CARS FAQs

How can I access the CARS system to submit a request?

Each program center/division on campus has provided a list of authorized personnel that have permissions to submit requests. These personnel can submit requests on behalf of the employee that needs access to the PeopleSoft CMS HR, SA and/or Finance systems. Click on the link below for the list Designated Department CMS and CFS Requesters (CARS)

Can I get access to CARS?

Please work with your division budget analyst to vet the need. If the analyst approves he/she will work with IRT to provision access.

Can a requester submit a request for any one?

Yes.

What information is required to initiate a request?

You must have the employee's emplid. The employee's supervisor/manager information will auto fill based on the current information in the CMS HR system. Enter the 9 digit employee id & then press Tab or click on anywhere on the form to trigger the autofill.

The supervisor/manager and/or the Dean/Vice President information for the user is incorrect or missing. How should I proceed?

Please work with your program center/division's administrative analyst to enter the request using override permissions. Reports to data is maintained by the administrative analyst(s) in the Dean's and/or Vice President's office. They may work with HR and/or the Budget office to update this information.

Is completion of the Data Security & FERPA training required to access CMS?

Yes. The user can login to MySacState, click on CSU Learn, search for the Data Security and Privacy Training and proceed to complete the training. The CARS system may take 24hours for the training completion data to get updated. Evidence of training completion may also be emailed to iso@csus.edu.

Can I look up the status of a request that has been submitted?

Yes, login to the OnBase web interface,

1. Click on Document Retrieval
2. On the dropdown choose Document Retrieval
3. In the Document Type Groups dropdown choose IS-Information Systems
4. Under Document Types choose IS-CARS-CMS Request
5. Choose the keyword by which you want to look up a request. For example emplid, Request#, etc.

6. Click on the Binoculars icon on the bottom to initiate the lookup

Will the user get emails throughout the routing & workflow after the CMS request is submitted?

The employee/user will get an email regarding the submission, approval and implementation actions.

Will the supervisor/manager and the Dean/Vice Presidents receive emails regarding a pending request and/or approval?

Yes. In addition, the supervisor/manager can choose to remain informed about the state of the request on every action that is performed in this request. This is done during the supervisor approval stage.

I am an authorized requester. Can I submit, review and/or approve requests from home?

Yes. You can login to Onbase using https://onbase.csus.edu.

What are the review options available for a supervisor/manager?

- Approve a request
- Deny and Close a request

Can a supervisor add notes to a request?

Yes, but only when a request is pushed back by the Dean/Vice President.

Can a supervisor/manager and/or the Dean/Vice President edit a submitted request? Yes.

Once you make the edits, click on the Submit button at the bottom of the form to save the changes.

Is the supervisor/manager approval and the Dean/Vice President approval recorded in the form?

Yes, during the approval action, the saclink userid of the approver & the date is affixed as the signature.

What is the turnaround time to process requests submitted via the CARS system?

Processing a request can take approximately 3 business days or less.

Can I expedite a request?

Yes, if the need is immediate, you may call the Information Security Office to request immediate processing.

Can I use the CARS system to request access for student assistants?

We recommend that you contact the designated subject matter expert to submit requests for student assistants.

Can a request be submitted even though a user has not completed the Data Security & Privacy Training?

Yes, but access will not be implemented till the user completes the training.

Can I submit a request for a future hire?

Yes, but please work with your division budget analyst to enter the request using “override” permissions since the future hire will not have active reports to relationship data in HR. The budget analysts that have the override option have an X marked in the Override/POI column in the list below Designated Department CMS and CFS Requesters (CARS)

How do I submit requests for a user that is not a Sac State employee?

Work with your division analyst to submit the request as a POI (Person of Interest). Please note that these requests are vetted by HR, a background check initiated if necessary and an employee id generated for access provisioning purposes. All POI requests are valid for a maximum of one year and must be renewed if continued access is needed.

Other Tips

- Ensure that all information in the role request tab(s) are accurate.
- Ask user to complete the required training and Duo multi factor authentication enrollment ahead of time.
- Avoid documenting requests as "Setup user like person A". Note that such requests will be denied or help up for further documentation.
- If user needs Delegation of Fiscal Authority(DOA) access, make sure that the DOA drop down in the CFS Role Request tab is marked Yes. List all the needed department ids, along with the action needed(Add or Remove) and the categories.
- Include any attachments if necessary.