



# ArcGIS Access Request

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# Step 1:

To request access for ArcGIS visit: [askit.auckland.ac.nz](https://askit.auckland.ac.nz)

1. Make sure you are logged in with your university account.
2. Then click 'Request Something'

The screenshot displays the University of Auckland IT support portal. At the top left is the university logo. The top right navigation bar includes links for 'Staff Intranet', 'Knowledge', 'Unsubmitted Requests', and 'Tours'. The main header features a colorful background image of three people smiling, with the text 'Kia ora Annie, What can we help you with today?' and a search bar containing the placeholder text 'Start typing here to search IT knowledge and services you can request'. Below the header is a navigation bar with four icons: 'Report an Issue' (a plus sign in a circle), 'Request Something' (a gear icon in a circle, highlighted with a red border), 'Knowledge' (a document icon in a circle), and 'Service Status' (an exclamation mark in a circle). The main content area is divided into two sections. The left section, titled 'My Requests and Approvals', has a sub-section 'My Requests' which shows 'You do not have any Requests' and a 'View All Requests' link. The right section, titled 'Current Status', contains a message: 'We constantly monitor our services and their related components. If there is ever a service interruption, a notification will be posted to this page. If you are experiencing problems not listed on this page, you can submit a request for service.'

# Step 2:

3. Navigate to 'Accounts & Access'

4. Find 'Access University Application'

The screenshot shows the University of Auckland Staff Intranet. The breadcrumb trail is: Home > Service Catalogue > Accounts & Access > Access to Applications. A search bar is present with the text "Type here to search...".

**Popular Items**

**Our Services**

- Accounts & Access
- Access to Applications**
- New & Departing Staff
- Other access
- Password Management
- Collaboration & Connectivity
- Digital Services
- Events & Teaching Spaces
- Hardware
- Learning & Teaching

**Access to Applications**

Item	Description
<b>Access University application</b>	Use this request for access to a system or service. Please only use when a specific access request cannot be found.
Add / Change / Remove Jira Access	Request access and changes to the JIRA project planning and management tool
Add new hire to TimeLive	
Adobe Experience Manager (AEM) Access	Adobe Experience Manager (AEM) access request
Apply to Study (ATS)	Request Access or suggest Enhancements for Apply to Study
DSS/Hyperion Planning access	Request access to DSS/Hyperion planning

# Step 3:

5. Complete the Form with the requested information

ArcGIS Pro is not listed; tick the option before typing the application name →

THE UNIVERSITY OF AUCKLAND

Staff Intranet Knowledge Unsubmitted Requests Tours

Home > Service Catalogue > Accounts & Access > Access to Applications > Access University application

Search

## Access University application

Use this request for access to a system or service. Please only use when a specific access request cannot be found.

**Please use this item to raise your request. We know your experience with this form might not be fantastic, but hold tight; we're currently redesigning this and you'll see an improvement soon!**

Use this form to request access to a University system or service. Your request may need approval from relevant business owners in order for it to be processed.

**Expected Completion:** 2 Working Days

\* Indicates required

\* Person who requires this service ⓘ

UPI/username or Name

[ Name and UPI ] e.g. First Last name, UPI - xxxx123

Requestor's Department

Architecture and Planning

\* Enter application name ⓘ

ArcGIS Pro

Can't find the application listed here?

