

Identity & Access Management Access Certification Guide

Overview

This guide outlines the process for managers and approval contacts to review and certify access for UW Medicine staff using the SailPoint IdentityIQ tool.

The purpose of certification is to verify that individuals only have access to the systems they need, and that unneeded access is removed when individuals switch roles or leave our organization. Proper management of user accounts is critical to ensure compliance with UW Medicine policies and regulatory requirements.

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I. Frequently Asked Questions

Frequently Asked Questions	Answers
Some of my current team members do not appear on my certification list. What should I do?	Your certification list contains review items included in this year’s audit, not necessarily a comprehensive list of your team. Please follow this guide to review and certify the items listed for you to complete. If you have further questions or concerns, please email us at iamaudit@uw.edu .
Some users on my list have since transferred to another team. What should I do?	See Passing Access Reviews to Others .
Some users on my list have separated from UW Medicine and I am certain they have not returned to work for another team. What should I do?	Click “Revoke” on the review item to discontinue sponsoring their access to Epic and AMC.
I do not recognize some users on my list, or do not know who they report to. What should I do?	See Handling Unknown Identities .
I need someone else to review my list for me while I’m gone. What should I do?	Review Passing Access Reviews to Others to determine which option works best and follow the corresponding instructions.
I have items to certify, but I do not have an AMC account required to log into SailPoint. What should I do?	You will receive an email from iamaudit@uw.edu with instructions to fill out a spreadsheet and return it to us to complete your certification on your behalf.

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II. Logging into SailPoint



Managers who do not have an active AMC account cannot log into SailPoint. They will receive their audit list(s) via email from iamaudit@uw.edu to complete and return for processing.

For managers with active AMC accounts, please navigate to <https://sailpoint.uwmedicine.org/identityiq/> and log in with your AMC ID and password.

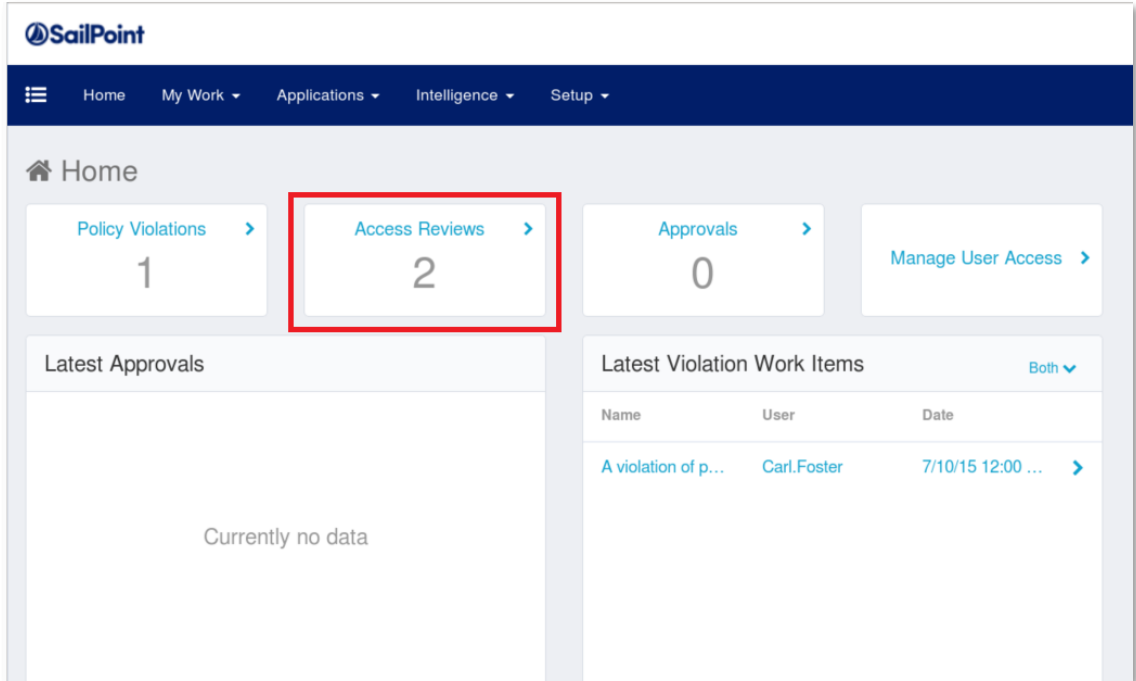
Authenticate with DUO using your preferred method.

