

IDENTITY ACCESS GOVERNANCE (IAG)



FIRSTRAND

iDIGI-TECH
INFRASTRUCTURE &
SECURITY SERVICES



Physical Access (CCURE)

User Guide

1 Access IAG system, link provided: <https://iag.fnb.co.za>.

2 You will be presented with the IAG landing page.

Identity and Access Governance

Welcome

FIRSTRAND

Username

Username

Password

Password

Login

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Log on using your domain credentials

3 Click "Login".

Identity and Access Governance

Welcome

FIRSTRAND

Username

f0123456|

Password

.....

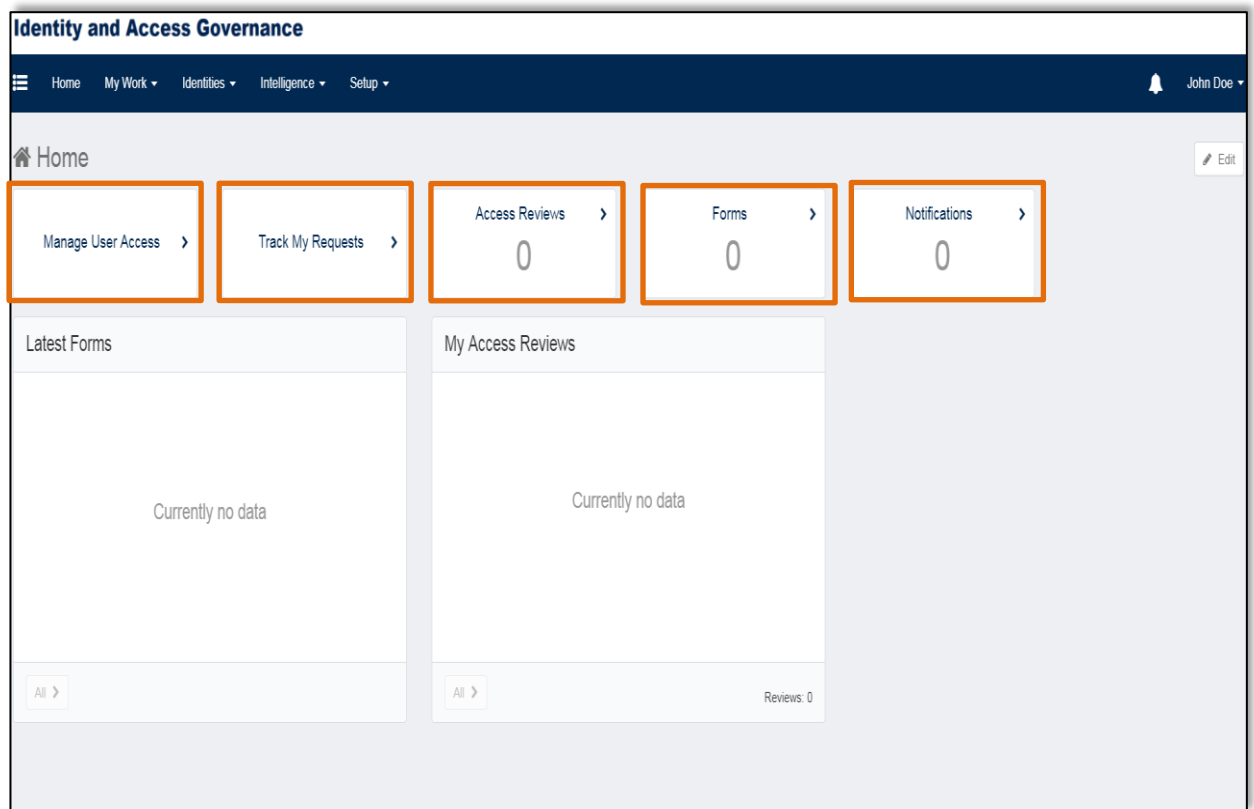
