SharePoint Permissions / Credentials

Definitions:

Active Directory (AD): The Microsoft service that is used to grant access to applications and authenticate users, including permissions for SharePoint sites. Internal GTA users know this as the username and password used to log into your work computer.

Content Owner: The user who has full control over the site and is assigned the responsibility for managing permissions. Also known as the Content Manager.

IMAC Coordinator: The user within a GTA group who opens IMAC tickets. For example, the SMO's designated IMAC coordinator is Kristy Caldwell.

Vendors: Employees of IBM, ATT or included in their staff, and not considered 'regular GTA users'

Note: The following processes are temporary until IMAC Coordinators get access to the AD Permissions tool. At that point, the process will change.

A. I want to grant access to a GTA user who already has access to SharePoint, but does not have access to my site or other items

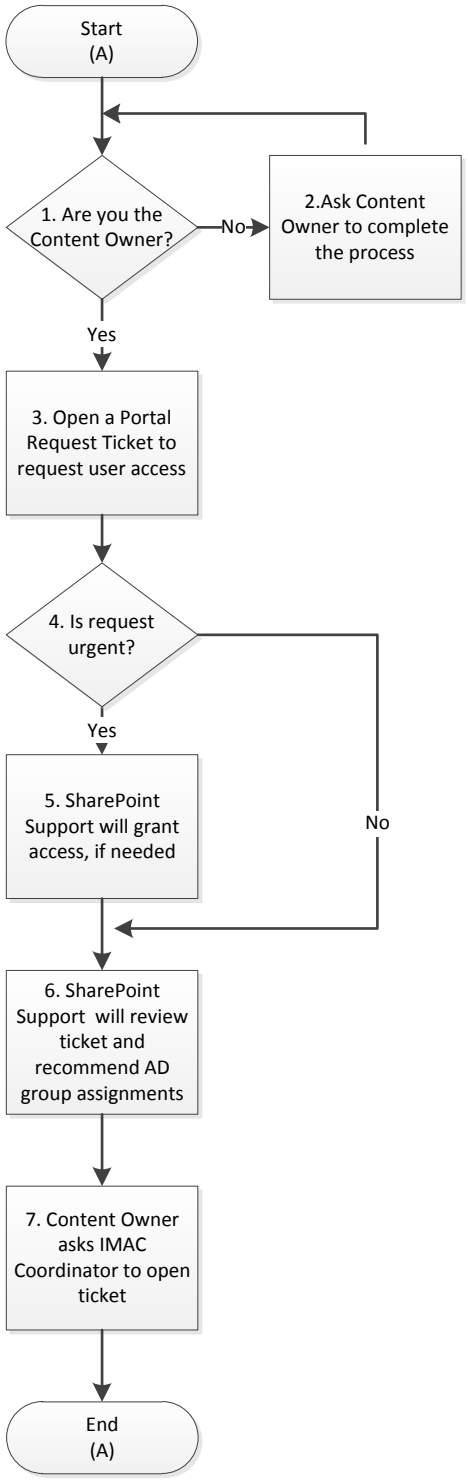
Description: I have published content on SharePoint that I need to share with an internal GTA user or an external user who already has access to SharePoint, but does not have access to that content.

1. Are you the Content Owner?
    a. **No –** ask the Content Owner of your site to complete this process
    b. **Yes** – Content Owner should open a Portal Support ticket at portal.georgia.gov to request that the user be granted access. In the ticket details, list: User's Name, SharePoint item(s) for which access is requested, reason for needing access, and urgency of requested access.
        i. SharePoint Support will review the request ticket and recommend the appropriate AD group assignments to meet the needs. Note: Overall it is the Content Owners responsibility to provide AD group names for custom groups that need to be developed for their SharePoint site if the AD group is not present

ii. Ask your IMAC coordinator to open an IMAC request ticket for access to the AD group assignments provided by SharePoint Support.

2. Is the request urgent?
    a. **No** – no further action needed. User will have access when the IMAC request ticket is processed.
    b. **Yes** – SharePoint Support will grant the user access. This access will be available for 10 days, at which point the IMAC request ticket should be processed and those credentials will take over.

