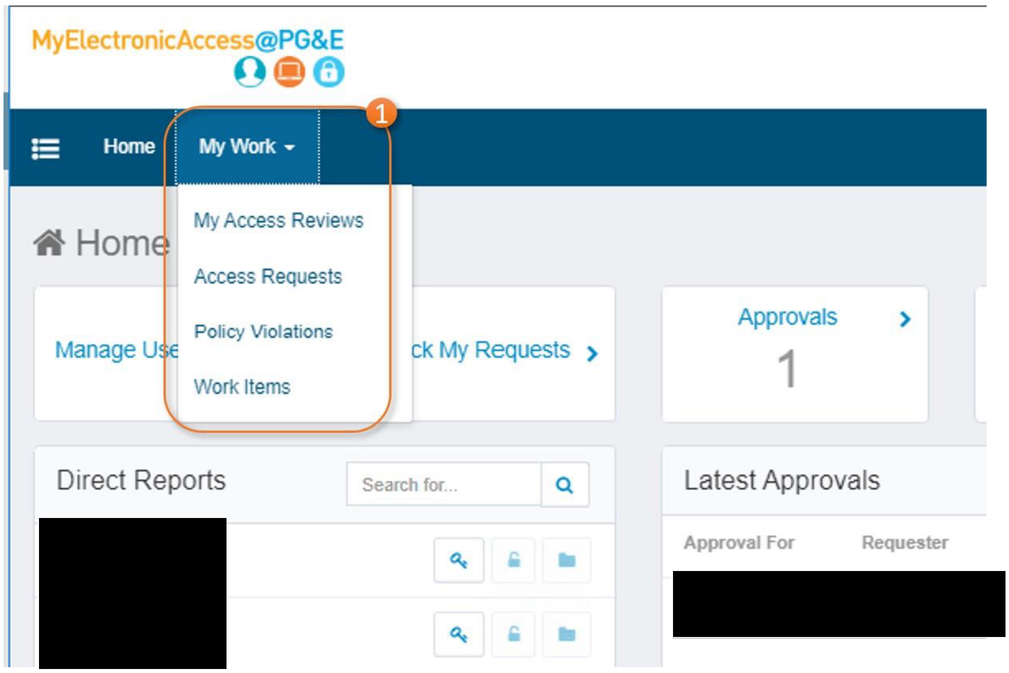
Note: The initial view of the Home page is the default set for all users and any new features can be automatically added to this default in the future by the system admin. If you make any changes to the layout you have moved away from the default and will need to add new features manually.



Additional Features on Home Page for Managers or Approvers

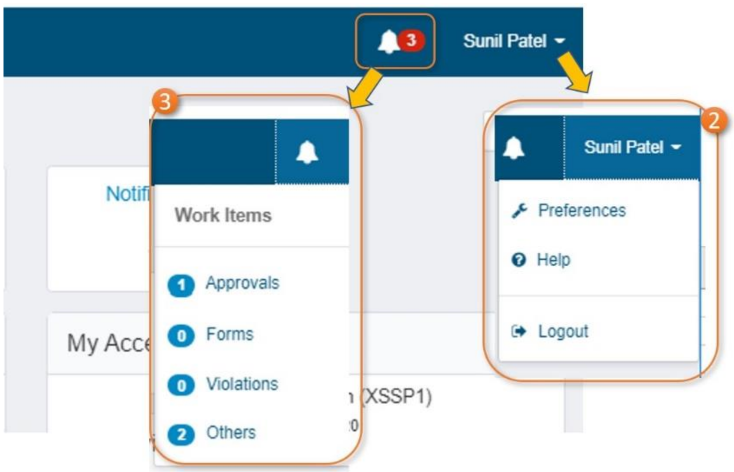
As a manager (supervisor) or approver the **Home** page presentation is more focused around the items you need to act on.

1) Under **My Work** you will find the menu of pages where you may have work items assigned to you to complete.



2) Click on **your name** to see a menu where under **Preferences** you can set a Proxy or Forwarding User if you will be out of the office for a period, or to access the **Help** on MyAccess@pge where you can find Job Aids and recordings of demos to help you use MyElectronicAccess.

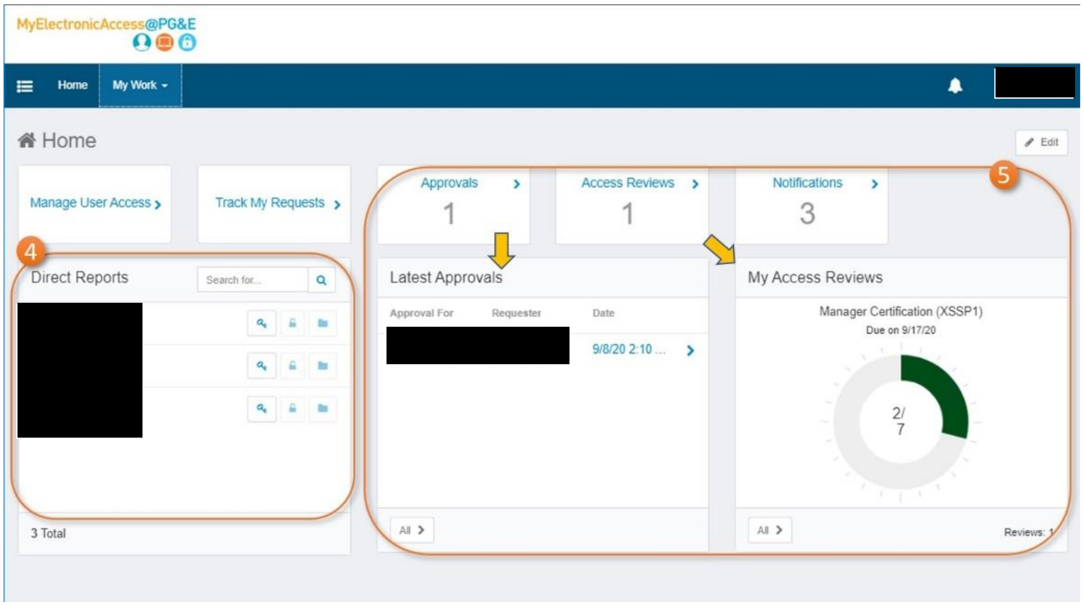
3) The **Alarm Bell** icon – alerts you to items that require your immediate attention. Click it to see a list of the types of items you need to act on.



Note: This is most relevant to people who are supervisors or approvers responsible for approving access requests or completing access reviews or certifications.

4) As a manager (supervisor) you will also notice that there is an additional widget, **Direct Reports**, that lists the staff who report to you.

5) The other widgets and Quick links will also change when there are tasks that require your action such as approvals for Access Requests or active Access Reviews/Certifications. Note: If the number in the **Notifications** quick link is higher than the sum of the numbers in the **Approvals** and **Access Reviews** quicklinks there are other work items that require your attention. Click **My Work** and **Work Items** to view all items pending your review.



Overview – How to submit a NEW Access Request

The main steps involved in submitting a NEW access request are as follows, with details for each step presented the subsequent section on “Step by Step” for this topic.

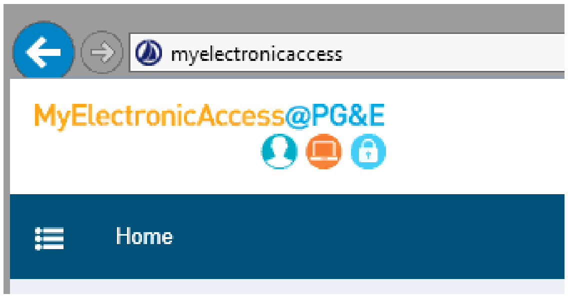
- Connect to MEA application via your web browser URL **myelectronicaccess/**.
- Navigate to the **Manage User Access** page by clicking on the **Manage User Access** quick link on the **Home** page or open the quick links menu and select **Manage Access,** then **Manage User Access**.
- Input details in the **Manage User Access** process:
    - Step 1 – Select Users - Find and select users for whom you want to manage access.
    - Step 2 – Manage Access – Select the **Add Access** tab (default) to request access (Entitlements and/or Roles) for the users you’ve selected in Step 1.
    - Step 3 – Review and Submit request – Look over your request, add the mandatory business justification and optional sunrise/sunset dates for temporary or delayed access and submit.
- On submission, approvals and notifications are sent to the relevant approvers.

Note: if the access requested only requires manager approval and the request is submitted by a manager for their direct report, the access will be granted within 20 minutes of approval.

Step-by-step – How to Submit a NEW Access Request

Connect to MyElectronicAccess (MEA) via your web browser

Type MyElectronicAccess in the URL



Note: You will be auto connected via Single-Sign-on, so you will not be prompted to provide a username and password.

You can also access MEA from the MyElectronicAccess link on the MyAccess@pge.com home page or from PG&E@WorkforMe under **About Me**, **My Access**.

Navigate to the Manage User Access page

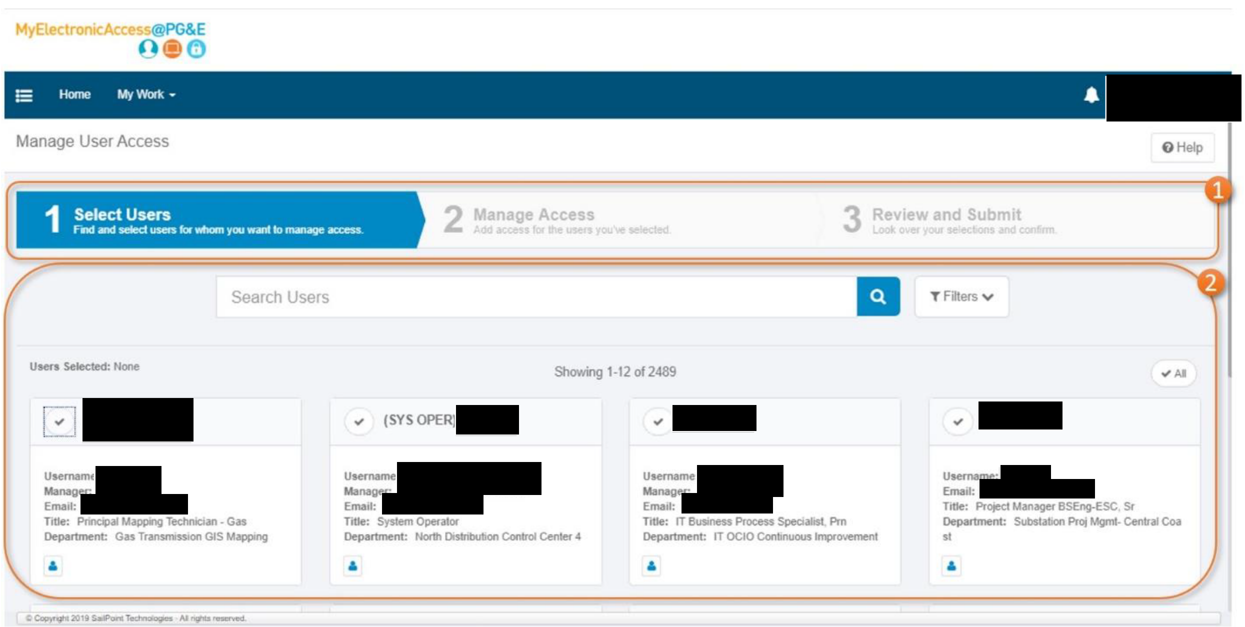
Either click on the quick link **Manage User Access** or open the quick links menu and select **Manage Access** then **Manage User Access**. This opens the Manage User Access page.

Manage User Access page

The ***Manage User Access*** page is where you can add or remove access for yourself or other users. The access may be to one or more points of data (mailbox, group share, and applications) on the PG&E network.