If you are unable to access SailPoint or log in with your AMC account, please contact the UW Medicine ITS Service Desk at 206-520-2200 or uwmhelp@uw.edu for assistance.

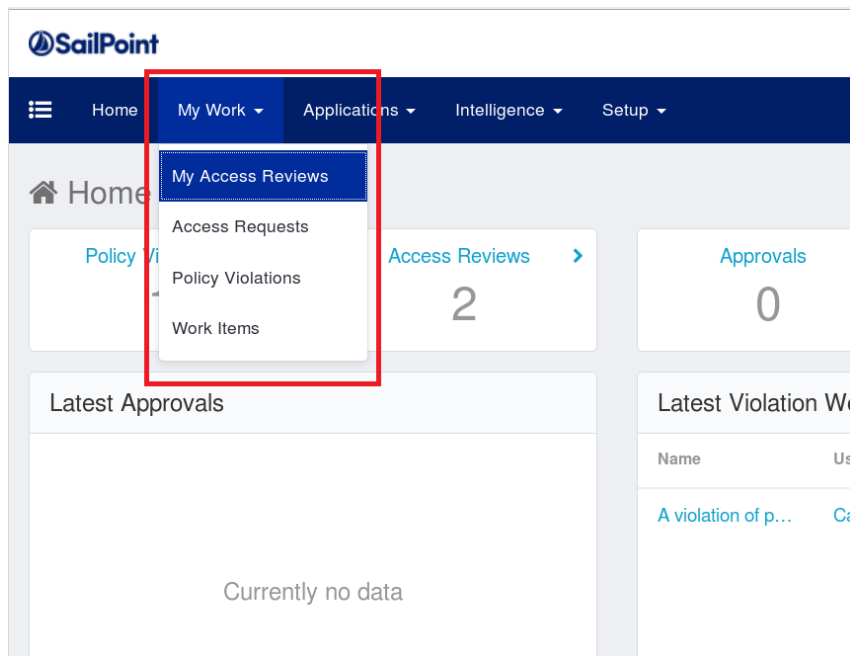
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III. Navigating to Access Reviews

Locate the **Access Reviews** tile on your SailPoint dashboard.



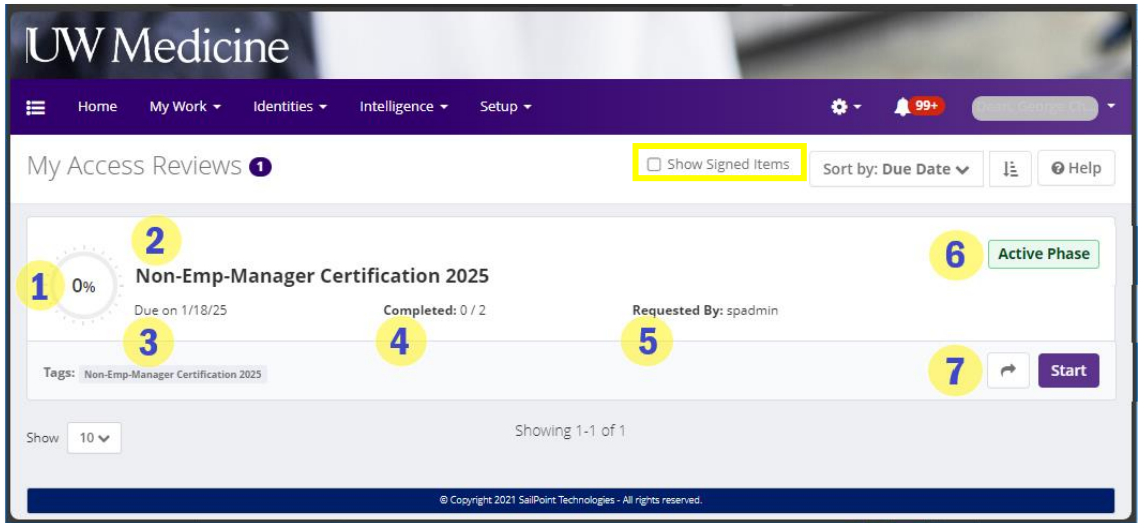
If you do not see a tile on your dashboard, click on **My Work** from the top menu bar, then select **Access Reviews** from the list.



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The **My Access Reviews** screen contains all access reviews assigned to you. This page includes useful information about the status of your review.