Process Flow:

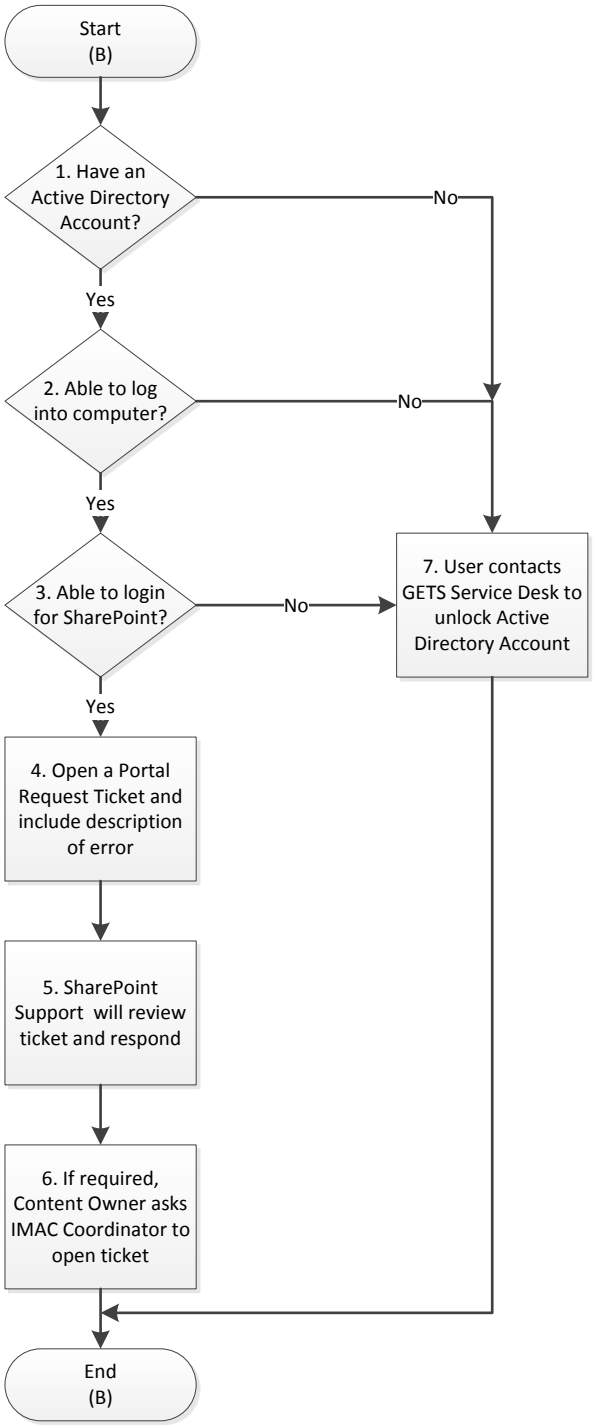

Start
(A)
1. Are you the Content Owner?
No
2.Ask Content Owner to complete the process
Yes
3. Open a Portal Request Ticket to request user access
4. Is request urgent?
Yes
No
5. SharePoint Support will grant access, if needed
6. SharePoint Support will review ticket and recommend AD group assignments
7. Content Owner asks IMAC Coordinator to open ticket
End
(A)

B. I am a regular GTA user and not a vendor, and I cannot access SharePoint or an item in SharePoint because I am receiving an error message

Description: User is receiving a 401 Access Denied, Tell Us Why You Need Access or a Blank screen when trying to visit the given SharePoint site.

1. Can the user answer yes to each of the following questions:
   - Do you have a current Active Directory account?
   - Are you able to log into your work computer using your Active Directory account username and password?
   - Are you able to log into SharePoint and display the home page without error?
     a. **Yes –** open a Portal Support ticket at portal.georgia.gov with the details of the error message and the steps the user took when the error message was displayed. SharePoint Support will receive the ticket, research the incident and respond.
     b. **No** – user should contact the GETS Consolidated Service Desk to unlock their AD account.

   Process Flow:


Start
(B)
1. Have an Active Directory Account?
No
Yes
2. Able to log into computer?
No
Yes
3. Able to login for SharePoint?
No
Yes
7. User contacts GETS Service Desk to unlock Active Directory Account
4. Open a Portal Request Ticket and include description of error
5. SharePoint Support will review ticket and respond
6. If required, Content Owner asks IMAC Coordinator to open ticket
End
(B)