1) At the top of the page there is a bar that lists the 3 steps in the request process and tracks the progress through the process. The step that you are currently in is highlighted and active, other steps are inactive until the previous step is completed. You can use this bar to go forward or backward through the process. Depending upon how you launched the page you may start the request in either step 1 or step 2.

2) The content of the section under the progress bar will change depending upon the active step and is described in the sections following as applied to the examples.



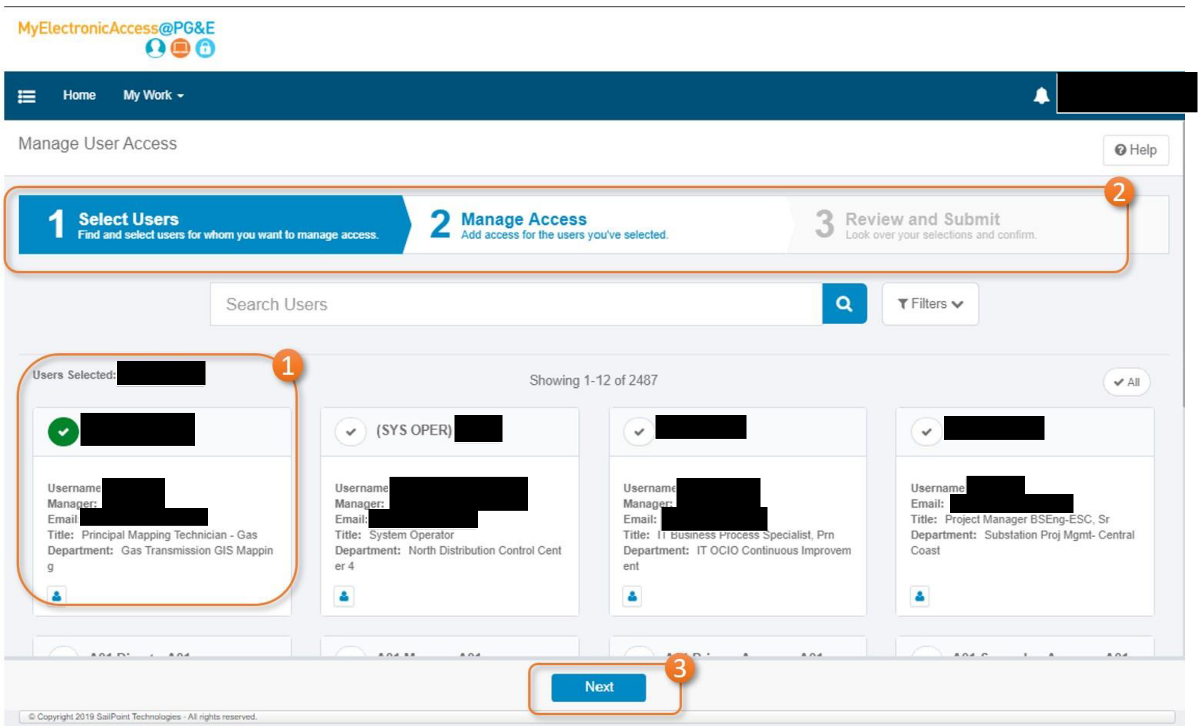
Submit a NEW Access Request for self

To begin the access request, navigate to the ***Manage User Access*** page. The page will open with the active step **1 – Select Users** highlighted in the progress bar and the section below allows you to select the users for whom you are requesting access. You will notice that your own user profile is listed first.

Step 1 – Select Users

1) Click the **check mark** next to your name to select yourself. Notice that your name is added to the **Users Selected** list.

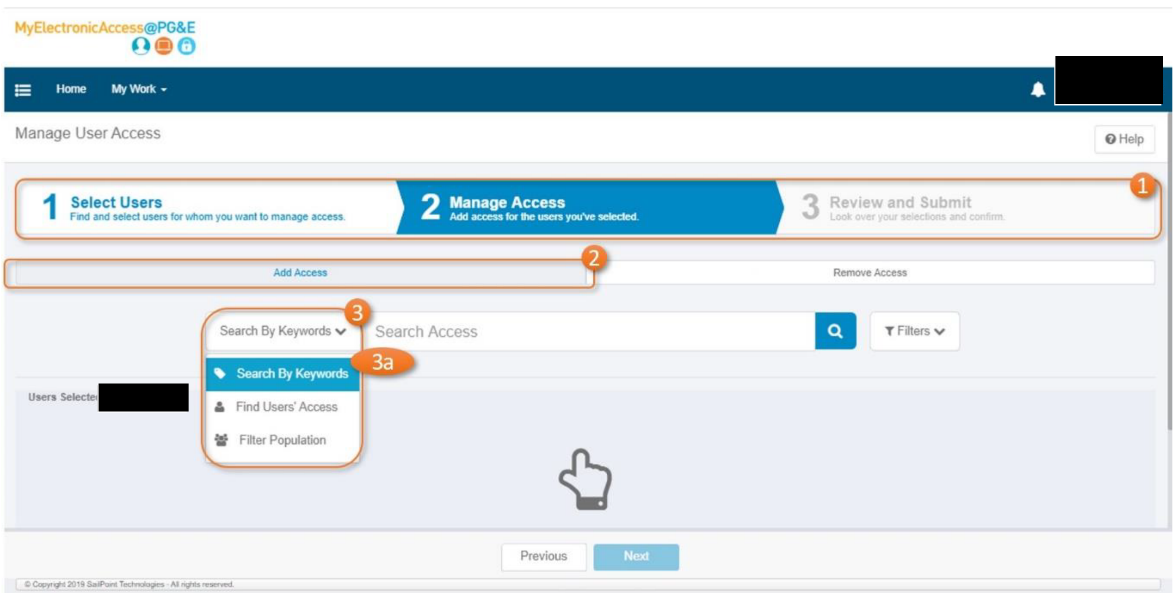
2) The next **step 2 – Manage Access** becomes active in the progress bar.
3) The **Next** button appears at the bottom of the page. Click the **Next** button to advance to the next step.



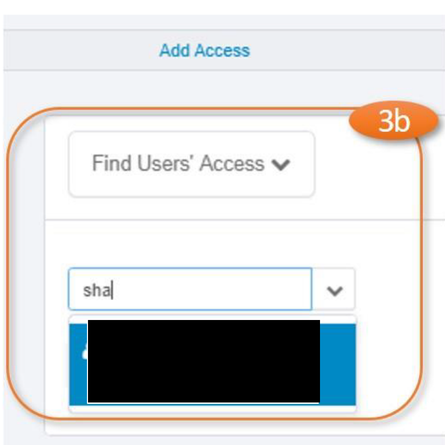
Step 2 – Manage Access

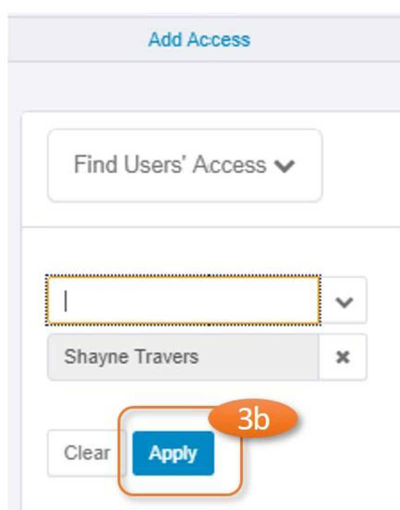
1) You advance to step **2 – Manage Access** where you can add access to many points of data (mailbox, group share, and applications). Each item selected is added to a counter in the progress bar.

2) Notice that you are on the **Add Access** tab for this page.
3) There is also a search field where you can enter details to find the role or entitlement that will provide the required access. There are 3 options for searching:
   a) **Keywords** (default) – input the name or other search words to find the role or entitlement and click the **Search** icon to see the results.

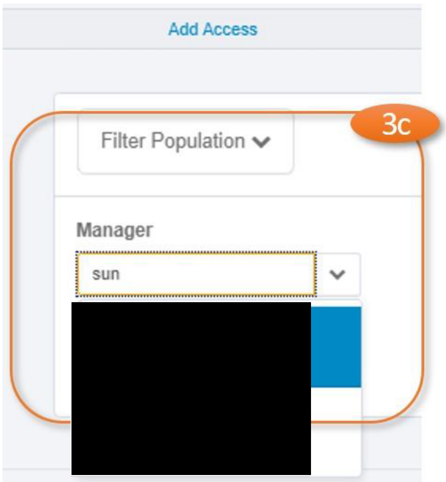


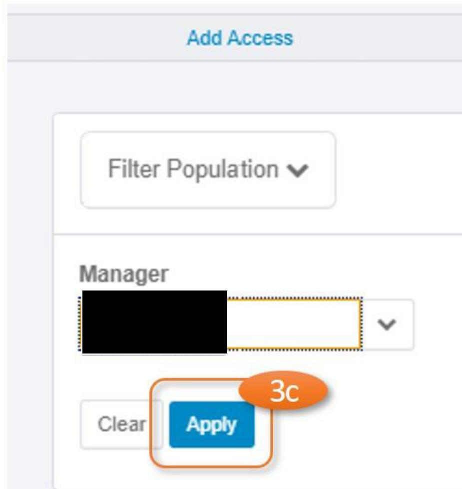
   b) **Find Users' Access** – select this option to see what access other users may have. Enter their name or LANID in the dialog and hit **Apply** to see the results. Note: you can select multiple users for a broader range of results.



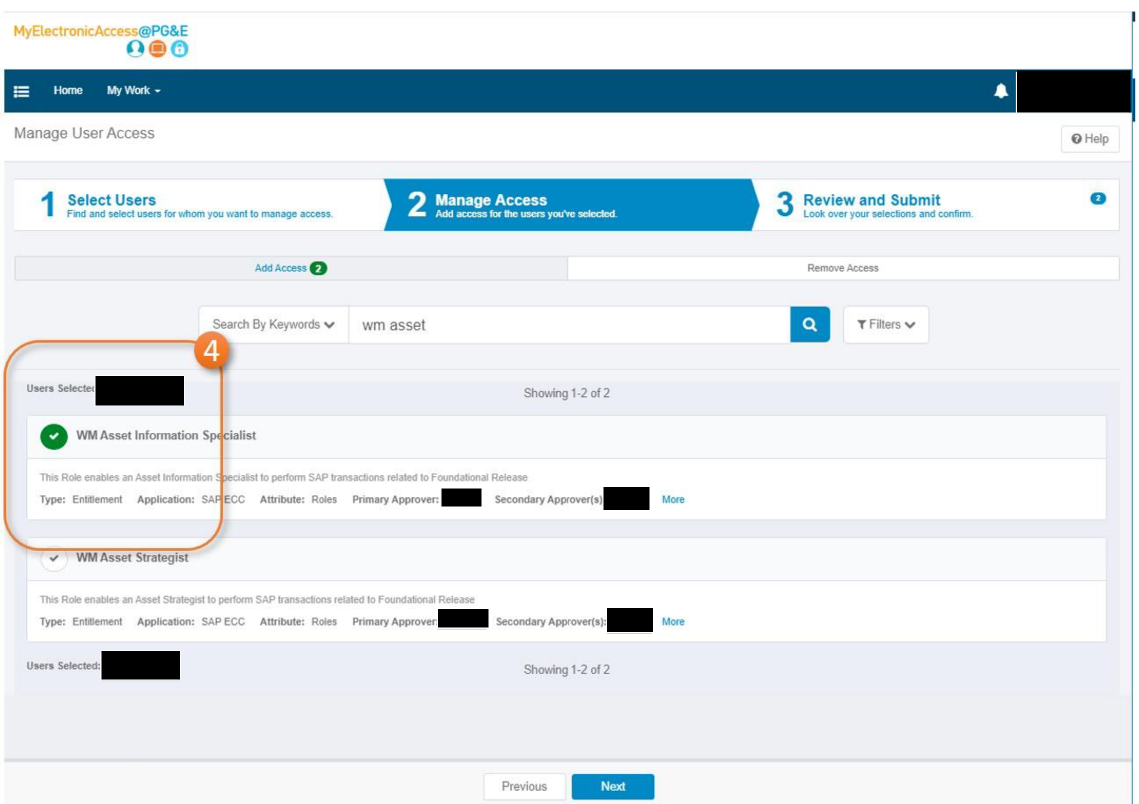


c) **Filter Population** – select this option to see the access a manager has assigned to their staff. Enter their name or LANID in the dialog and hit Apply to see the results**.**





4) Select the access you need by checking the checkmark next to the role or entitlement name. Notice that the number of roles/entitlements selected is added to a counter on the Add Access tab, the next step in the process, **3- Review and Submit,** becomes active and a **Next** button appears at the bottom of the page. Select as many roles or entitlements to provide the access you need. Advance to the next step in the process by clicking on the step **3** in the progress bar or the **Next** button.



