Quick Guide for Roles Questions

I looked up someone's information on rolesapp and there is a grey bar on the authorization the client needs. What does that mean?

Grey lines can indicate one of two things:

A) The user can grant the authorization but does not have the authorization.

OR

B) The authorization is expired. In both cases email business-help@mit.edu

How do we reset Data Warehouse passwords?

If you can't reset on your own here: How do I change my Data Warehouse password? (certificate required), email business-help@mit.edu

How long does it take a role change to go into effect?

Financial Authorization- one hour
META - immediate
HR and Payroll - two hours
Concur - two days

Requests for moving funds from one funds center to another.

Please provide Fund Center (FC) information and email business-help@mit.edu

I have a user who was given authorization to approve an invoice but they can't approve an RFP. What's happening?

Are they an affiliate? If they are, HR has to update something in their file. Send to accounting-issues@mit.edu. If they are staff, business-help@mit.edu

I have a user who was given authorization to create a travel document but they can't. What do I do?

Check to see if they are an affiliate. If they are, this needs to go to travelsupport@mit.edu. If staff, email business-help@mit.edu

I need EHS access.

EHS authorization requests go to ehs@mit.edu.
I need to run appointment and department reports.

For running appointment and department reports email business-help@mit.edu

I need META access.

META - email business-help@mit.edu

I was able to do something but now I can’t. I have the authorization. What happened?

Contact the Help Desk at 617-253-1101 or email helpdesk@mit.edu

I need to request Visitor Parking.

Email business-help@mit.edu

I’m getting this message when I try to run a report in SAP "You do not have authorization to view the following cost elements....."

If you are attempting to access information in SAP but you are getting a warning about not having permissions to do so, you can still click on the green button which will take you to the report but salaries subtotals will not be shown. If you need to see salary subtotals, email business-help@mit.edu

I run the department, why can't I approve travel?

For Concur, the person who has the authorization at the lowest level is the approver.

These levels are confusing!

FC = Fund Center  
Cost Object (CO) = Fund

If no one at the fund level (CO) has authorization, the FC has it.

Fund Center requests

Email business-help@mit.edu

I need to change the directory information for my employees/staff. Can I do that?

Contact the Help Desk at 617-253-1101 or email helpdesk@mit.edu