Login

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User Access Requests

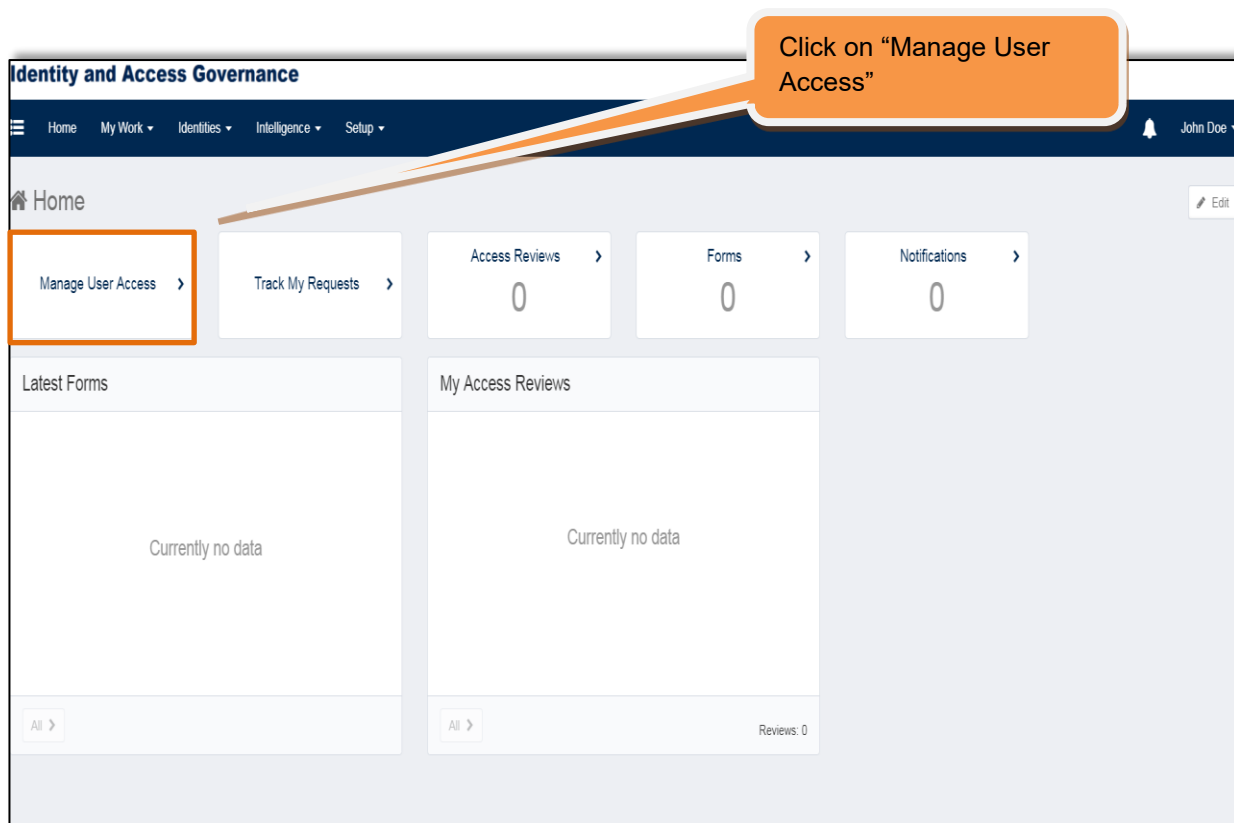
Once logged in you will be presented with the below screen. The following Options are available on the home screen.

1. “Manage User Access” to request access for yourself, direct reports or any other user within your business group.
2. “Track My Requests” to track progress on requests logged.
3. “Notifications/Forms” to approve request submitted by your subordinates.
4. “Access Reviews” to review all direct reports user access.