Step 3 – Review and Submit

This step presents the access you have selected previously for yourself to review. Before you can submit the request for approval, you must add a business justification. This is captured as a comment against each role or entitlement selected. You can also add start and end dates for the access if it is only required for a temporary period, and you can remove a role or entitlement you may have selected in error.

1) Click the **Comment** icon and enter your justification in the pop-up presented. Click **Save** to close the pop-up. Notice that the icon will turn green when there is a comment present. Note: You cannot submit the request if the business justification is missing for any of the requested items.

2) Optional Calendar Icon

   Optional but not recommended - Click the **Calendar** icon to open a pop-up to enter the start and end dates for temporary access or to delay the start of access. Click **Save** to close the pop-up. Notice that the icon will turn green when there are dates set.

IMPORTANT: Setting an expiration date (sunset date) is not recommended as this defines an expiration date (sunset date) that can't be extended.

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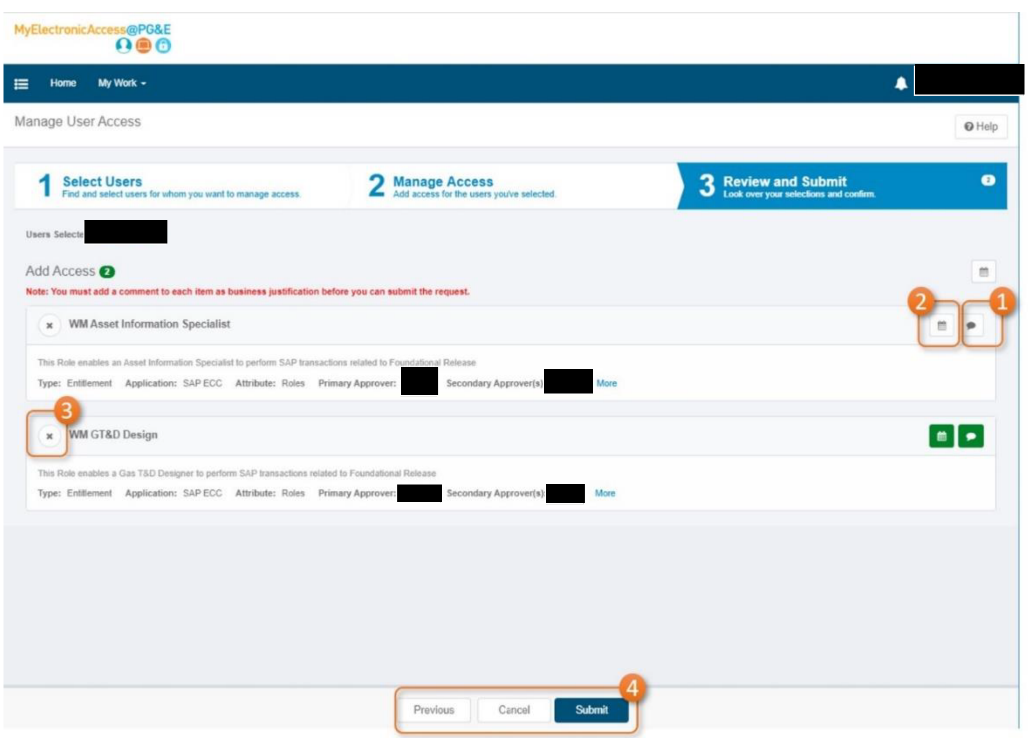
3) To remove a role or entitlement from the request click the **x** mark next to the role or entitlement name. The x will turn red when selected and will immediately be removed from your selection.
4) To complete the request click **Submit.** If you want to change anything, click the **Previous** button or click **Cancel** to cancel the request. You will be returned to the **Home** page and a message will be displayed with the request ID.



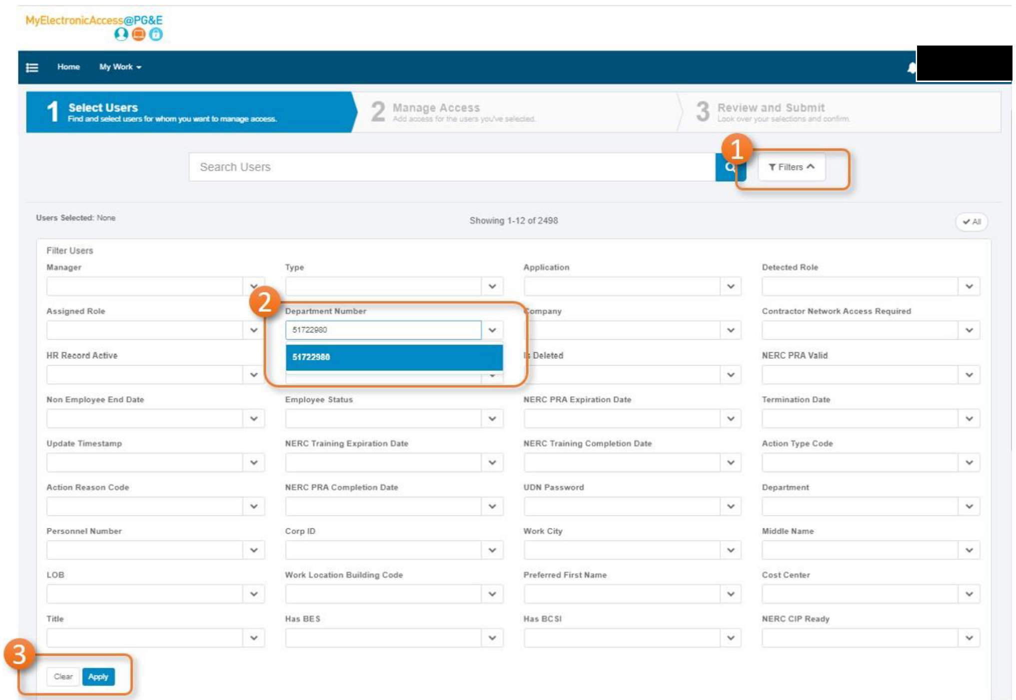
Submit a NEW Access Request for others

To begin the access request, navigate to the ***Manage User Access*** page. The page will open with the active step **1 – Select Users** highlighted in the progress bar and the section below allows you to select the users for who you are requesting access.

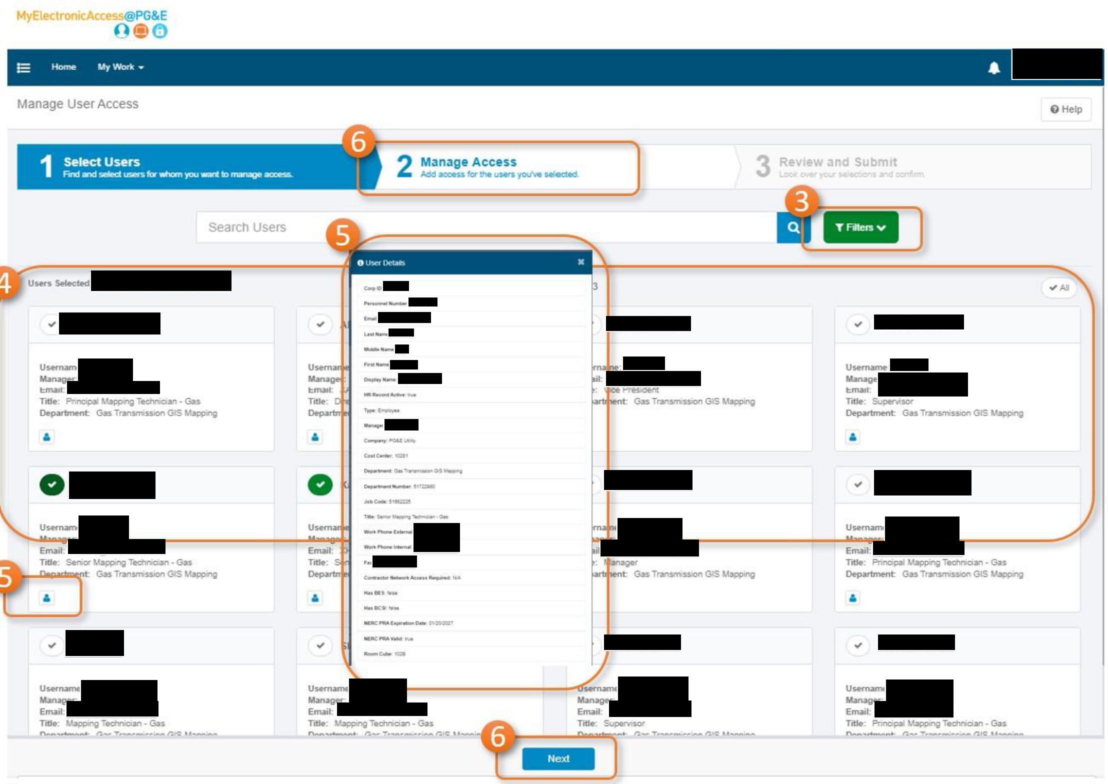
Using the Filters to Select Users

You can search for users by entering their first name, last name or LANID in the search field and click the **Search** icon. You can also filter the user population using the **Filters** option.

1) Click the **Filters** button.
2) Enter an appropriate value into any of the attributes presented.
3) Click **Apply**. If filters are applied the **Filters** button will turn green.

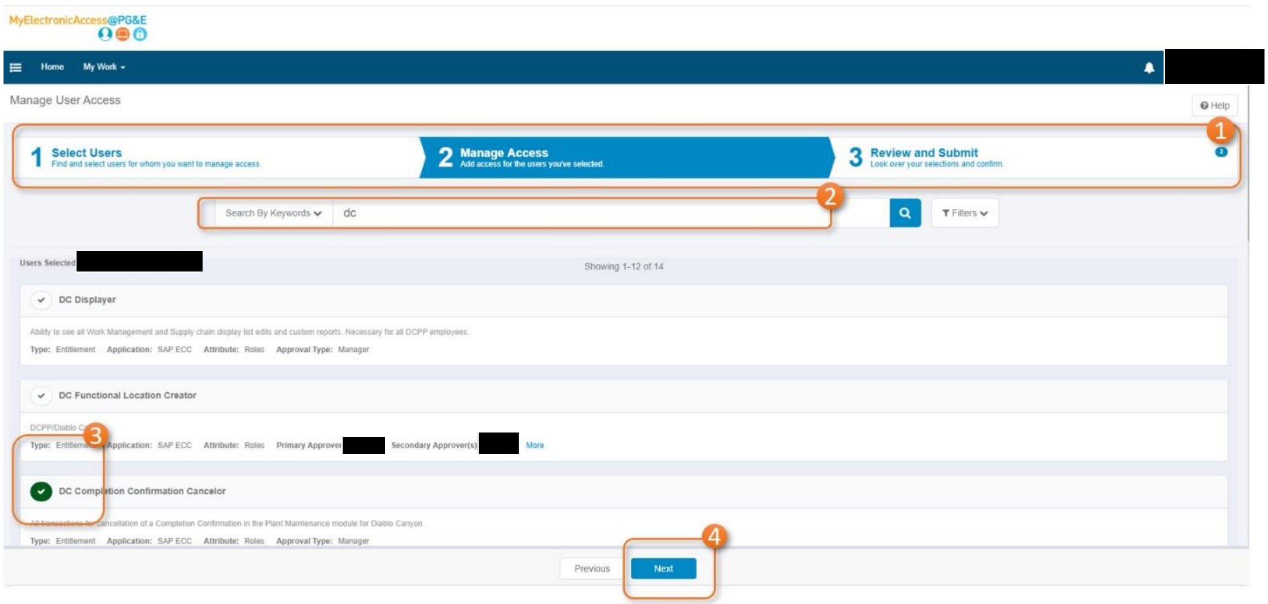


4) The users that match the search term or Filters will be returned.
5) Confirm the details presented in the user profiles by clicking on the **Person** icon and click the check mark next to their name to select. Notice that the names are added to the **Users Selected** list.
6) The next **step 2 – Manage Access** becomes active in the progress bar and the **Next** button appears at the bottom of the page. Click **Next** to advance to next step.