Click **Start** to begin reviewing your items, or **Continue** to resume working on a review you have already started.



Note: Any access reviews you have already completed and signed off will be filtered out on this screen. To include your completed reviews, click the **Show Signed Items** checkbox.

1	The percentage progress wheel shows current level of completion.
2	The name of the access review(s). You may have two separate reviews for Non-Employee and Epic access. Please be sure to complete both reviews.
3	When the review is due.
4	The number of review items completed out of the total.
5	Who assigned the review to you.
6	The current review phase.
7	Forward button (see Passing Access Reviews to Others for more information)

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IV. Making Access Decisions



If you do not recognize someone on your list, or you are not the correct person to make decisions about their access, DO NOT select Approve or Revoke. See [Passing Access Reviews to Others](#) or [Handling Unknown Identities](#) for additional options.

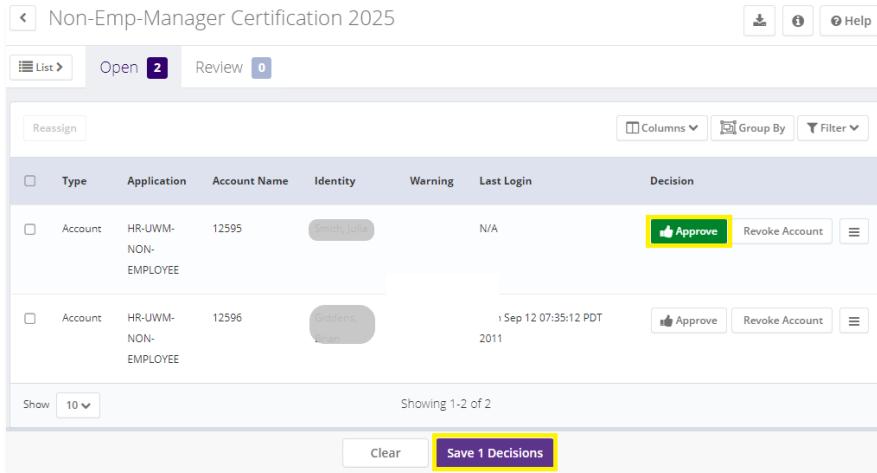
On the access review list, you can begin making decisions to approve, revoke, delegate or reassign your review items.

1	Items on the Open tab are awaiting your attention.	7	Decision: Make access review decisions in this section.
2	Items on the Review tab are complete and awaiting your sign off. You can modify your decisions from this tab. See “Changing Decisions” section below for more information.	8	Approve: This decision indicates the user should retain access; no action will be taken, and the user’s access will remain the same as it is now.
3	The Reassign button initiates the reassignment workflow. It activates when the box next to one or more review items is checked. See Passing Access Review to Others for more information.	9	Revoke: This decision indicates the user should not retain access. Access that is revoked will be disabled within 24 hours
4	Type: Account Application: Access being reviewed (Non-Employee or Epic). Account Name: Unique identifier for the account. Identity: Name of the account holder.	10	The 3-Line Menu button contains: Delegate: See Passing Access Review to Others for more information. Comments: You can enter comments at any time on a review item. Comments are typically used for note keeping and will be stored in the History of that specific item for reference purposes only. History: Shows the history of the review item which may include actions taken, comments and previous reviewer history. Account Details: Shows additional details about the review item, such as user account details, position or role and associated access.
5	Warning: Alert for Epic users with multiple roles.		
6	AMC login within 14 days: Indicates whether a user has logged in with their AMC credentials within the last 14 days. Will display “N/A” if last login data is unavailable.	11	Save Decisions: Saves your work and moves completed items to Review tab.

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Saving Decisions

As you make decisions, you will be prompted to save them. Saving your decisions will move the items you have completed from the **Open** tab to the **Review** tab, where they will be stored until all items are complete and ready for your final sign off.