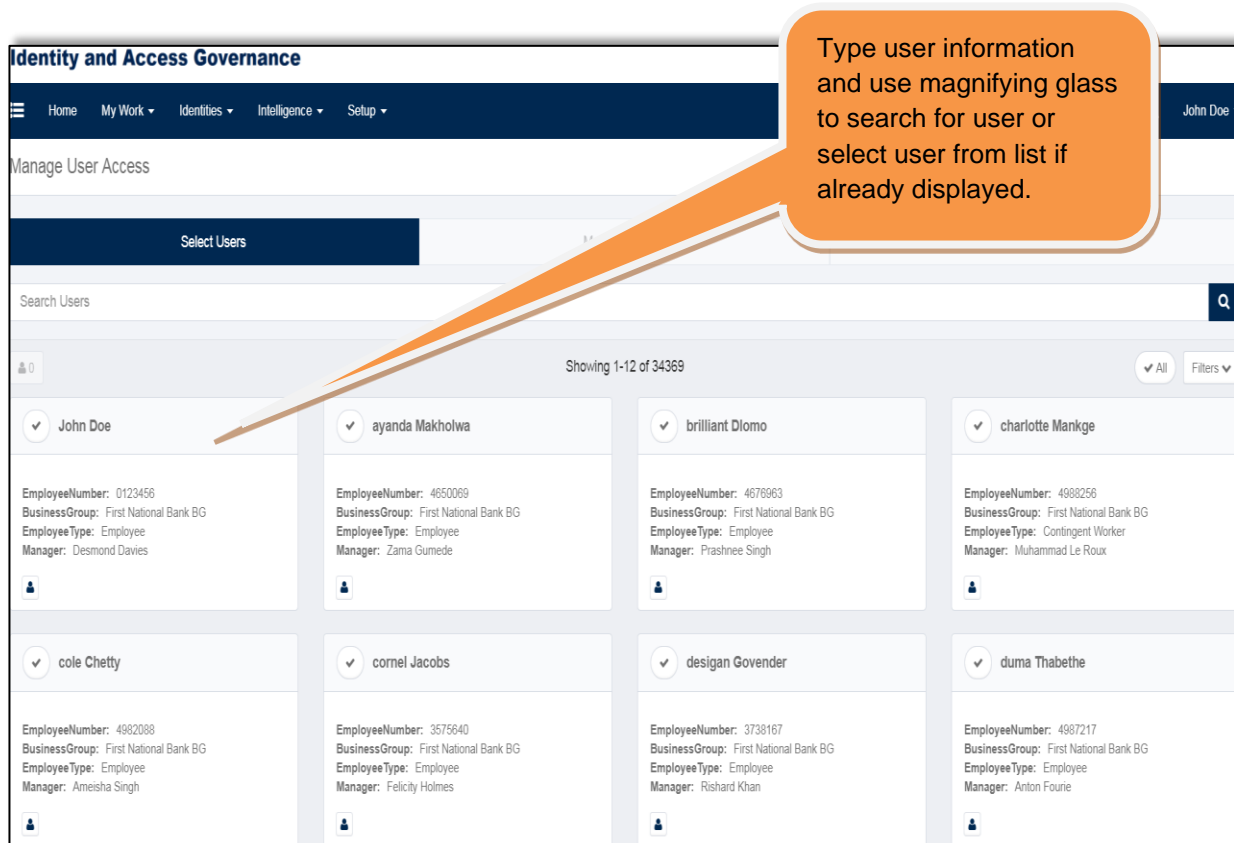


All access requests must be approved by user Line Manager before access is granted.

User access request



Search for the user you want to request access for by utilising the search facility.



Identity and Access Governance

Home My Work Identities Intelligence Setup John Doe

Manage User Access

Select Users Manage Access Review

Search Users

John Doe Showing 1-12 of 34369 All Filters

<input checked="" type="checkbox"/> John Doe EmployeeNumber: 0123456 BusinessGroup: First National Bank BG EmployeeType: Employee Manager: Desmond Davies	<input checked="" type="checkbox"/> ayanda Makholwa EmployeeNumber: 4650069 BusinessGroup: First National Bank BG EmployeeType: Employee Manager: Zama Gumede	<input checked="" type="checkbox"/> brilliant Dlomo EmployeeNumber: 4676963 BusinessGroup: First National Bank BG EmployeeType: Employee Manager: Prashnee Singh	<input checked="" type="checkbox"/> charlotte Mankge EmployeeNumber: 498256 BusinessGroup: First National Bank BG EmployeeType: Contingent Worker Manager: Muhammad Le Roux
<input checked="" type="checkbox"/> cole Chetty EmployeeNumber: 4982088 BusinessGroup: First National Bank BG EmployeeType: Employee Manager: Ameisha Singh	<input checked="" type="checkbox"/> cornel Jacobs EmployeeNumber: 3575640 BusinessGroup: First National Bank BG EmployeeType: Employee Manager: Felicity Holmes	<input checked="" type="checkbox"/> designan Govender EmployeeNumber: 3738167 BusinessGroup: First National Bank BG EmployeeType: Employee Manager: Rishard Khan	<input checked="" type="checkbox"/> duma Thabethe EmployeeNumber: 4987217 BusinessGroup: First National Bank BG EmployeeType: Employee Manager: Anton Fourie

Select the user you are requesting access for by clicking on the tick box.

