


Predict | Protect | Prevent

**ARCON|PAM**  
Service Access Request

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Service Access Request feature helps the user to raise a request for accessing any service which is not assigned to his ID. The user can raise a request to the Admin/Approver to access any service and password.

Users can raise three types of access requests - permanent, one-time, and time-based. In the Permanent access type, the User gains permanent access to the service; in the one-time access type, Users can access service only once in assigned time; whereas, in the time based access type, Users can access service multiple times within the assigned time.

 • If **ARCOS Service Access- Is Enabled** configuration is **enabled** (default value) in **Settings**, then users will be able to see the raise service access request option in ACMO. If the toggle is **disabled**, users won't be able to see the raise service access request option in ACMO.

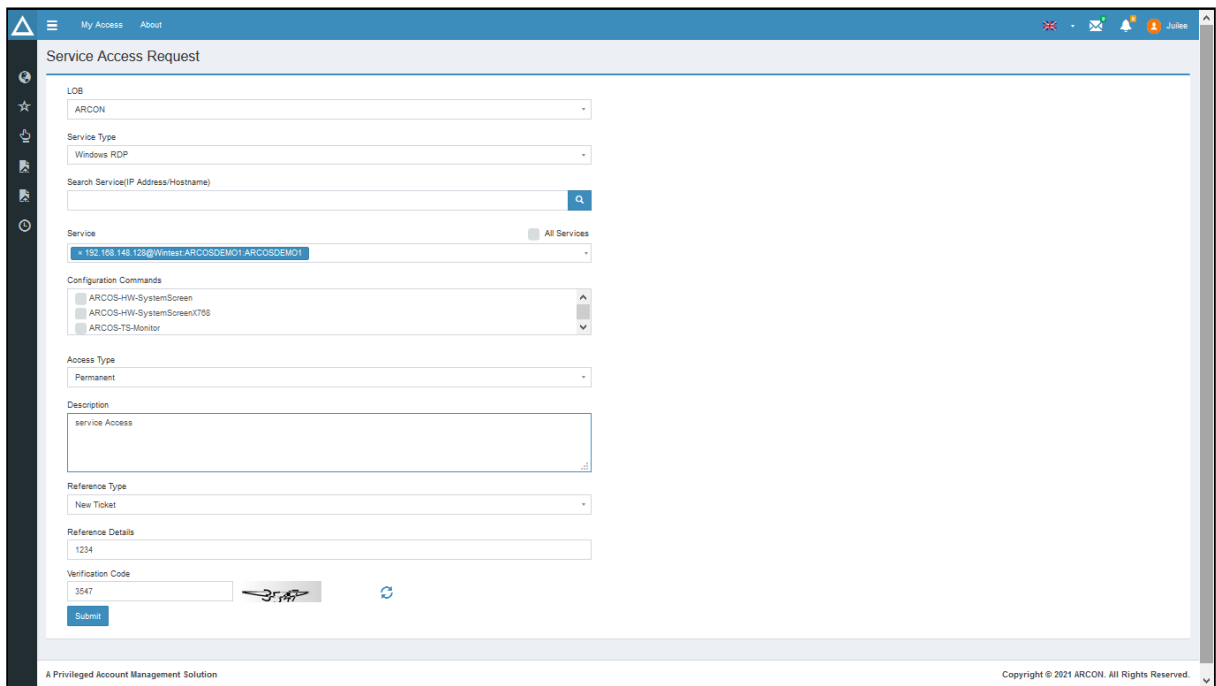
• If **Permanent Request Service Access- Is Enabled** configuration is **enabled** in **Settings** then only users will be able to raise permanent requests.

• If **Time Based Request Service Access- Is Enabled** configuration is **enabled** in **Settings** then only users will be able to raise time-based requests.

• If **One Time Request Service Access- Is Enabled** configuration is **enabled** in **Settings** then only users will be able to raise one-time requests.






**Process to raise a request for accessing the Service:**








1. Click **Raise Request**  icon. Click **Service Access**. It opens the **Service Access Request** screen.





The following details are displayed in **Service Access Request** screen:

| Field Name   | Description                                      |
|--------------|--|
| LOB          | Select the LOB from the drop-down list.          |
| Service Type | Select the Service Type from the drop-down list. |

| Field Name                             | Description   |
|--|---|
| Search Service (IP Address / Hostname) | <p>Enter the IP Address / Hostname to search Service.</p> <div data-bbox="517 297 1434 432" style="border: 1px solid #ccc; padding: 5px;"> <p> If you know the IP Address / Hostname, enter the IP Address or Hostname of service in the text field and click  icon.</p> </div>   |
| Service                                | <p>Select the Service(s).</p> <div data-bbox="517 495 1434 573" style="border: 1px solid #ccc; padding: 5px;"> <p> You can select multiple Services to raise requests for access.</p> </div>   |
| Configuration Commands                 | <p>Select the Configuration Commands.</p> <div data-bbox="517 633 1434 1028" style="border: 1px solid #ccc; padding: 5px;"> <p></p> <ul style="list-style-type: none"> <li>▪ The <b>Configuration Commands</b> shows command available for the selected service type.</li> <li>▪ The <b>Configuration Command</b> field can be displayed based on the defined in Settings.                             <ul style="list-style-type: none"> <li>◦ If <b>Hide Configuration Command for Service Request</b> is <b>Disabled</b> in <b>Settings</b> then the user can view the Configuration Command field.</li> <li>◦ If <b>Hide Configuration Command for Service Request</b> in <b>Enabled</b> in <b>Settings</b> then the user cannot view the Configuration Command field.</li> </ul> </li> </ul> </div> |
| Access Type                            | <p>Select the type of access, i.e., Permanent, One Time or Time Based from the dropdown list.</p> <div data-bbox="517 1122 1434 1234" style="border: 1px solid #ccc; padding: 5px;"> <p> To know more about <b>Access Type</b> read <b>Types of Access</b> from <b>Service Access</b> section.</p> </div>  |