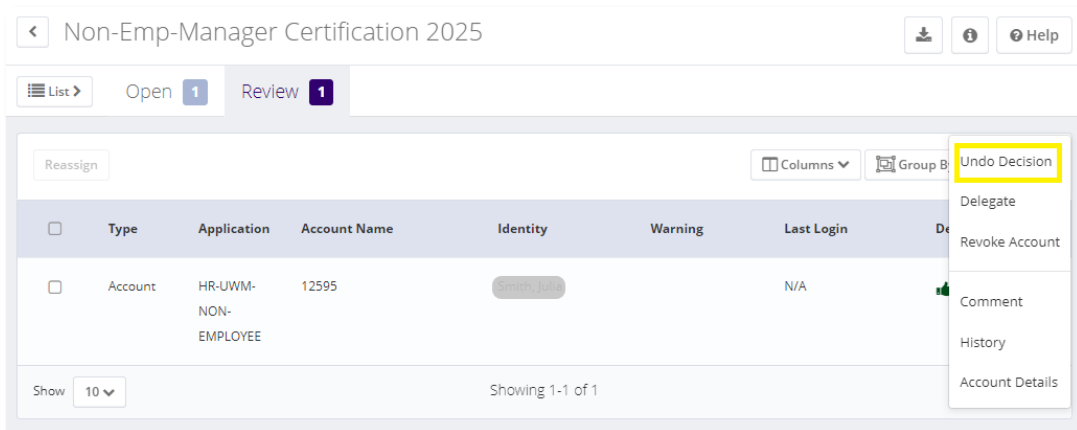
Changing Decisions

Until you sign off on your review, you can change the decisions you've made. You can do this immediately after making a decision, before saving it, by clicking the decision button again to de-select it.

Once a decision has been saved, you can go to the **Review** tab and make changes there. Click the 3-line menu button beside the item you wish to change, then choose **Undo Decision**.

Note that you must save the changes you make in the Review tab, just as you do with items in the Open tab.

Once the decision changes to "Cleared", click **Save Decisions** and the item will be returned to your **Open** tab for further review.



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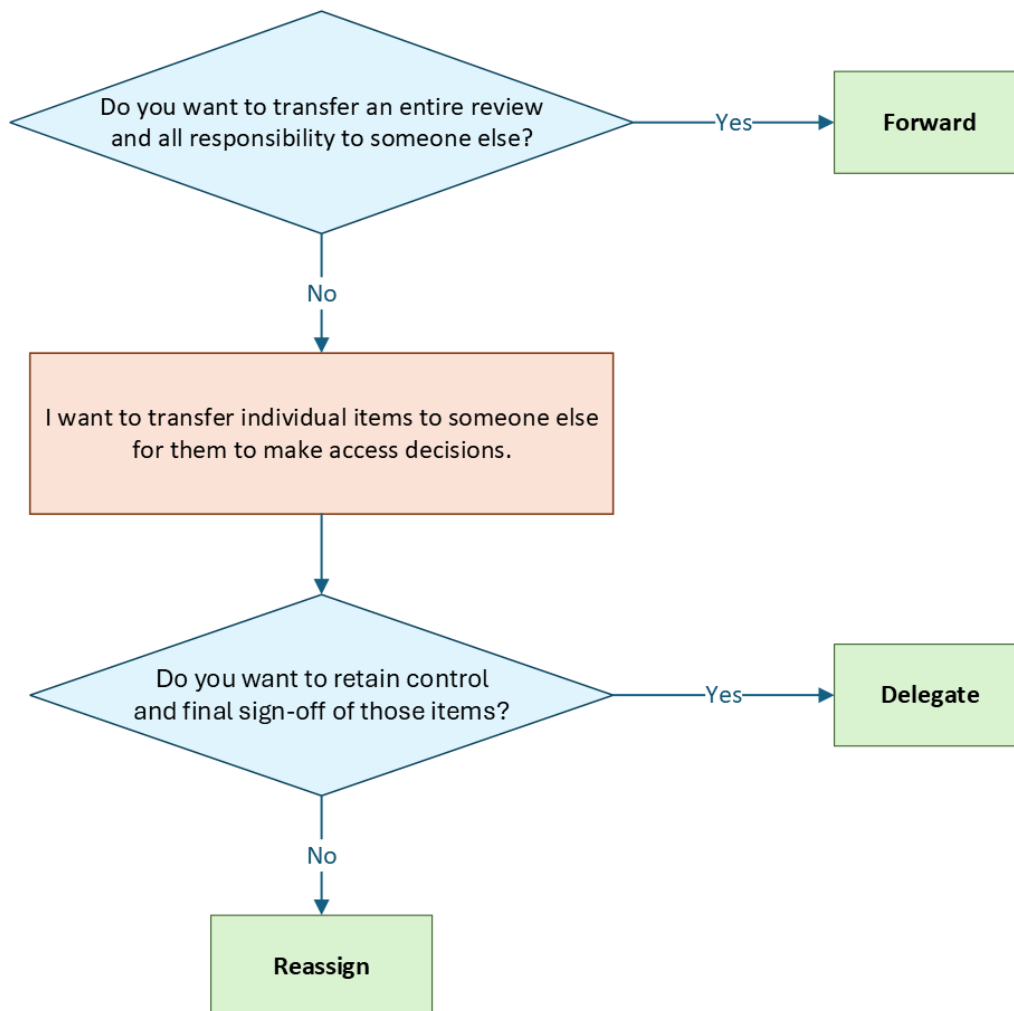
V. Passing Access Reviews to Others