Identity and Access Governance

Home My Work Identities Intelligence Setup John Doe

Manage User Access

Select Users Manage Access Review

Add Access Remove Access

Search Access

John Doe Showing 1-12 of 100 Filters

<input checked="" type="checkbox"/> ACE Managed Maintenance - eAuth Head of Operations Maintain quote and limit allocation for eAuth staff. Type: Role Owner: The Administrator	Details
<input checked="" type="checkbox"/> ACE Managed Maintenance - Compliance Officer Indicates that the captured Fleet Merchant application is KYC compliant. Type: Role Owner: The Administrator	Details
<input checked="" type="checkbox"/> ACE Managed Maintenance - eAuth Manager Maintain quote and limit allocation for eAuth staff. Type: Role Owner: The Administrator	Details

Once you have selected the tick the "Manage Access" field will highlight

Requesting
Physical
Access

Identity and Access Governance

Home My Work Identities Intelligence Setup John Doe

Manage User Access

Select Users Manage Access Review

Add Access Remove Access

physical

John Doe Showing 1-12 of 100 Filters Details

ACE Managed Maintenance - eAuth Head of Operations

Maintain quote and limit allocation for eAuth staff.

Type: Role Owner: The Administrator

ACE Managed Maintenance - Compliance Officer

Indicates that the captured Fleet Merchant application is KYC compliant.

Type: Role Owner: The Administrator

ACE Managed Maintenance - eAuth Manager

Maintain quote and limit allocation for eAuth staff.

Type: Role Owner: The Administrator

Type “Physical Access” in
the search field.

Identity and Access Governance

Home My Work Identities Intelligence Setup John Doe

Manage User Access

Select Users Manage Access Review

Add Access Remove Access

physical

John Doe Showing 1-1 of 1 Filters Details

Physical Access Request

User may request this role for physical access card requirement. This role serves various access card requirements like new access card, card cancellation, additional door or device access, registration of your vehicle, etc.

This role also accept request for a replacement card too. If your access card has been damaged or lost or any reason that need a replacement of your access card th... [Read more](#)

Type: Role Owner: The Administrator

John Doe Showing 1-1 of 1

Tick the radio button to
confirm.

Identity and Access Governance

Home My Work Identities Intelligence Setup John Doe

Manage User Access

Select Users Manage Access Review 1

Add Access 1 Remove Access

physical

John Doe Showing 1-1 of 1 Filters Details

Physical Access Request

User may request this role for physical access card requirement. This role serves various access card requirements like new access card, card cancellation, additional door or device access, registration of your vehicle, etc.

This role also accept request for a replacement card too. If your access card has been damaged or lost or any reason that need a replacement of your access card th... [Read more](#)

Type: Role Owner: The Administrator

John Doe Showing 1-1 of 1

Select “Review”

Identity and Access Governance

Home My Work Identities Intelligence Setup

Manage User Access

Select Users Manage Access Review

John Doe

Add Access 1

Physical Access Request Details

User may request this role for physical access card requirement. This role serves various access card requirements like new access card, card cancellation, additional door or device access, registration of your vehicle, etc.

This role also accept request for a replacement card too. If your access card has been damaged or lost or any reason that need a replacement of your access card then... [Read more](#)

Type: Role Owner: The Administrator

Cancel Submit

Confirm access request and "Submit".

Identity and Access Governance

Home My Work Identities Intelligence

Manage User Access

Select Users Review

John Doe

Add Access 1

Physical Access Request Details

User may request this role for physical access card requirement. This role serves various access card requirements like new access card, card cancellation, additional door or device access, registration of your vehicle, etc.

This role also accept request for a replacement card too. If your access card has been damaged or lost or any reason that need a replacement of your access card then... [Read more](#)

More Info Needed

More information is needed to complete your request. Fill out the form to provide additional information.

Identity: John Doe

Later Complete Form

Click on "Complete Form"

The following request options are available for Physical Access :-

1. Physical Access - New Access Card.

Select role if first time access card request for new employees.

2. Physical Access - Replacement Card

Select role for a replacement card if a user's access card has been lost, stolen or damaged.

3. Physical Access - Cancel Access Card.

Manager to select when card must be cancelled.

4. Physical Access - Additional Laptop, Device, Vehicle or Access card.

Select when an additional Laptop, Device, Vehicle or Branch Audit card details must be added to an existing access card.

5. Physical Access - Remove Laptop, Device, Vehicle or Access card.

Manager to select when card must be cancelled.

