



ArcGIS Access Request

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Step 1:

To request access for ArcGIS visit: askit.auckland.ac.nz

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

The screenshot shows the University of Auckland IT support portal. At the top left is the University of Auckland logo. At the top right are navigation links: 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?". Below this is a search bar with the placeholder text "Start typing here to search IT knowledge and services you can request". A navigation bar contains four buttons: "Report an Issue" (with a plus sign icon), "Request Something" (with a gear icon and highlighted by a red box), "Knowledge" (with a document icon), and "Service Status" (with an exclamation mark icon). Below the navigation bar is a section titled "My Requests and Approvals" with a sub-section "My Requests" showing "You do not have any Requests" and a "View All Requests" link. To the right is a "Current Status" section with 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 placeholder 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
Access University application	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

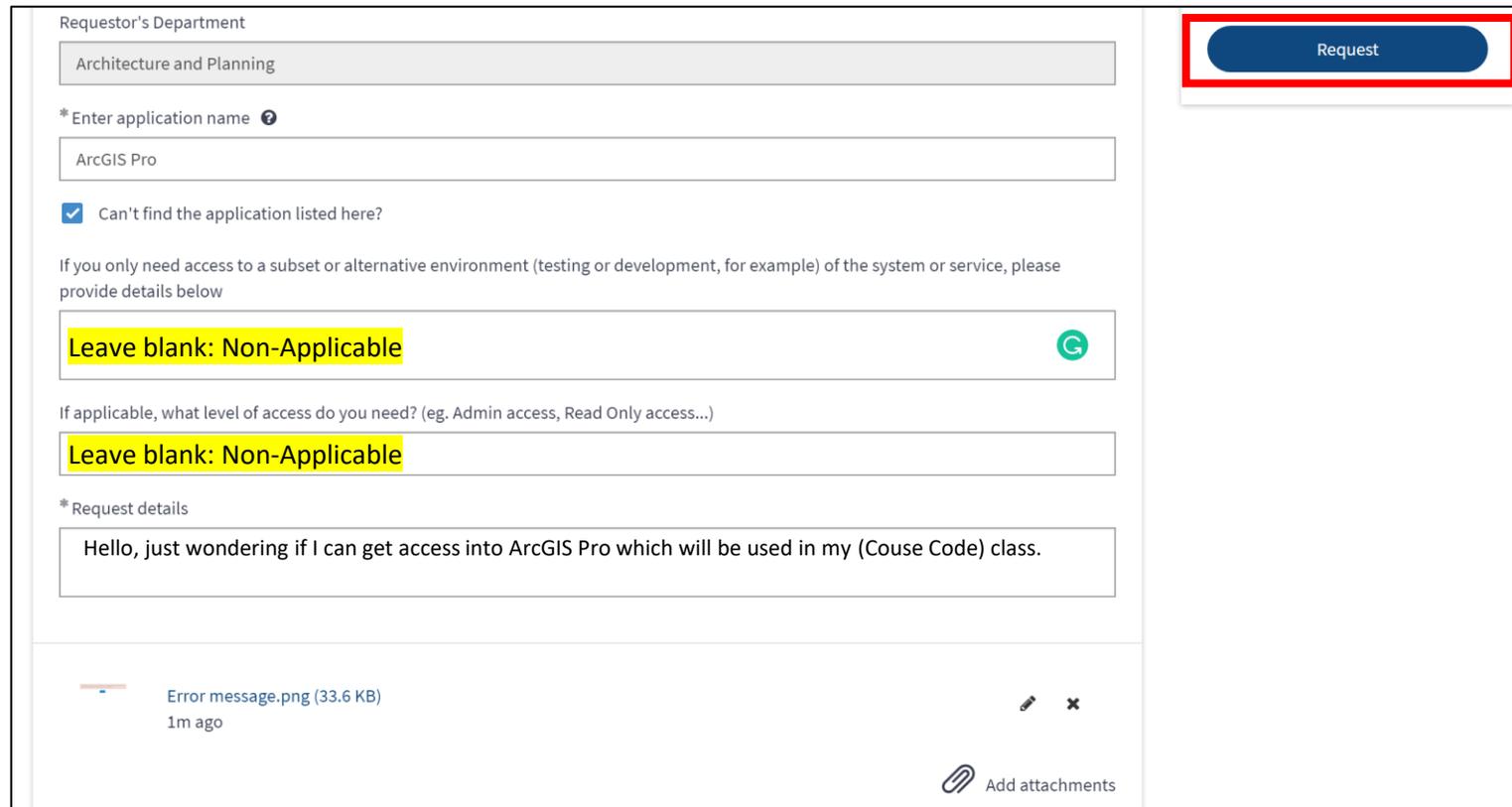
Required information

Request details

Step 4:

6. Continue filling out the form with the required information

7. For 'request details' enter what you are requesting and why you are needing it.



The screenshot shows a web form for requesting access. The form is divided into several sections:

- 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?:** A checkbox that is checked.
- Environment details:** A text input field containing "Leave blank: Non-Applicable".
- Access level:** 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 (Couse Code) class."
- Attachments:** A section showing an error message "Error message.png (33.6 KB) 1m ago" and an "Add attachments" button.

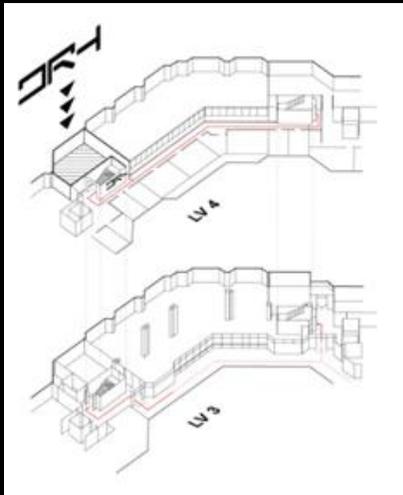
A red rectangular box highlights the "Request" button in the top right corner of the form.

8. Click 'request' to submit

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

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

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