There are three ways to pass a review to someone else, and each involves different levels of ownership or responsibility both for you and for the person you pass it to: delegating, reassigning, and forwarding.

It is strongly recommended to coordinate with others before passing your reviews to them.

Please review the diagram and definitions below to determine the appropriate method. Instructions for each workflow are included below.

Passing Access Reviews to Others: *Forward vs. Delegate vs. Reassign*



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Definitions

Forward Review: Forwarding means you relinquish all responsibility for an entire access review. You can't retract or monitor the review—you pass all responsibility to the new owner, including the ability to change any decisions you may have already made. Forwarding is done at the overall review level, from the main access review listing.

Reassign Items: When you reassign review items to someone else, that person assumes full responsibility for making a decision about each item and must sign off on the decision themselves. You will be able to complete and sign off on any of your remaining items, regardless of the status of the items you have reassigned.

Delegate Items: When you delegate a review item to someone else, they can make the decisions and then return the review to you, so that you can review it, accept or change their decision, and sign off. With delegation, the original reviewer still retains ultimate control of the decision and the sign-off. Note that delegated items show up for the new reviewer under the **My Work > Work Items** menu rather than in **My Access Reviews**.

Instructions

Forward an Access Review to Another Manager

Follow these steps to pass the entire access review and all responsibility to another manager. Note that you cannot retract it or see what actions they take in the review.

1. **Click the arrow button on the right-hand side of the access review.**
2. **A pop-up window will open with the following fields: Forward to and Comments.**
3. **In the Forward to field, type the new approver's last name.** If necessary, you can narrow the list down further by adding a comma, a space, and their first name (*Smith, Jane*). Once you find the correct person, click to select them from the list.
4. **Please include an explanation or reason in the Comments field.**
5. **Click the Forward button.** This completes the forwarding workflow

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Reassign Review Items to Another Manager

Follow these steps when items on your list should be reviewed by another manager. Note that the other manager will have full responsibility for all decisions on those items.

1. **Select one or more review items for reassignment.** Check the box on the left-hand side to select each item you would like to reassign.
2. **Click the Reassign button (in the upper left, above the list).**
3. **A pop-up window will open with the following fields: Recipient, Description, and Comments.**
4. **In the Recipient field, type the new approver's last name.** If necessary, you can narrow the list down further by adding a comma, a space, and their first name (*Smith, Jane*). Once you find the correct person, click to select them from the list.
5. **You can edit the Description field if desired.**
6. **Please include an explanation or reason in the Comments field.** The person who receives the reassignment will see some information about it from SailPoint. However, any additional information you could provide here will help them understand why they have received it.
7. **Click the Reassign button.** This completes the reassignment workflow.

Delegate a Review Item to Another Manager

Follow these steps to delegate items to someone else to make access determinations and return the items to you for review. Note that you will retain ultimate control of the decision and the sign-off.

1. **Click the 3-line menu on the right-hand side of the review item you would like to delegate.**
2. **Click Delegate.**
3. **A pop-up window will open with the following fields: Recipient, Description, and Comments.**
4. **In the Recipient field, type the delegate's last name.** If necessary, you can narrow the list down further by adding a comma, a space, and their first name (*Smith, Jane*). Once you find the correct person, click to select them from the list.
5. **You can edit the Description field if desired.**
6. **Please include an explanation or reason in the Comments field.**
7. **Click the Delegate button.**
8. **Click the Save Decisions button.** This completes the delegation workflow.