1. Physical Access - New Access Card.

Complete Work Item

Physical Access Request Form

Applicant's Details

Cost Centre : 6147

Employee Email : cDoe/

Title : Ms

First Name : John

Employee Number : 2414902

Employment Status :

Last Name : Doe

Preferred Contact N 32782775

Company Code : 7710

Employee Type : E

Business Group Name : First National Bank BG

Authoriser's Details

Cost Centre : 6147

Employee Email : es@fnb.co.za

Title : Mr

First Name : D

Employee Number : 2095025

Employment : Available

Last Name : Davies

Preferred Contact Number : 0832985039

Company Code : 7710

Employee : Employee

Business Group Name : First National Bank BG

Request Type

Help

New Access Card - Select if first time access card request for new employee

Replacement Card - If a user's access card has been lost, stolen or damaged, select role for a replacement card.

Additional Lanton Device, Vehicle or Access - Select when an additional Lanton Device, Vehicle or Branch Audit Access card details

Available Forms *

New Access Card

Terms and Conditions

Applicants can only apply for an access card if they are permanently employed by FNB or contracted to FNB

Misuse of access cards can result in disciplinary action being instigated as it constitutes to branch in Security

☐ I agree to terms and conditions

Next

Cancel Request

Select "New Access Card" from the drop down and agree to terms and conditions. Click "Next" to continue.

Provide Justification reason for access request.

Complete Work Item

New Access Card Request Form

Applicant's Details

Cost Centre : 6147

Employee Email : cDoe@fnb.co.za

Title : Ms

First Name : John

Employee Number : 2414902

Employment Status : Available

Last Name : Doe

Preferred Contact Number : 0832782775

Company Code : 7710

Employee Type : Employee

Business Group Name : First National Bank BG

Authoriser's Details

Cost Centre : 6147

Employee Email : ddavies@fnb.co.za

Title : Mr

First Name : Desmond

Employee Number : 2095025

Employment Status : Available

Last Name : Davies

Preferred Contact Number : 0832965039

Company Code : 7710

Employee Type : Employee

Business Group Name : First National Bank BG

Justification *

Enter your reason for this request before submitting this form

Add Access

Add Device

Add Vehicle

Next

Cancel Request

Users will be presented with 3 options below.

- Add Access
- Add Device
- Add Vehicle

User has the option to request all the above in one application form.

Add Access

Complete Work Item

New Access Card Request Form

Applicant's Details

Cost Centre : 6147

Employer : @fnb.co.za

Title : Ms

First Name :

Employee Number : 2414902

Employment Status : Available

Last Name : Doe

Preferred Contact Number : 0832782775

Company Code : 7710

Employee Type : Employee

Business Group Name : First National Bank BG

Authoriser's Details

Cost Centre : 6147

Employee Email : ddavies@fnb.co.za

Title : Mr

First Name : Desmond

Employee Number : 2095025

Employment Status : Available

Last Name : Davies

Preferred Contact Number : 0832965039

Company Code : 7710

Employee Type : Employee

Business Group Name : First National Bank BG

Access Required

Access Period *

Please Select

Campus *

Please Select

Building *

Please Select

Floor *

Please Select

Door *

Please Select

Door Description

Select a door

Owner *

Owner Name and Email

Owner information does not exist on system

Back

Next

Cancel Request

Complete all required fields and click "Next".

Complete Work Item

New Access Card Request Form

Applicant's Details

Cost Centre : 6147

Title : Ms

Employee Number : 2414902

Last Name : Doe

Company Code : 7710

Business Group Name : First National Bank BG

Employee Email :

First Name :

Employment Status :

Preferred Contact Number :

Employee Type :

Once all fields have been completed, user can either submit request or have multiple request's submitted on one request. If additional access is needed e.g. adding device, select the tabs below

Authoriser's Details

Cost Centre : 6147

Title : Mr

Employee Number : 2095025

Last Name : Davies

Company Code : 7710

Business Group Name : First National Bank BG

Employee Email : d...@fnb.co.za

First Name : Desmond

Employment Status : Full Time

Preferred Contact Number : 0832985039

Employee Type : Employee

Added Access

☒ JHB_BC_2FP_3FLR_BANKING_CHANNELS_FINANCE_A

Floor: 3rd Floor

Campus: BankCity

Building: 2 First place/d-Block

Authorized Person: 3480372

Access Period: All Hours

Justification *

Enter your reason for this request before submitting this form

Add Access

Add Device

Add Vehicle

Remove

Next

Cancel Request

Confirm details of request and submit request.