Step 2 – Manage Access

1) You advance to step **2 – Manage Access** where you can add access to many points of data (mailbox, group share, and applications). Each item selected is added to a counter in the progress bar. Note: You can only Add access to multiple users as the existing access assignments may be different for each user.
2) Use the default search- By Keywords – and enter the name of the item into the search field. Click the search icon to display the results.
3) Select the required access by clicking the check mark next to the name of the item
4) Click **Next** to move to the Review and Submit step.



Step 3 – Review and Submit

This step presents the users and access you have selected previously for review. Before you can submit the request for approval, you must add a business justification. This is captured as a comment against each role or entitlement selected. You can also add start and end dates for the access if it is only required for a temporary period, and you can remove a user, role or entitlement you may have selected in error.

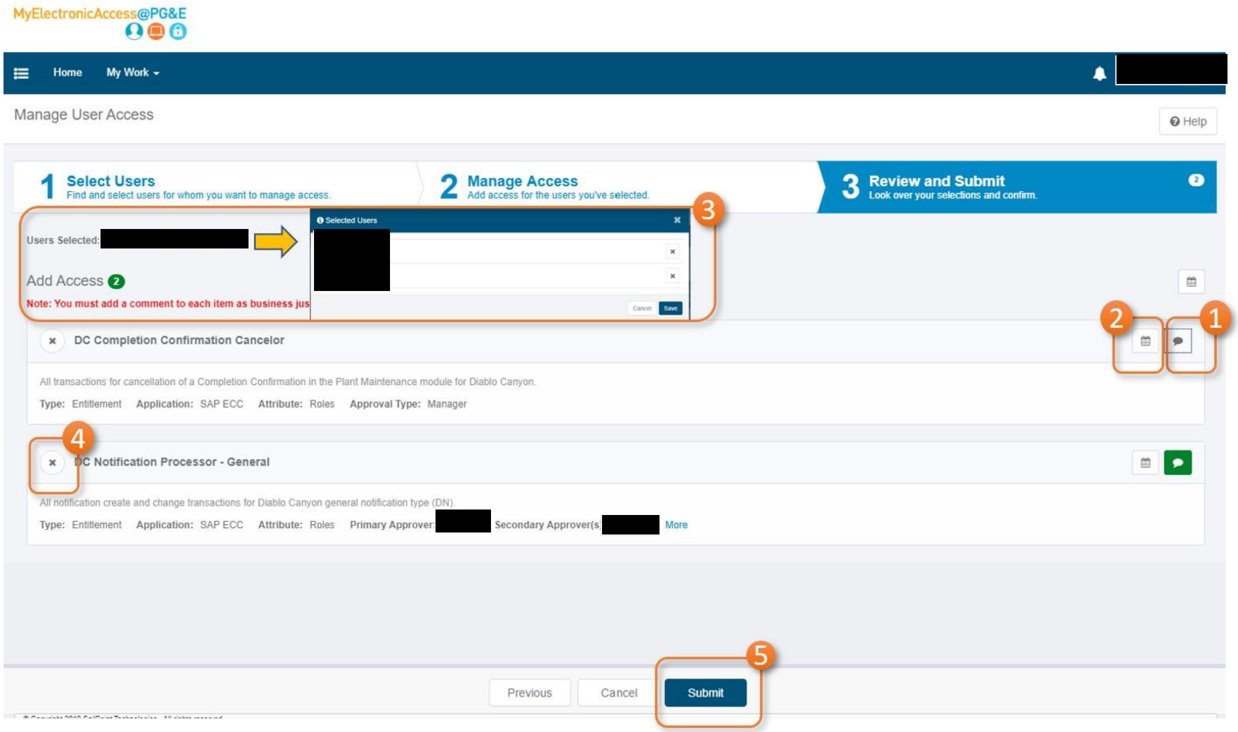
1) Click the **Comment** icon and enter your justification in the pop-up presented. Click **Save** to close the pop-up. Notice that the icon will turn green when there is a comment present. Note: You cannot submit the request if the business justification is missing for any of the requested items.

2) Optional Calendar Icon

   Optional but not recommended - Click the **Calendar** icon to open a pop-up to enter the start and end dates for temporary access or to delay the start of access. Click **Save** to close the pop-up. Notice that the icon will turn green when there are dates set.

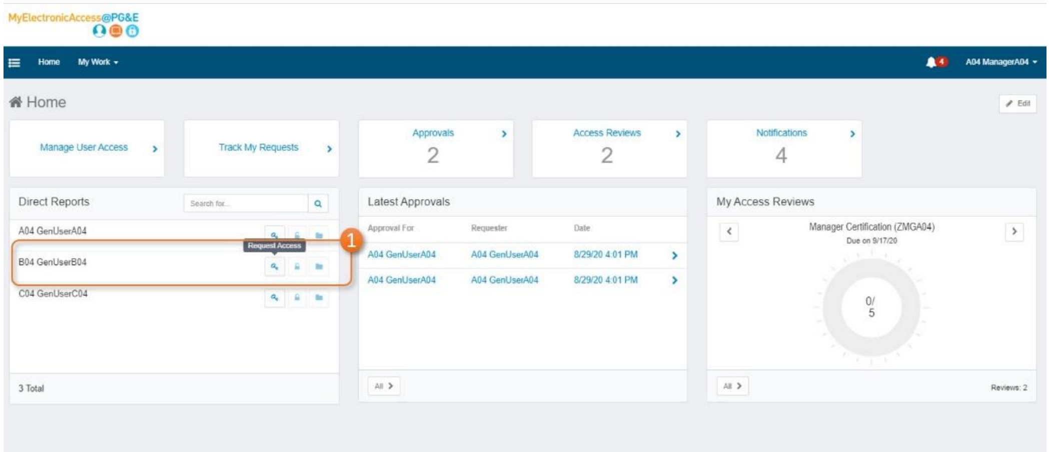
IMPORTANT: Setting an expiration date (sunset date) is not recommended as this defines an expiration date (sunset date) that can't be extended.

3) To remove a user selected in error click the **Users Selected** list and click the **x** mark next to the user you want to remove, then click **Save**.
4) To remove a role or entitlement from the request click the **x** mark next to the role or entitlement name. The x will turn red when selected and will immediately be removed from your selection.
5) To complete the request click **Submit.** If you want to change anything, click the **Previous** button or click **Cancel** to cancel the request. You will be returned to the **Home** page and a confirmation message will be displayed. Note: the confirmation message on the **Home** page will not include a request ID as individual requests are created for each user you have requested access for.

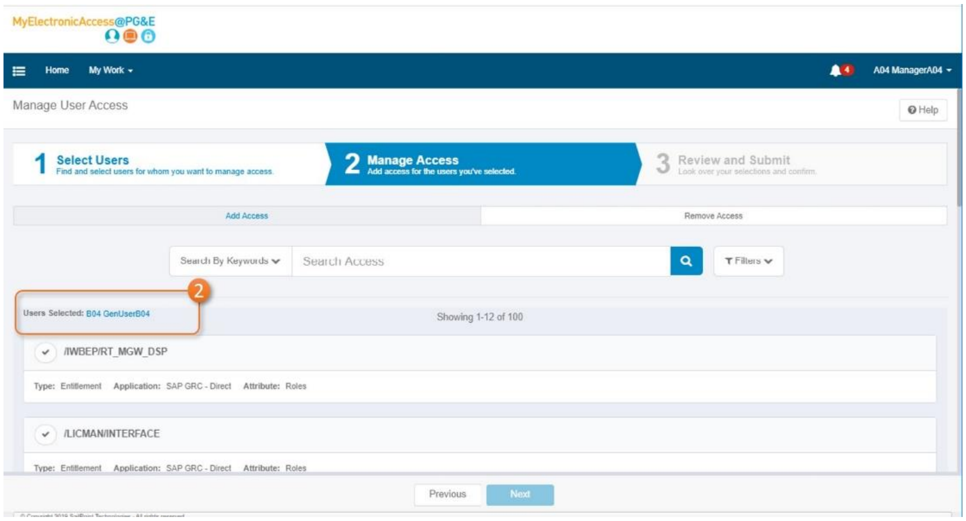

MyElectronicAccess@PG&E
Home
My Work
[redacted]
Manage User Access
Help
1 Select Users
Find and select users for whom you want to manage access.
2 Manage Access
Add access for the users you've selected.
3 Review and Submit
Look over your selections and confirm.
Users Selected: [redacted]
Selected Users
[redacted]
Cancel
Save
Add Access 2
Note: You must add a comment to each item as business jus
DC Completion Confirmation Cancelor
All transactions for cancellation of a Completion Confirmation in the Plant Maintenance module for Diablo Canyon.
Type: Entitlement Application: SAP ECC Attribute: Roles Approval Type: Manager
DC Notification Processor - General
All notification create and change transactions for Diablo Canyon general notification type (DN).
Type: Entitlement Application: SAP ECC Attribute: Roles Primary Approver: [redacted] Secondary Approver(s): [redacted] More
Previous
Cancel
Submit
1
2
3
4
5

Submit a NEW Access Request for your Direct Report (Managers only)

1) If you are a manager, you can launch the **Manage User Access** process for one of your staff by clicking the **Key** icon next to their name in the **Direct Reports** widget on the **Home** page.



