Instruction for Requesting ServID

Step 1:

Department requestor must login to UofT Service Request System at https://its.help.utoronto.ca with UTORid/password, and submit a ticket to ISEA (Information Security and Enterprise Architecture)

Select Request Type: Enterprise Services ->Identity Management ->ServID Provision Request. Suggested subject name: ServID request for <Department Name>. Before submitting request, please read carefully about instructions. Click on blue "i" icon for explanation of the field.

Info Tips:

IDAM ACL Source:
What is the source IP/Network of the traffic? (Comma Separated List, CIDR format). The SERVid will only be allowed to authenticate from this list of IP/networks.

HRIS ID:
Department/Division/Faculty Code as it appears in HRIS. Only the last 3 digits are necessary.

MAP ID:
UofT Managed Application Portfolio (MAP) ID - the name of the application.

Instance ID:
If there are multiple instances of this service (load balanced servers, for example), include the instance number this SERVid will be used on.

IDAM ID:
UTORid of the Person who is authorized to request the change, if not same as the requestor.

Virtual eToken required:

If this account requires a x.509 digital certificate to authenticate with VPN and other services, please choose Yes.

Help Request

Request Type	Enterprise Services ▾	Identity Management ▾
	ServID Provisioning Request ▾	

> This Request Type requires approval.

Subject	ServID for ISEA
Instructions	Request a SERVid
Request Detail	Request ServID for ROSI DB access
Action*	● ADD ○ Remove ○ Verify ⓘ
IDAM: ACL Source(s)*	142.150.11.11 ⓘ
IDAM: Expiry\Review Date	12/5/19 ⓘ
IDAM: State*	○ Temporary ● Ongoing ⓘ
Business Justification*	Business jusstification
HRIS Name*	Information Security ⓘ
HRIS ID*	569 ⓘ
Environment*	○ DEV ○ SIT ○ UAT/QA ○ PTE ● PRD ⓘ
MAP ID*	Acorn ⓘ
Instance ID	01 ⓘ
Virtual eToken Required*	Yes ▾ ⓘ
IDAM: ID	ⓘ
Attachments	Add File
Location	St. George ▾

Save the ticket and ticket will be automatically submitted to ISEA IAM team.

Step 2:

Once the ticket is created, please forward department approval(Manager or above level) to utorauth@utoronto.ca. Our IAM team will create ServID and sent the SAK via ticket update.

One or more tickets may be generated if request meets one of the following:

a) If virtual eToken (x.509 certificate for authentication) is chosen "Yes", a <user certificate procurement> ticket will be generated and sent to our staff. Our team will generate x.509

certificate and attach it to ticket. The password to decode x.509 certificate will be sent via UTsend.

b) If ServID is request for DEV/QA/UAT, a <QA UTORID Provisioning Request> ticket will be generated and sent to our staff. Our team will create EADQA account and attach to the ticket. User must verify the password once receive the EADQA account.

Please note that ServID can only be used for the system that is originally requested (provided in the IDAM: ACL sources). If source is changed, please submit the change request by creating Enterprise Services ->Identity Management ->ServID Change Request.