

## SECURITY FREQUENTLY ASKED QUESTIONS

**Q. After a Security Administrator assigns budget security to a user that user still doesn't have budget security access in the system. Why?**

A. The Security Administrator forgot to run the Request Build process.

**Q. I provided my user with access to the Match Workbench. however, the user still cannot unmatch vouchers.**

A. It is a process group issue under user preferences. Ensure that they have the Matching Process groups.

**Q. What does the error message “No origin was found on your operator profile” mean?**

A. This error message is typically found when trying to enter a voucher. Go to the User Preferences for the user and go to Payables. Click and enter ONL in the origin field.

**Q. When I try to enter a User ID on the Expenses Approver Assignments page< I receive an error message saying that this person is a user on multiple campuses. However, I know they are not.**

A. Many times the issue is not with the person you are trying to enter. Sort the page by Employee ID. If there is a UserID that does not have an associated employee ID, then you need to replace the former user with the new one. If it is truly a multicampus user issue, contact ITS.

**Q. When my ePro approver tires to approve the transaction in their worklist, they receive an error message saying that they are not authorized. However, I gave them the approver role.**

A. The issue is with User Preferences; they need the Approve User Preference under Requisition authorizations.

**Q. How do I assign Security Administrator to another employee?**

A. Create the User ID and assign all necessary roles. Then enter a ticket with ITS to have them provide the local security administration roles.

**Q. I can't add Commitment Control Security rules to a user, although I have tried searching for their User ID and adding their User ID.**

A. The issue is that the User ID is not setup as employee. IT must contain an employee ID to receive commitment control security.

**Q. What role allows a user to do only password resets?**

A. The role name is BOR\_PT\_USER\_GENERAL. This can be given to a helpdesk to have them do the majority of the password resets.

**Q. When I click save to reset a password for a user, I get a multicampus user error.**

A. Sometimes people define an alternate user and forget to remove it after the date range expires. If this alternate user terminates and moves to another institution, they become the multicampus user. Look on the Workflow tab of the user profile and clear out the alternate User ID and date range.

**Q. I was running a query on roles assigned to my users and a role showed up on the query that I can't see on the User's profile.**

A. This role probably existed in version 8.9 but is no longer available. Submit a ticket to ITS to remove it.

**Q. A user cannot get to Report Manger to retrieve reports.**

A. Assign them the BOR\_FN\_ADMIN\_REPORTING role.

**Q. A user cannot pull up items from their worklist.**

A. The user has "Use standard layout mode" enabled under personalization options. The default is "Accessibility features off." Have the user return it to "Accessibility features off."

**Q. When a user tries to post a budget journal, they get the Security Error under Budget Header Status.**

A. If you receive the Budget Security Error when creating a budget journal, your Security Administrator has not assigned you the BUD\_ENTRY and/or BUD\_XFER commitment control security rule located under **Commitment Control > Define Budget Security > Assign Rule to User ID**. Once they assign this role, they will need to run the request build process that is in the same menu structure. Then reenter the budget journal.

All Security Job Aids are located [here](#).