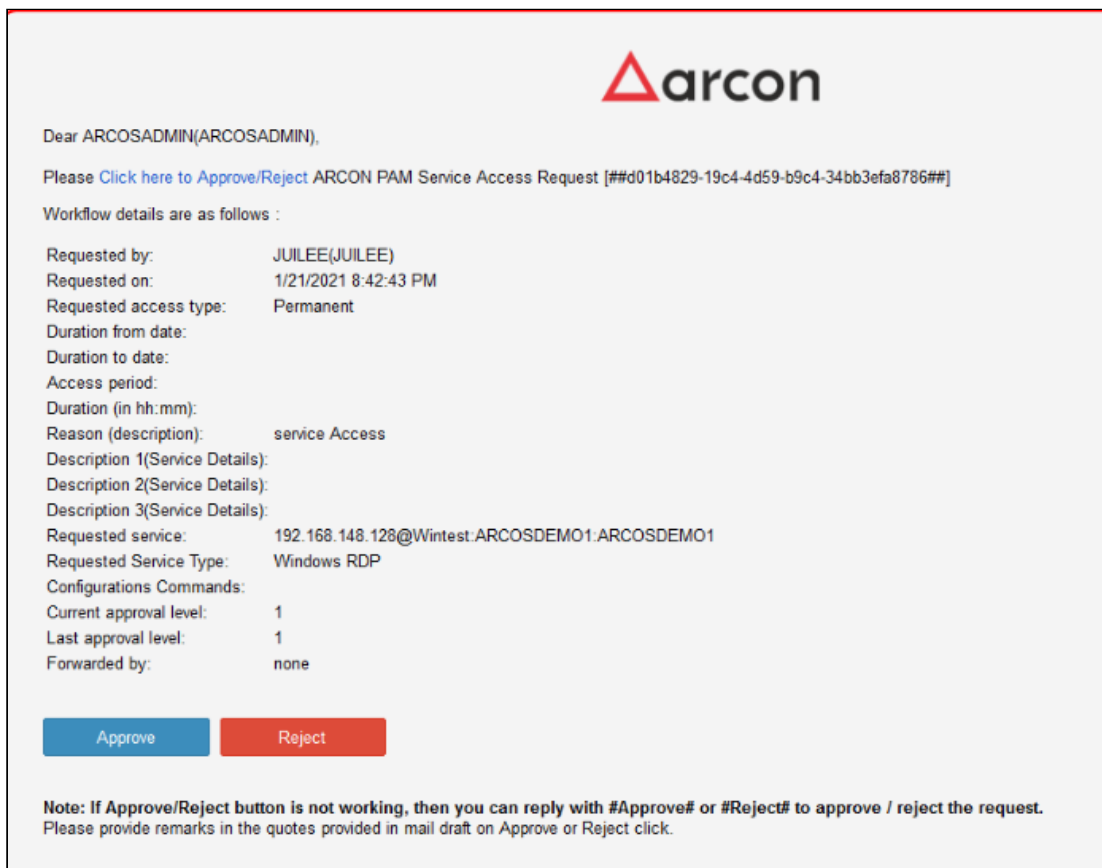
| Field Name   | Description  |
|--|--|
| <b>One Time Access Type</b>  |  |
| Access Duration  | Select the date and time.<br> You can access service only once within the defined date and time.  |
| Per Session Duration   | Select the number of hours and minutes.<br> You can access service continuously for the defined time in this field.   |
| <b>Time Based Access Type</b>  |  |
| Users can raise a time based service access request only for the duration set as per the following Settings  |  |
| <b>Service Access Request (in days)</b><br>The minimum value is 1 (default value), the users shall be able to raise a service access request only for a day. The maximum value is 90, the users shall be able to raise a service access request for 90 days. |  |
| Access Duration  | Select the dates to access service.<br> You can access service only within the defined dates.  |
| Access Period  | Select the time.<br> You can access service between defined dates in <b>Access Duration</b> field and only between the time specified in <b>Access Period</b> field.  |
| Per Session Duration   | Select the number of hours and minutes.<br> You can access service continuously for the defined time in this field.   |
| Description  | Enter the reason for accessing service.  |
| Reference Type   | Select the type of reference from the drop-down list.<br> If <b>Reference Details mandate while raising Service Access Request</b> is enabled from <b>Settings</b> , the Reference Type and Reference Detail will be mandatory fields while raising Service Access Request from ACMO. |
| Reference Details  | Enter the reference details.<br> If <b>Reference Details mandate while raising Service Access Request</b> is enabled from <b>Settings</b> , the Reference Type and Reference Detail will be mandatory fields while raising Service Access Request from ACMO.                          |

| Field Name        | Description   |
|-------------------|---|
| Verification Code | Enter the verification code displayed in the captcha. <div style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;">  <b>If CAPTCHA Validation In ACMO Service Access And Password Request - Is Enabled</b> is enabled in <b>Settings</b>, then Captcha validation will be enabled on the Service Access screen. Whereas, if it is <b>Disabled</b> then captcha validation will not be enabled.                     </div> |



- Multiple Service Access Requests can be raised by the user in a single request.
- For Time Based Service Access Request, If the request raised is not approved before the expiry of the time period for which the access has been raised, then it shall be auto-rejected and an alert email will be sent to the requestor.

2. Select/ Enter details and click **Submit**. A confirmation email of the request is sent to the requester.



3. The request raised goes to the approver’s email inbox and Client Manager for approval where he can approve or reject the request.

Privileged Access Management Suite



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