Request

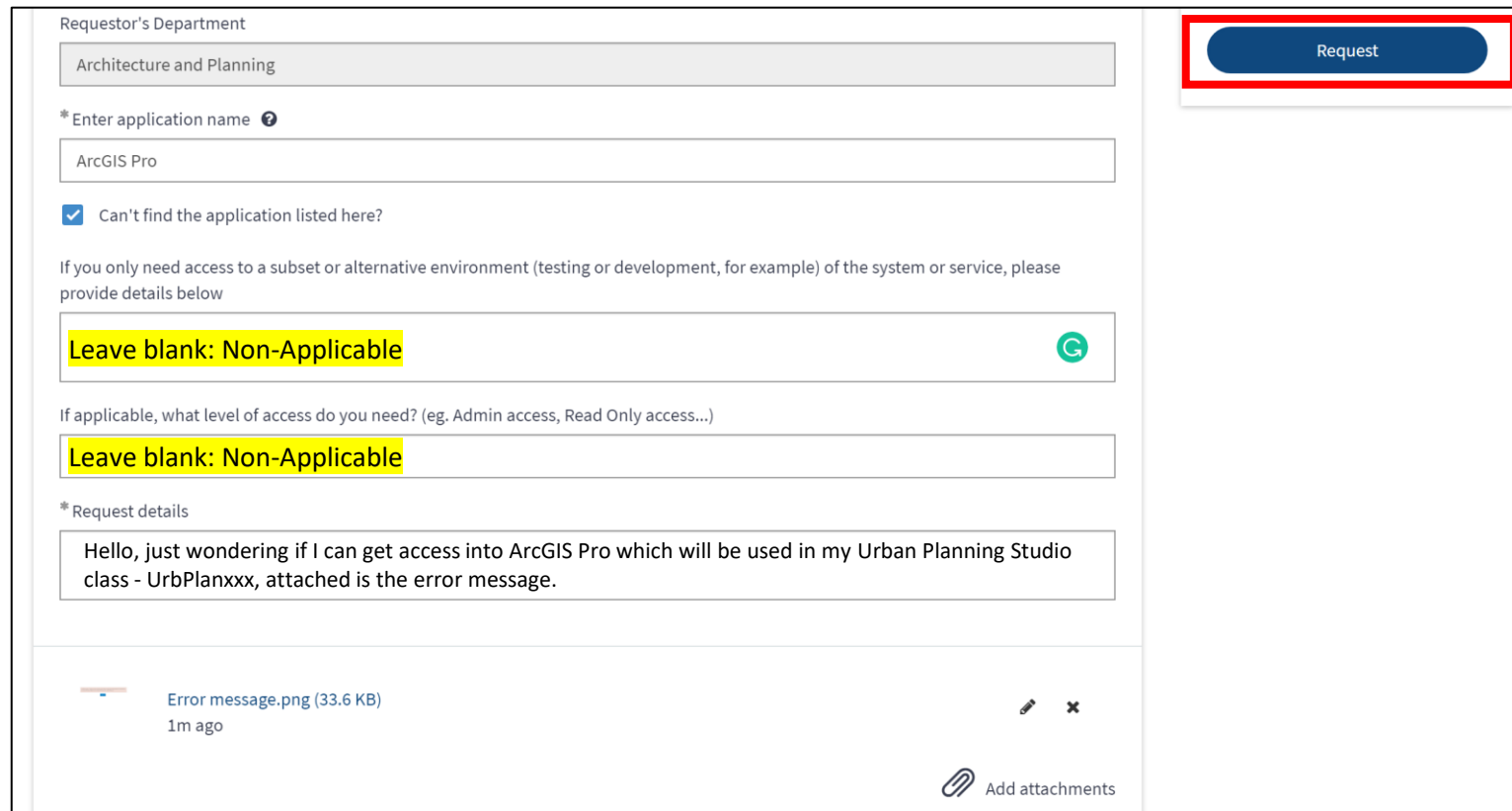
Required information

Request details

# Step 4:

6. Continue filling out the form with the required information

7. For 'request details' enter what you are requesting, why you are needing it and attached error message (optional)



The screenshot shows a web form for requesting access. The form is divided into two main sections. The left section contains the following fields and options:

- Requestor's Department:** A dropdown menu with "Architecture and Planning" selected.
- \*Enter application name:** A text input field containing "ArcGIS Pro".
- Can't find the application listed here?**
- If you only need access to a subset or alternative environment (testing or development, for example) of the system or service, please provide details below:** A text input field containing "Leave blank: Non-Applicable".
- If applicable, what level of access do you need? (eg. Admin access, Read Only access...):** A text input field containing "Leave blank: Non-Applicable".
- \*Request details:** A text input field containing "Hello, just wondering if I can get access into ArcGIS Pro which will be used in my Urban Planning Studio class - UrbPlanxxx, attached is the error message."

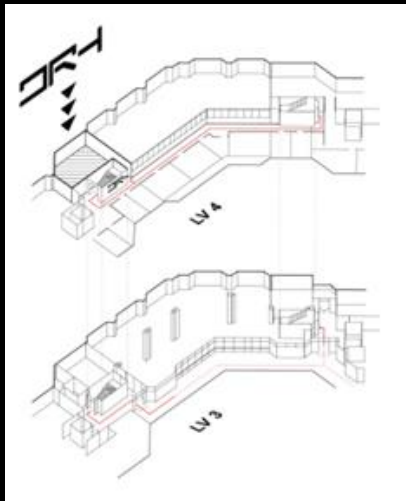
The right section of the form features a prominent blue button labeled "Request", which is highlighted with a red rectangular border. Below the form, there is an attachment area showing a file named "Error message.png (33.6 KB)" uploaded "1m ago". At the bottom right of the attachment area is a paperclip icon and the text "Add attachments".

8. Click 'request' to submit

9. Once your request has been completed, please follow our tutorial pdf on 'Downloading ArcGIS Pro' found on the DRH website

\*Note: Any updates on the request, will be notified to you in your university email.

# For More About...



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