C. I want to grant access to a GTA vendor user (e.g. IBM or AT&T resource) who cannot access SharePoint

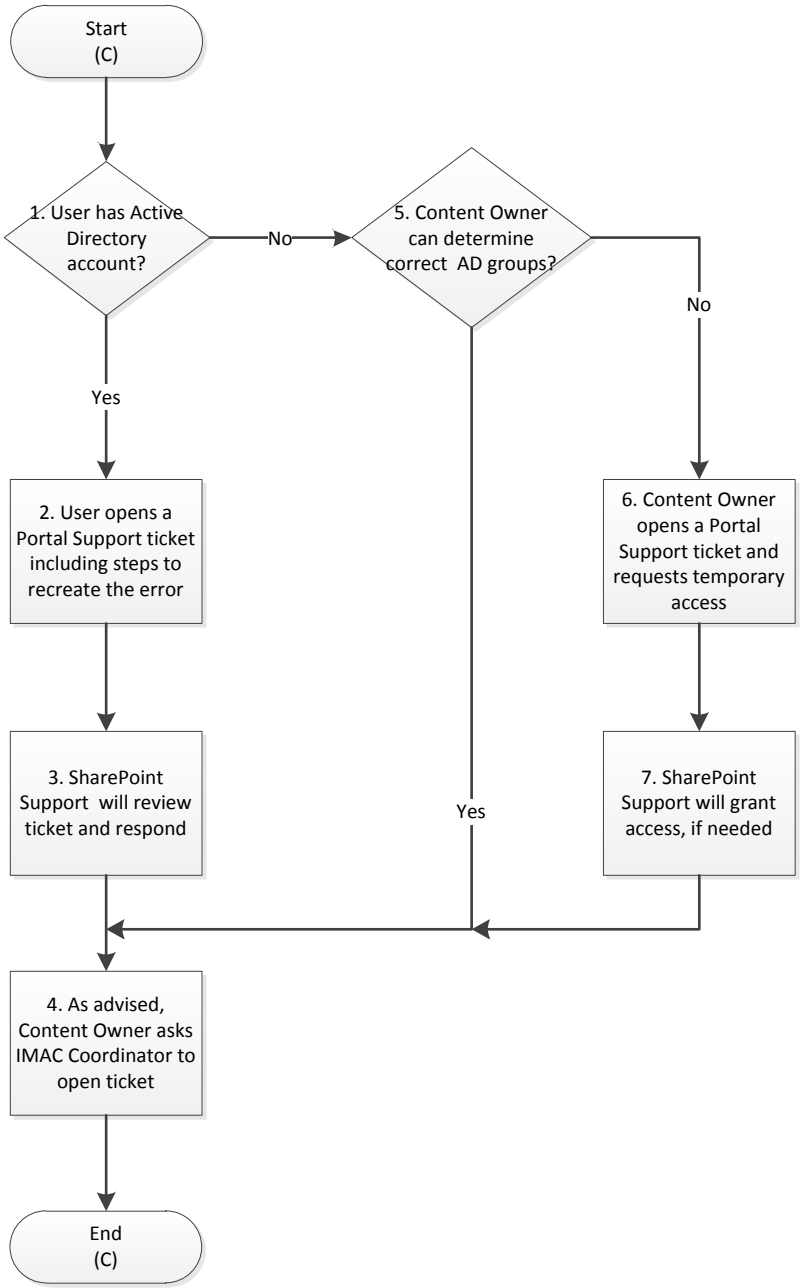
Description: User is receiving a 401 Access Denied, Tell Us Why You Need Access or a Blank screen when trying to visit the given SharePoint site.

1. Does the user have a current Active Directory account?
    a. **Yes –** User should open a Portal Support ticket at portal.georgia.gov with the details of the error message and the steps the user took prior to receiving the error message. SharePoint Support will respond to the ticket.
    b. **No –** Does the Content Owner know the AD group(s) they should assign in SharePoint?
        i. **Yes** - Content Owner should work with the IMAC Coordinator to open an IMAC ticket requesting a new EXTSOG.local AD account with the appropriate AD groups.

        ii No – Content Owner should open a Portal Support ticket at portal.georgia.gov to request that the user be granted temporary access. In the ticket details, list: User's Name, SharePoint item(s) for which access is requested, reason for needing access, and urgency of requested access.

            1. SharePoint Support will review the request ticket and recommend the appropriate AD group assignments to meet the needs .The Content Owner will ask the IMAC coordinator to open an IMAC request ticket for access to the AD group assignments as directed by SharePoint Support.

Process Flow:


Start
(C)
1. User has Active Directory account?
No
5. Content Owner can determine correct AD groups?
No
Yes
2. User opens a Portal Support ticket including steps to recreate the error
6. Content Owner opens a Portal Support ticket and requests temporary access
3. SharePoint Support will review ticket and respond
Yes
7. SharePoint Support will grant access, if needed
4. As advised, Content Owner asks IMAC Coordinator to open ticket
End
(C)