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VI. Handling Unknown Identities

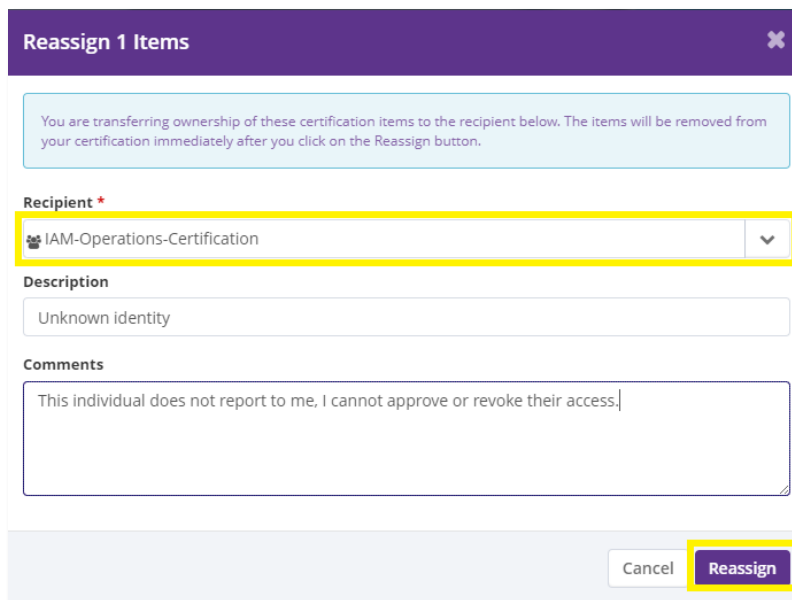


DO NOT REVOKE ACCESS FOR UNKOWN IDENTITIES.

If you do not recognize an individual, and do not know who should certify their access, please note return group in the next section, then follow the **Reassign** workflow.

Identify the correct IAM Team for Reassignment:

- **HR-Non-Employee** items: Reassign the item with “IAM-Operations-Certification” as the recipient.
- **EPIC** access items: Reassign the item with “IAM-EPIC-Security” as the recipient.



Reassign 1 Items [X]

You are transferring ownership of these certification items to the recipient below. The items will be removed from your certification immediately after you click on the Reassign button.

Recipient *
IAM-Operations-Certification [v]

Description
Unknown identity

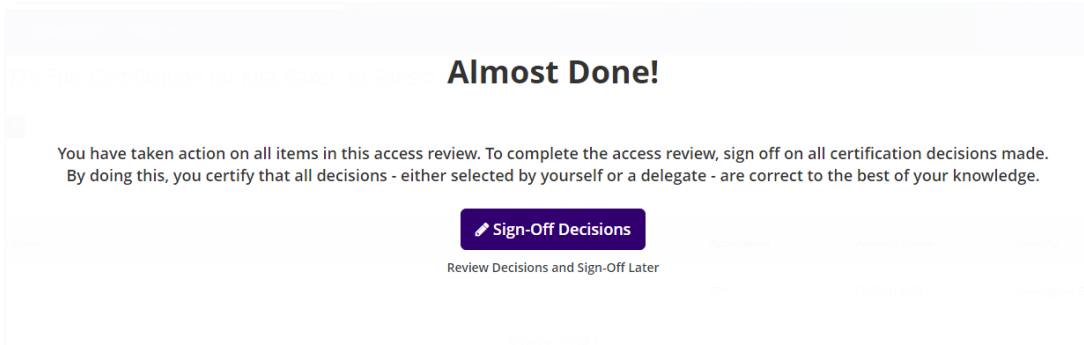
Comments
This individual does not report to me, I cannot approve or revoke their access.

Cancel Reassign

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VII. Signing Off

When decisions have been made for all items in your access review, you will be prompted to enter a final **Sign Off** to complete and close out your certification. Signing off cannot occur until all items in the access review have been decided, including any delegated items. The status of reassigned items will not impact your ability to sign off.



You will receive a weekly reminder email from SailPoint until Sign Off is complete.

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VIII. Support

- **Login Support**

If you are unable to access SailPoint or log in with your AMC account, please contact the UW Medicine ITS Service Desk.

Phone: 206-520-2200

Email: uwmhelp@uw.edu

Open a ticket: [UW Medicine Unite](#)

Hours: 24 hours a day, 7 days a week

- **Workflow Support**

Attend an IAM Access Audit Lunch & Learn session for demonstrations of the SailPoint audit tool, walkthrough of the Access Certification Guide, and Q&A session. Zoom meeting information and links will be included in official email communications from Identity & Access Management Audit.

- **Contact Us**

Email: iamaudit@uw.edu

Feedback: [IAM Access Certification Audit Feedback Survey](#)

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