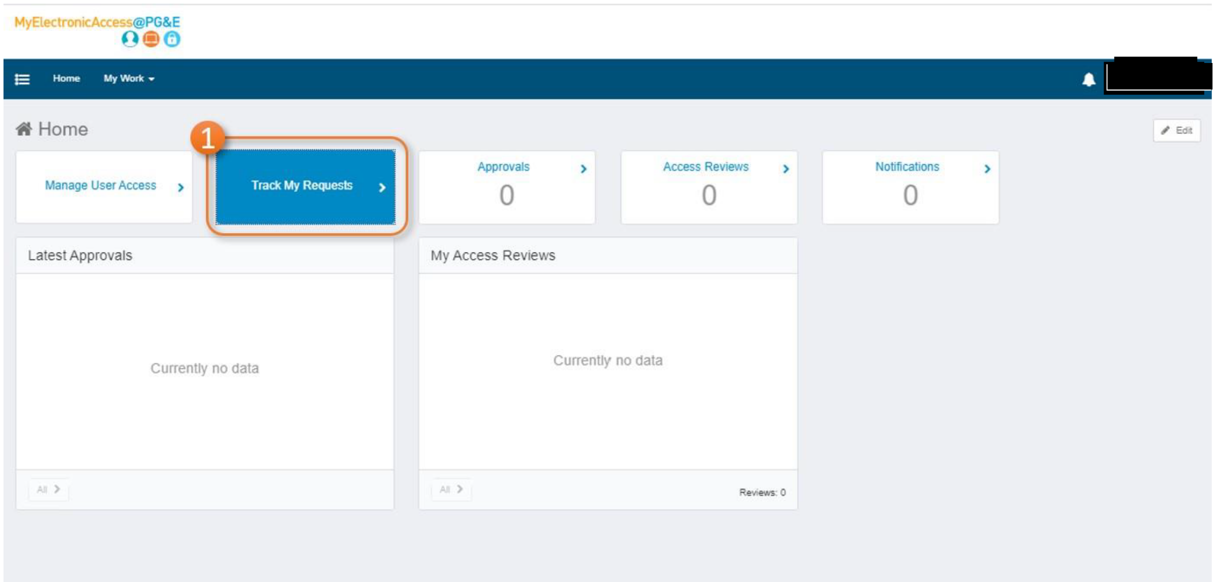
2) This skips step **1 Select Users** and launches the process in step **2 Manage Access** with your direct report listed in the **Users Selected** list.



Complete steps 2 and 3 as previously described for a single user.

Track your request to completion

1) On the MyElectronicAccess **Home** page click **Track My Requests** to follow your request's approval path and status.

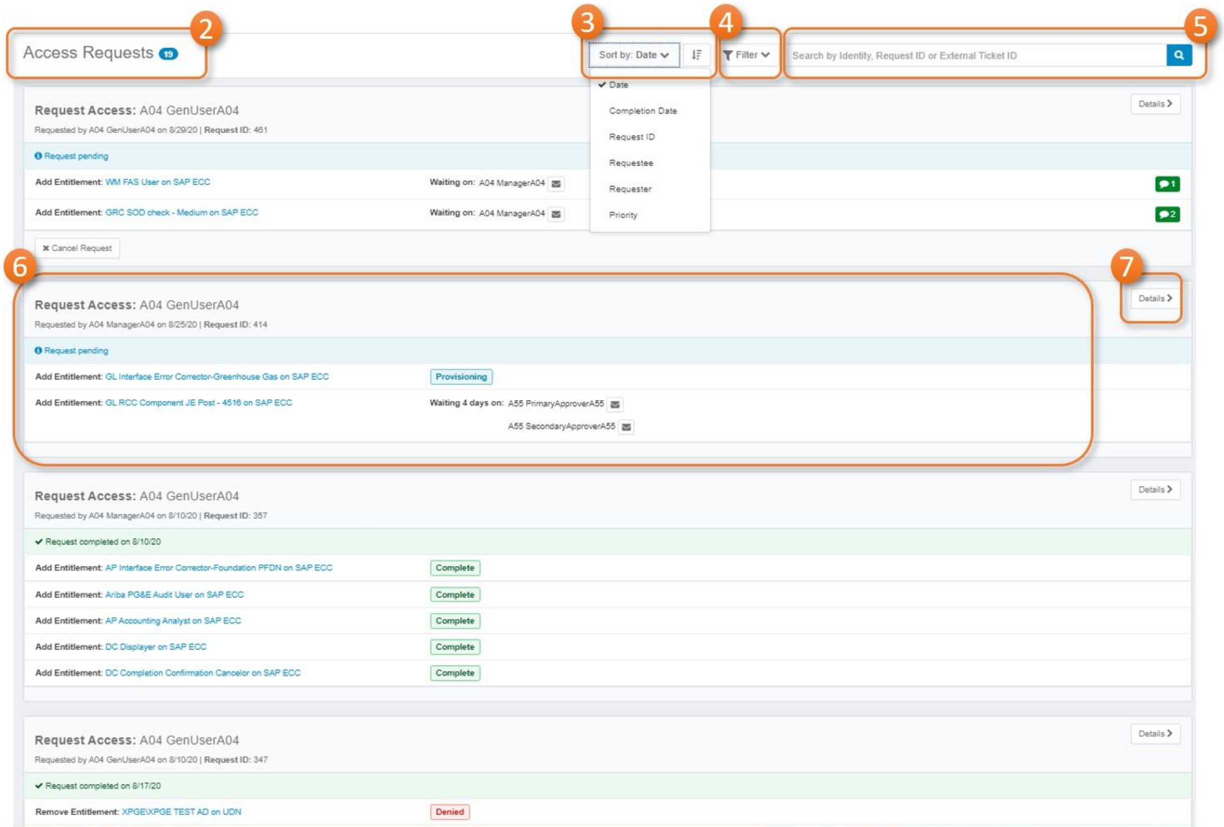


2) This opens the Access Requests page where you can see a list of all the requests you have submitted through MyElectronicAccess. The number of requests is shown in the header.

3) You can sort the list using the **Sort By**: menu.
4) Filter the list using the **Filter** button.

5) Use the **Search** field to find a specific request.
6) Each request is listed with some summary details and its status. The status of the request can be as follows:
   - Request pending – where you can see the approver that the request for each role or entitlement has been sent to. If the access has already been approved the status will show as Provisioning. The access that is shown as Provisioning is approved and is available for you to use.
   - Request completed – this shows when the access in the request has been reviewed and will state whether the access was completed or denied.

7) Click the **Details** button to see further details about the request.


Access Requests
Sort by: Date
Filter
Search by Identity, Request ID or External Ticket ID
Date
Completion Date
Request ID
Requestee
Requester
Priority
Request Access: A04 GenUserA04
Requested by A04 GenUserA04 on 8/29/20 | Request ID: 461
Request pending
Add Entitlement: WM FAS User on SAP ECC
Waiting on: A04 ManagerA04
Add Entitlement: GRC SOD check - Medium on SAP ECC
Waiting on: A04 ManagerA04
Cancel Request
Details
Request Access: A04 GenUserA04
Requested by A04 ManagerA04 on 8/25/20 | Request ID: 414
Request pending
Add Entitlement: GL Interface Error Corrector-Greenhouse Gas on SAP ECC
Provisioning
Add Entitlement: GL RCC Component JE Post - 4516 on SAP ECC
Waiting 4 days on: A55 PrimaryApproverA55
A55 SecondaryApproverA55
Request Access: A04 GenUserA04
Requested by A04 ManagerA04 on 8/10/20 | Request ID: 357
Request completed on 8/10/20
Add Entitlement: AP Interface Error Corrector-Foundation PFDN on SAP ECC
Add Entitlement: Ariba PG&E Audit User on SAP ECC
Add Entitlement: AP Accounting Analyst on SAP ECC
Add Entitlement: DC Displayer on SAP ECC
Add Entitlement: DC Completion Confirmation Canceler on SAP ECC
Complete
Request Access: A04 GenUserA04
Requested by A04 GenUserA04 on 8/10/20 | Request ID: 347
Request completed on 8/17/20
Remove Entitlement: XPGE\XPGE TEST AD on UDN
Denied
2
3
4
5
6
7

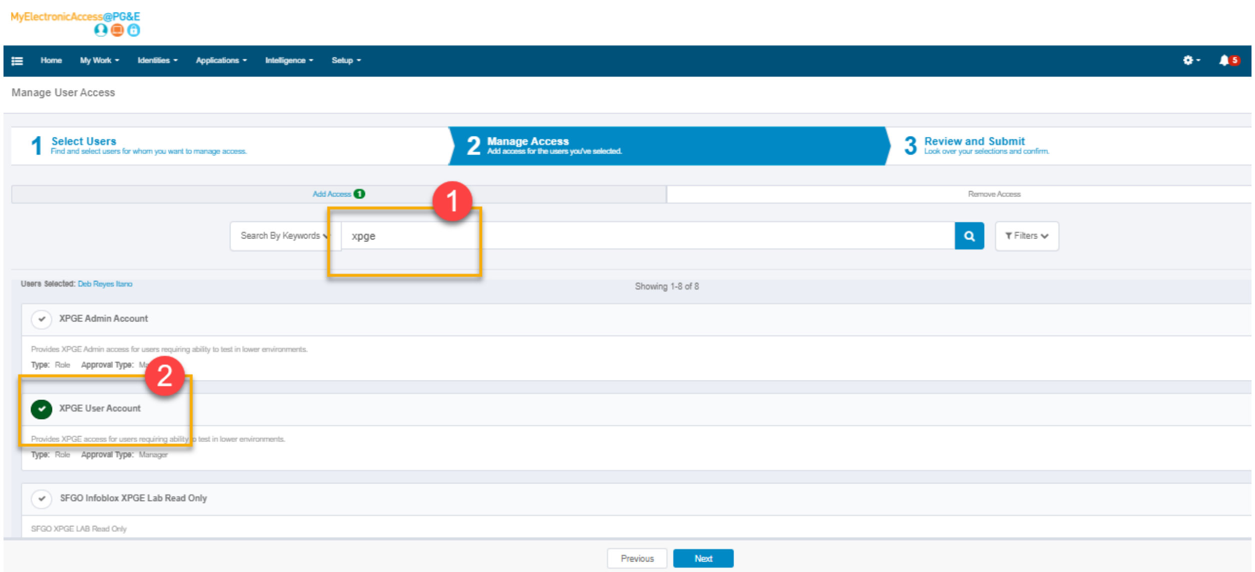
Submit a Request for XPGE Access

To begin the access request, navigate to the ***Manage User Access*** page. The page will open with the active step **1 – Select Users** highlighted in the progress bar and the section below allows you to select the users for whom you are requesting access.

Step 1 – Select User(s)

Step 2 – Type XPGE to list all available account types you can request, then select NEXT to proceed to the final step of the request process.

In the example we show selection of general XPGE account. Please ensure that you coordinate with your lead on the specific XPGE account to be requested to perform your assigned task



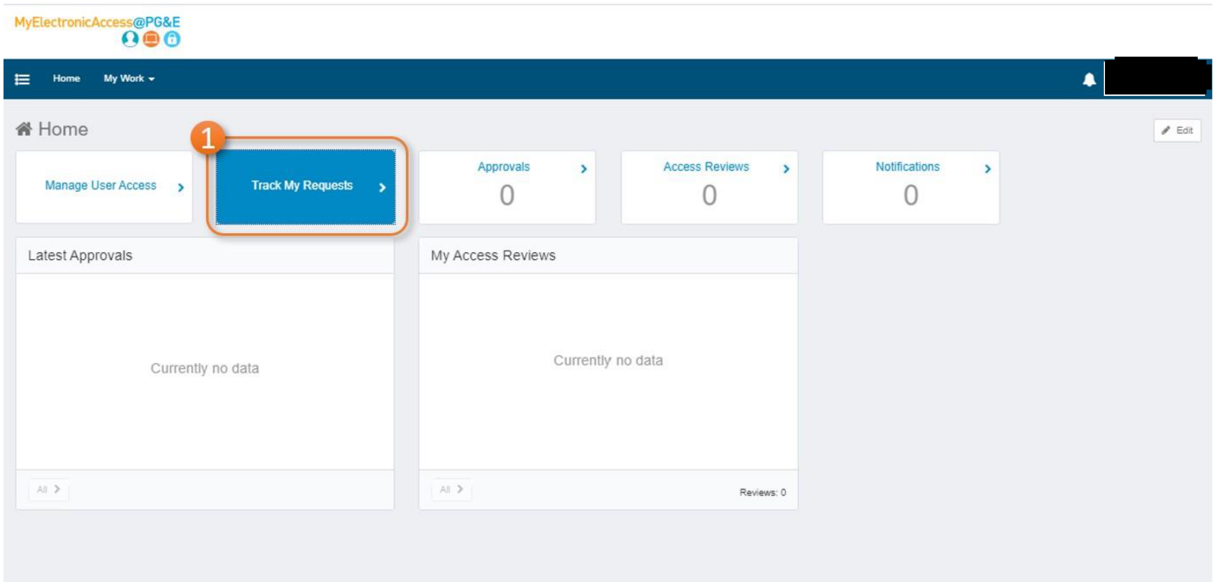
Step 3 – Complete the reason field, and then submit for approval.

Step 4 – Once you get confirmation that your request has been processed, you must call the TSC to have your initial password set. (TSC @ 415-973-9000)

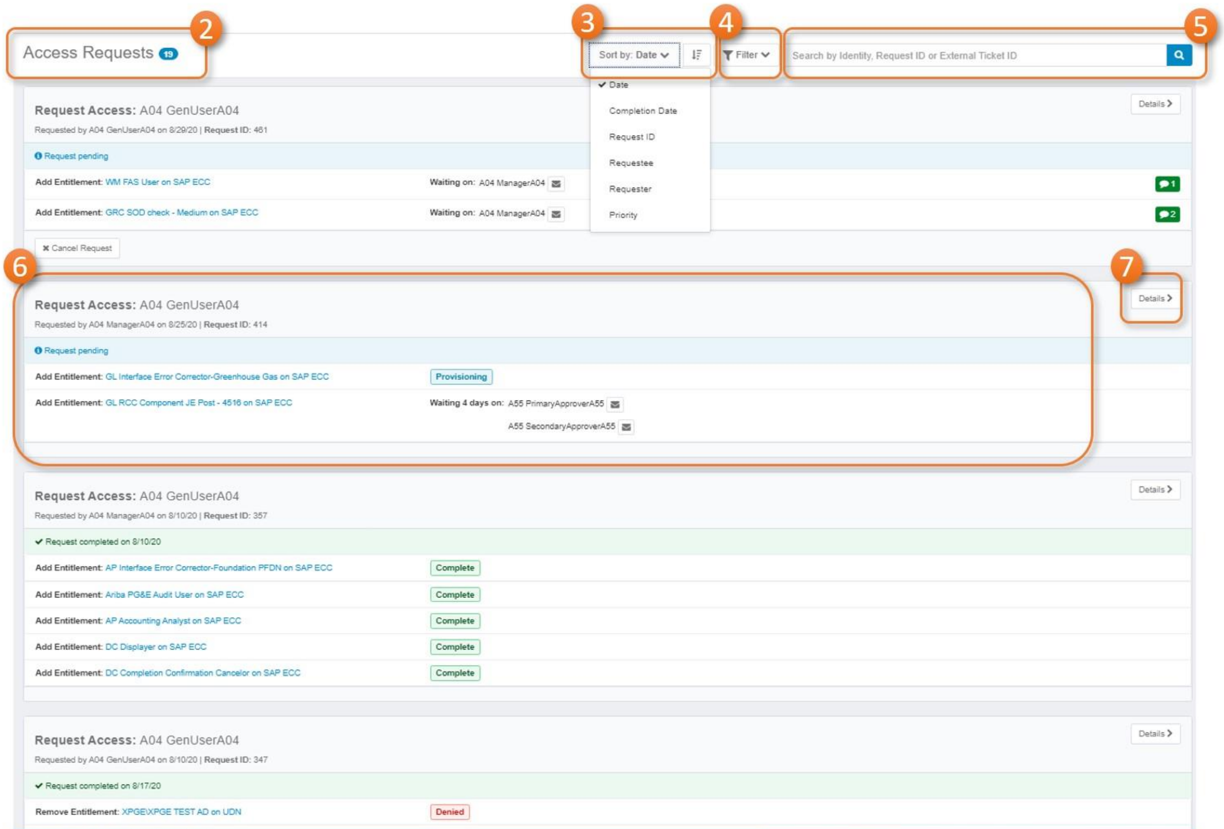
Important – When contacting the TSC to reset your password, please ensure you make it clear that you are requesting this to be done for your XPGE Account.

Track your request to completion

1) On the MyElectronicAccess Home page click Track My Requests to follow your request's approval path and status.



2) This opens the Access Requests page where you can see a list of all the requests you have submitted through MyElectronicAccess. The number of requests is shown in the header.
3) You can sort the list using the Sort By: menu.
4) Filter the list using the Filter button.
5) Use the Search field to find a specific request.
6) Each request is listed with some summary details and its current status. The status of the request can be as follows:
   - Request pending – where you can see the approver that the request for each role or entitlement has been sent to. If the access has already been approved the status will show as Provisioning. The access that is shown as Provisioning is approved and is available for you to use.
   - Request completed – this shows when the access in the request has been reviewed and will state whether the access was completed or denied.
7) Click the **Details** button to see further details about the request.


2
3
4
5
Access Requests
Sort by: Date
Filter
Search by Identity, Request ID or External Ticket ID
Date
Completion Date
Request ID
Requestee
Requester
Priority
Request Access: A04 GenUserA04
Request pending
Add Entitlement: WM FAS User on SAP ECC
Waiting on: A04 ManagerA04
Add Entitlement: GRC SOD check - Medium on SAP ECC
Waiting on: A04 ManagerA04
Cancel Request
6
7
Details
Request Access: A04 GenUserA04
Request pending
Add Entitlement: GL Interface Error Corrector-Greenhouse Gas on SAP ECC
Provisioning
Add Entitlement: GL RCC Component JE Post - 4516 on SAP ECC
Waiting 4 days on: A55 PrimaryApproverA55
A55 SecondaryApproverA55
Request Access: A04 GenUserA04
Request completed on 8/10/20
Add Entitlement: AP Interface Error Corrector-Foundation PFDN on SAP ECC
Add Entitlement: Ariba PG&E Audit User on SAP ECC
Add Entitlement: AP Accounting Analyst on SAP ECC
Add Entitlement: DC Displayer on SAP ECC
Add Entitlement: DC Completion Confirmation Canceler on SAP ECC
Complete
Request Access: A04 GenUserA04
Request completed on 8/17/20
Remove Entitlement: XPGE\XPGE TEST AD on UDN
Denied

Overview – How to Submit a request to REVOKE Access

The process to remove access for a user follows the same steps as the request to add access, however you can only submit a request to remove access for a single user as the system returns the roles and entitlements assigned to that user for you to remove.

To submit a request to remove access, follow the steps below:

- Connect to MEA application via your web browser URL **MyElectronicAccess/**.
- Navigate to the **Manage User Access** page by clicking on the **Manage User Access** quick link on the **Home** page or open the quick links menu and select **Manage Access,** then **Manage User Access**.
- Input details in the **Manage User Access** process:
  - Step 1 – Select Users - Find and select users for whom you want to manage access.
  - Step 2 – Manage Access – Select the **Remove Access** tab to reveal the access (Entitlements and/or Roles) for the user you selected in Step 1. Select the access you want to remove.
  - Step 3 – Review and Submit request – Look over your request, add the mandatory business justification and optional sunset date for removal and submit.
- On submission, approvals and notifications are sent to the relevant approvers.

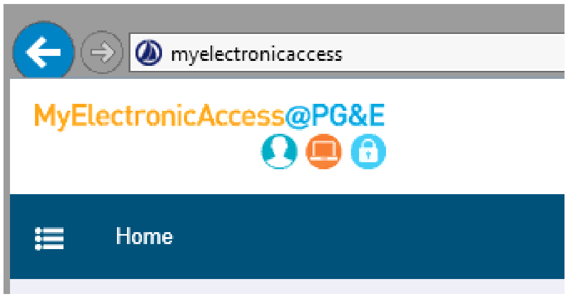
Note: For user access removal that is subject to timely processing the submitter is responsible for monitoring the approval status following the steps in “Track your steps to completion” section in this document.

IMPORTANT: For URGENT Revoke processing or to request action against request that are pending owner approval, please contact MEA Operations following the steps in the section called ***URGENT Revoke Processing Request***!

Step-by-step – Submit Request to Revoke Access

Connect to MyElectronicAccess (MEA) via Web browser

Type MyElectronicAccess in the URL



Note: You will be auto connected via Single-Sign-on, so you will not be prompted to provide a username and password.

You can also access MEA from the MyElectronicAccess link on the MyAccess@pge.com home page or from PG&E@WorkforMe under **About Me**, **My Access**.

Navigate to the Manage User Access page

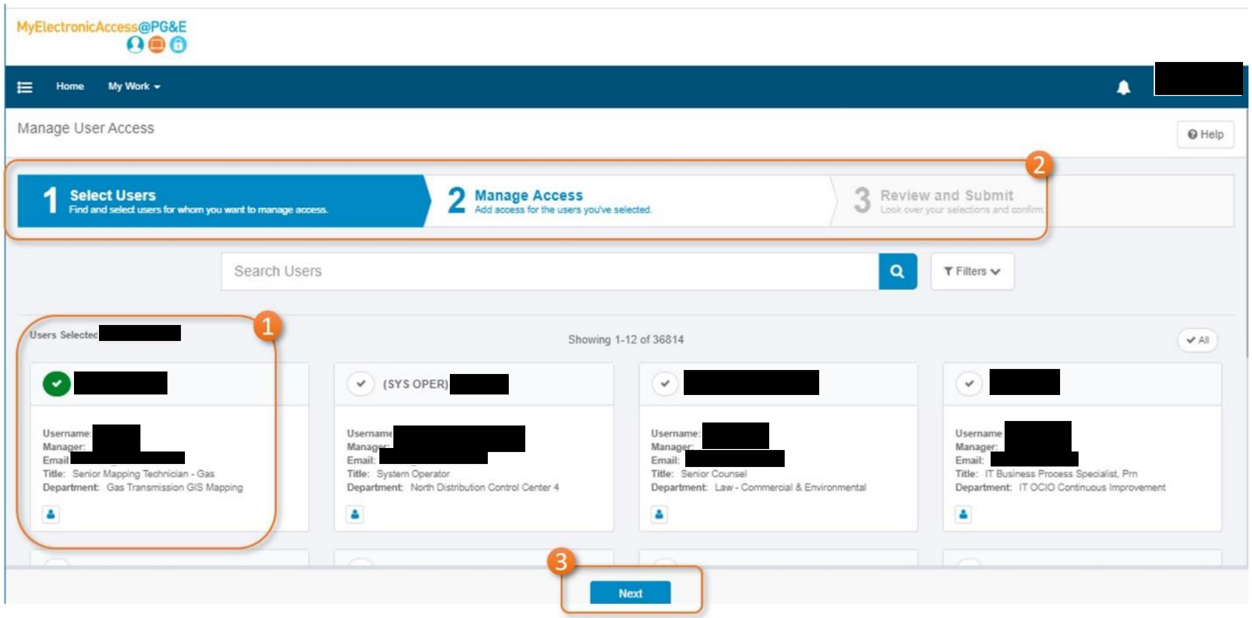
Either click on the quick link **Manage User Access** or open the quick links menu and select **Manage Access** then **Manage User Access**. This opens the Manage User Access page.

Submit a Request to Remove Access

To begin the access request, navigate to the ***Manage User Access*** page. The page will open with the active step **1 – Select Users** highlighted in the progress bar and the section below allows you to select the user for whom you want to remove access. You will notice that your own user profile is listed first.

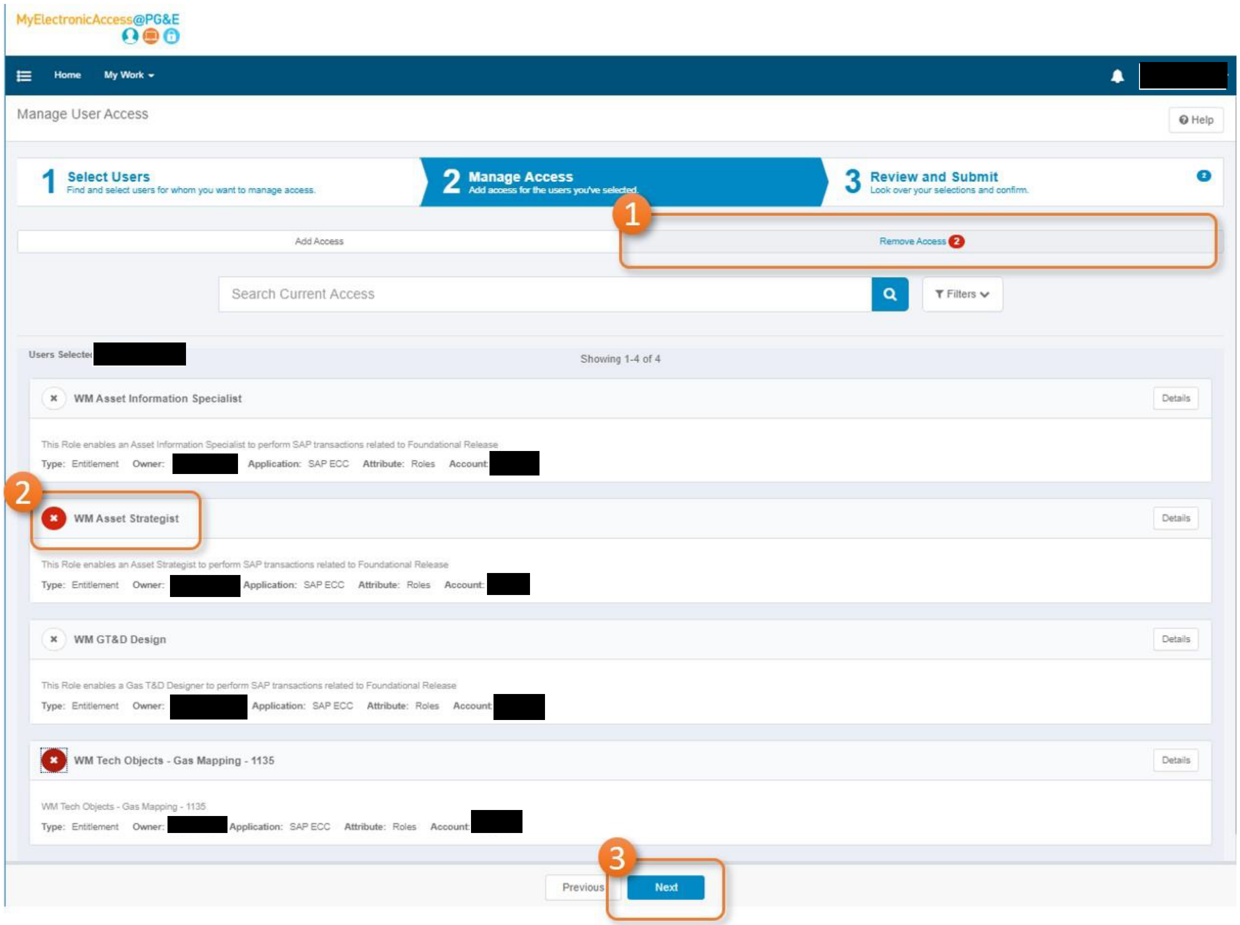
Step 1 – Select Users

1) Find the user for whom you want to remove access. Click the **check mark** next to their name to select them. Notice that the name is added to the **Users Selected** list
2) The next **step 2 – Manage Access** becomes active in the progress bar
3) The **Next** button appears at the bottom of the page. Click the **Next** button to advance to the next step.


MyElectronicAccess@PG&E
Home
My Work
[redacted]
Manage User Access
Help
1 Select Users
Find and select users for whom you want to manage access.
2 Manage Access
Add access for the users you've selected.
3 Review and Submit
Look over your selections and confirm
Search Users
Filters
Users Selected [redacted]
Showing 1-12 of 36814
All
[redacted]
Username [redacted]
Manager: [redacted]
Email [redacted]
Title: Senior Mapping Technician - Gas
Department: Gas Transmission GIS Mapping
(SYS OPER) [redacted]
Username [redacted]
Manager: [redacted]
Email: [redacted]
Title: System Operator
Department: North Distribution Control Center 4
[redacted]
Username: [redacted]
Manager: [redacted]
Email: [redacted]
Title: Senior Counsel
Department: Law - Commercial & Environmental
[redacted]
Username [redacted]
Manager: [redacted]
Email: [redacted]
Title: IT Business Process Specialist, Prn
Department: IT OCIO Continuous Improvement
Next
1
2
3

Step 2 – Manage Access

1) You advance to step **2 – Manage Access,** Click the **Remove Access** tab to remove access for that one user. The user's current access (roles and entitlements) will be shown.
2) Select the access to remove by clicking the **x** mark next to the role/entitlement. The selected x will turn red. Notice that the number of entitlements selected is added to the ***Remove Access*** tab
3) Click **Next** to advance to the next step – **3 Review and Submit**

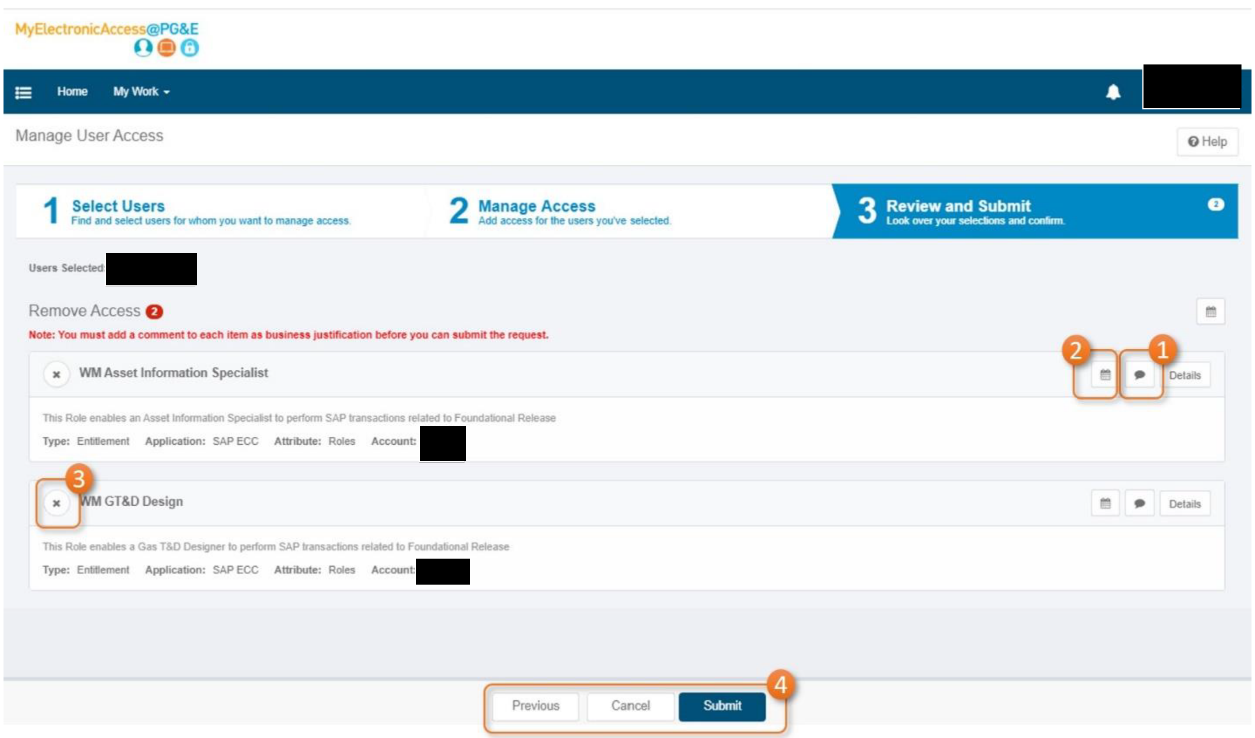


Step 3 – Review and Submit

This step presents the user and access you have selected previously for removal. Before you can submit the request for approval, you must add a business justification. This is captured as a comment against each role or entitlement selected. You can also a sunset date for the access to end on, and you can remove a role or entitlement you may have selected in error.

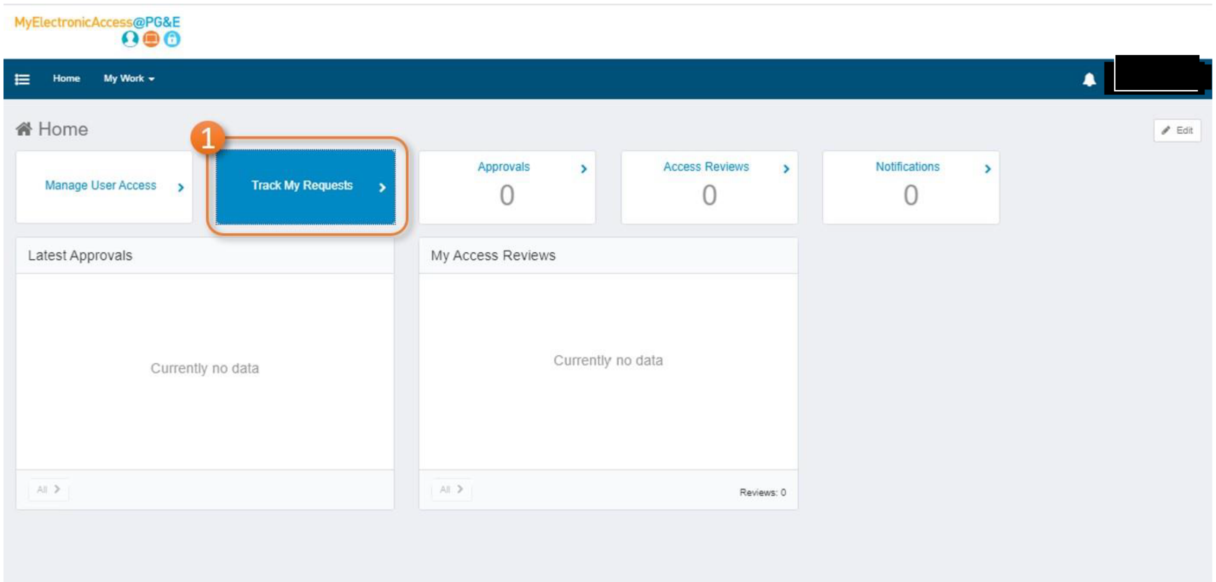
1) Click the **Comment** icon and enter your justification in the pop-up presented. Click **Save** to close the pop-up. Notice that the icon will turn green when there is a comment present. Note: You cannot submit the request if the business justification is missing for any of the requested items.
2) Click the **Calendar** icon to open a pop-up to enter the end date for the access. Click **Save** to close the pop-up. Notice that the icon will turn green when this date is set.
3) To remove a role or entitlement from the request click the **x** mark next to the role or entitlement name. The x will turn red when selected and will immediately be removed from your selection.
4) To complete the request click **Submit.** If you want to change anything, click the **Previous** button or click **Cancel** to cancel the request. You will be returned to the **Home** page and a confirmation message will be displayed. On submission, approval items and notifications are sent to the relevant approvers.

Note: If the access requested requires only manager's approval and the request is submitted by a manager for their direct report, the removal of access will be processed within the next 20 minutes.

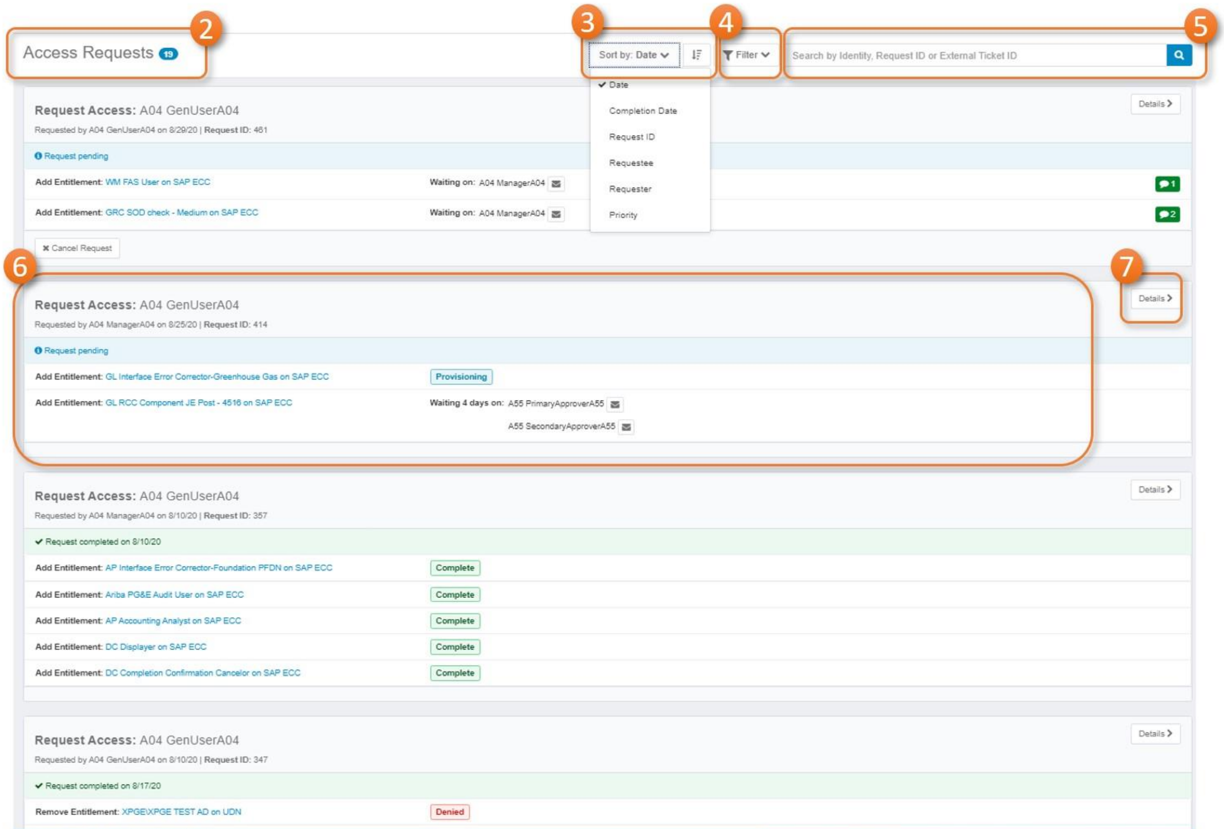


Track your request to completion

1) On the MyElectronicAccess Home page click Track My Requests to follow your request's approval path and status.



2) This opens the Access Requests page where you can see a list of all the requests you have submitted through MyElectronicAccess. The number of requests is shown in the header.
3) You can sort the list using the **Sort By**: menu.
4) Filter the list using the **Filter** button.
5) Use the **Search** field to find a specific request.
6) Each request is listed with some summary details and its current status. The status of the request can be as follows:
   - Request pending – where you can see the approver that the request for each role or entitlement has been sent to. If the access has already been approved the status will show as Provisioning. The access that is shown as Provisioning is approved and is available for you to use.
   - Request completed – this shows when the access in the request has been reviewed and will state whether the access was completed or denied.
7) Click the **Details** button to see further details about the request.



URGENT Revoke Processing

The processing of request in MEA is routed for approval and is to be processed within 7-calendar days before expiring.

If the request for REVOKE is not processed within the expected period defined by your compliance controls, please submit an URGENT request to the MEA Operations queue for immediate attention.

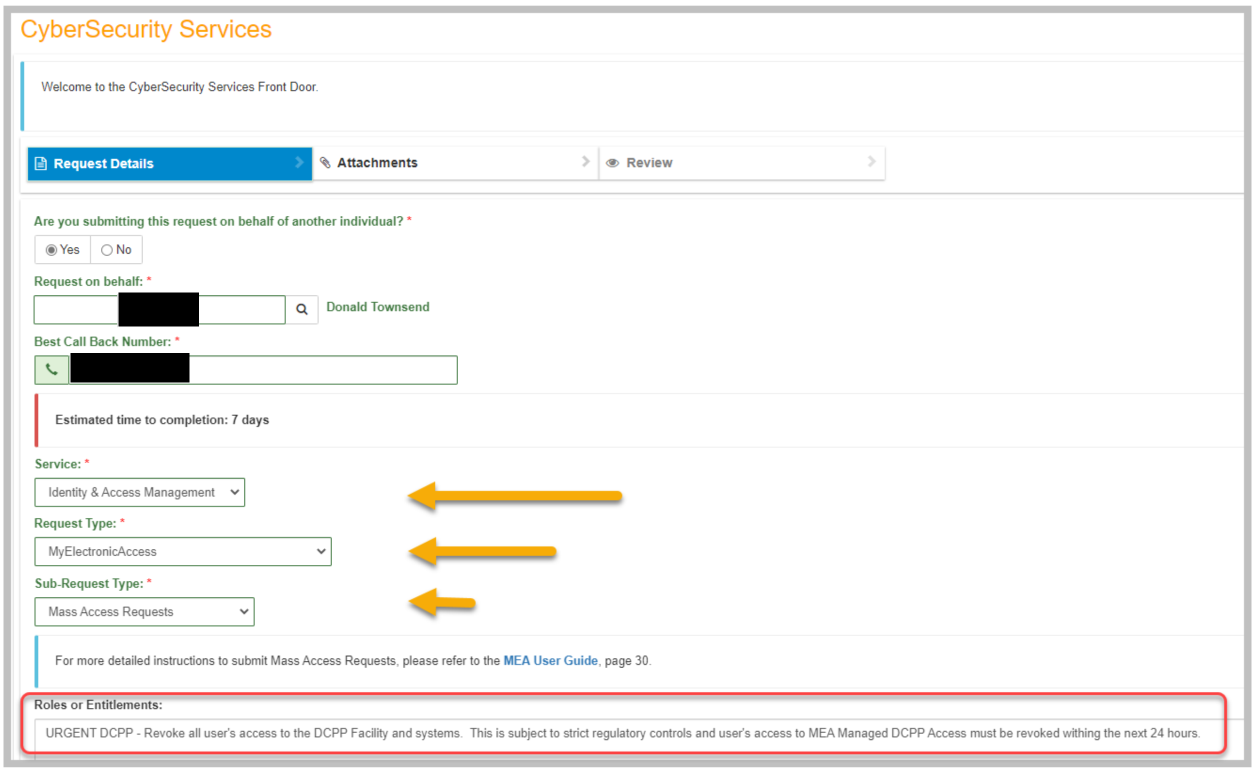
The MEA Operations team is authorized to take action to remove user access that relates to mandated access removal set by our regulatory agencies.

IMPORTANT: For URGENT Revoke processing or to request action against request that are pending owner approval, please contact MEA Operations

How to submit URGENT request for user REVOKE

The processing of request in MEA is routed for approval and is to be processed within 7-calendar days before expiring.

1) Go to the MEA Front door @ https://iis10t2prd.cloud.pge.com/MyITServices/forms/intake/207
2) Select Identity & Access Management / MyElectronicAccess/ Mass Access Request, as shown below.
3) Remember to attach XLS list of all access to be revoked as part of our front door request.



4) Send follow up email to MEA Operations to call out the new URGENT Revoke Request @ [MEAOperations]()

Send

To MEA Operations

Cc [redacted]

Subject URGENT DCPP - Revoke Request Remedy # 1234567890

MEA Operations

We have an urgent request for the removal of all DCPP access for [USER-ID].
The user's access must be removed immediately (not to exceed 24 hours).

Please process the removal attached to work order and provide evidence that removal request has been processed.

Thanks.

[redacted] (her / she / we)| [redacted]
Cybersecurity Business Analyst, Sr.
Identity & Access Management Program

IMPORTANT – For DCPP Urgent removal please remember to label as Restricted-BCSI, else follow your compliance mandates related to communications sent to MEA Operations.

Submit a Mass (Bulk) Access Request

There may be situations where you need to request new or revoke access for more than 20 users. This type of request is known as a Bulk Upload.

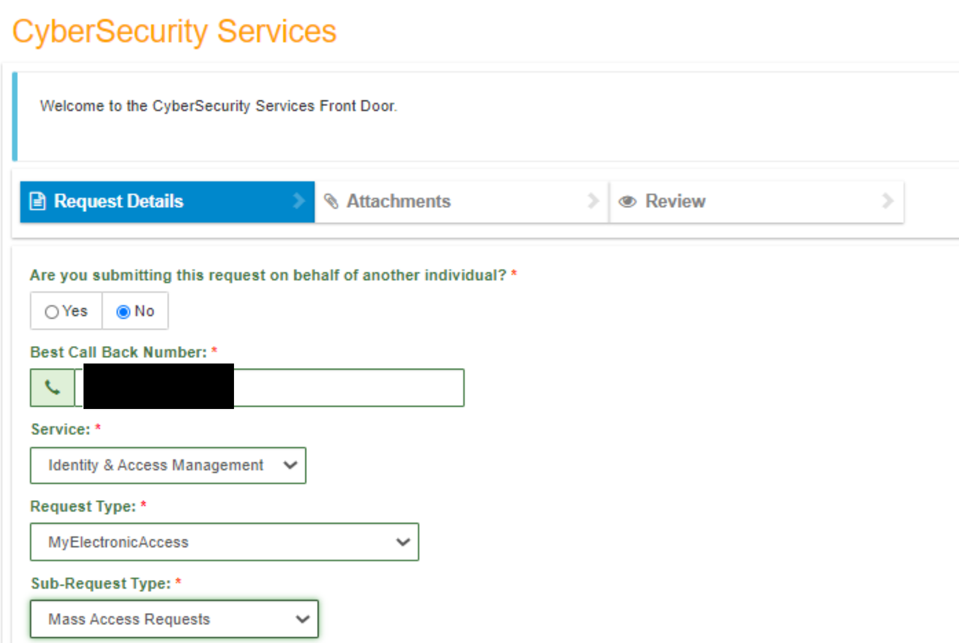
Through the Bulk Upload process, you are initiating a request for many users, that will be processed as any user access request. Each request will be routed for approval following the security settings of the target entitlement.

As with any request, items that are bulk loaded have a shelf life of 7-calendar days, and if left unprocessed, will expire due to inactivity. For this reason, it is recommended that you notify your users that request has been submitted and direct them to follow up with their leader to process item in their queue.

IMPORTANT: Submitting your request via the Bulk Upload process does not bypass the approval process.

To Submit a Bulk Upload request:

1) Go to the MEA Front door @ https://iis10t2prd.cloud.pge.com/MyITServices/forms/intake/207
2) Select Identity & Access Management / MyElectronicAccess/ Mass Access Request, as shown below.



3) Complete the details in XLS format, and upload as part of our frontdoor request.

   a) Here we provide an example showing the first two items in a long list used to request for users to be added to the fictitious "CustomerCare-Special_Project" entitlement:

Operation	Application	Entitlement / Role	LAN ID
Add	UDN	CustomerCare-Special_Project	[redacted]
Add	UDN	CustomerCare-Special_Project	[redacted]

4) Please allow for 5-7 Business days for your request to be processed.

End of Guide

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