Complete Work Item

Applicant's Details

Cost Centre : 6147

Employee Email : cDoe@fnb.co.za

Title : Ms

First Name : John

Employee Number : 2414902

Employment Status : Available

Last Name : Doe

Preferred Contact Number : 0832782775

Company Code : 7710

Employee Type : Employee

Business Group Name : First National Bank BG

Authoriser's Details

Cost Centre : 6147

Employee Email : ddavies@fnb.co.za

Title : Mr

First Name : Desmond

Employee Number : 2095025

Employment Status : Available

Last Name : Davies

Preferred Contact Number : 0832965039

Company Code : 7710

Employee Type : Employee

Business Group Name : First National Bank BG

Requested Items

Request Type

New Access Card

Added Access

Door: JHB_BC_2FP_3FLR_BANKING_CHANNELS_FINANCE_A, Floor: 3rd Floor, Campus: BankCity, Building: 2 First place/d-Block, Authorized Person

Justification

test

Submit

Cancel

Add Device

Complete Work Item

New Access Card Request Form

Applicant's Details

Cost Centre : 6147	Employee Email : cDoe@fnb.co.za
Title : Ms	First Name : John
Employee Number : 2414902	Employment Status : Available
Last Name : Doe	Preferred Contact Number : 0832782775
Company Code : 7710	Employee Type : Employee
Business Group Name : First National Bank BG	

Authoriser's Details

Cost Centre : 6147	Employee Email : ddavies@fnb.co.za
Title : Mr	First Name : Desmond
Employee Number : 2095025	Employment Status : Available
Last Name : Davies	Preferred Contact Number : 0832965039
Company Code : 7710	Employee Type : Employee
Business Group Name : First National Bank BG	

Device Required

Make *

Model *

Device Serial *

[Back](#) [Next](#) [Cancel Request](#)

Add vehicle

Complete Work Item

New Access Card Request Form

Applicant's Details
Cost Centre : 6147
Title : Ms
Employee Number : 2414902
Last Name : Doe
Company Code : 7710
Business Group Name : First National Bank BG
Employee Email : ddavies@fnb.co.za
First Name : J
Employment Status : Available
Preferred Contact Number : 0832782775
Employee Type : Employee

Authoriser's Details
Cost Centre : 6147
Title : Mr
Employee Number : 2095025
Last Name : Davies
Company Code : 7710
Business Group Name : First National Bank BG
Employee Email : ddavies@fnb.co.za
First Name : Desmond
Employment Status : Available
Preferred Contact Number : 0832985039
Employee Type : Employee

Vehicle Information
Registration *

Make *

Color *

[Back](#) [Next](#) [Cancel Request](#)

Provide vehicle details and click "Next" to continue.

2. Physical Access - Replacement Card

Complete Work Item

Physical Access Request Form

Applicant's Details

Cost Centre : 6147
Title : Ms
Employee Number : 2414902
Last Name : Doe
Company Code : 7710
Business Group Name : First National Bank BG

Employee Email : ddavies@fnb.co.za
First Name :
Employment Status : Available
Preferred Contact Number : 0832782775
Employee Type : Employee

Authoriser's Details

Cost Centre : 6147
Title : Mr
Employee Number : 2095025
Last Name : Davies
Company Code : 7710
Business Group Name : First National Bank BG

Employee Email : ddavies@fnb.co.za
First Name : Desmond
Employment Status : Available
Preferred Contact Number : 0832965039
Employee Type : Employee

Request Type

Help

New Access Card - Select if first time access card request for new employees.
Replacement Card - If a user's access card has been lost, stolen or damaged, select role for a replacement card.
Additional Laptop, Device, Vehicle or Access - Select when requesting additional Laptop, Device, Vehicle or Branch Audit Access card details.

Available Forms *

New Access Card
Replacement Card
Cancel Access Card
Additional Laptop, Device, Vehicle or Access
Remove Laptop, Device, Vehicle or Access

Next **Cancel Request**

Select "Replacement Access Card" from the drop down and agree to terms and conditions. Click "Next" to continue.

Complete Work Item

Replacement Access Card Request Form

Applicant's Details

Cost Centre : 8504

Title : Ms

Employee Number : 2729895

Last Name : Pillay

Company Code : 3810

Business Group Name : RMB Corporate Banking BG

Employee Email : sa.pillay@rmb.co.za

First Name : A

Employment Status : Available

Preferred Contact Number : 0828223274

Employee Type : Employee

Authoriser's Details

Cost Centre : 8678

Title : Miss

Employee Number : 2308468

Last Name : Dullisear

Company Code : 3810

Business Group Name : RMB Corporate Banking BG

Employee Email : nikki.dullisear@rmb.co.za

First Name : Nicolette

Employment Status : Available

Preferred Contact Number : 0826021088

Employee Type : Employee

Card Details

Card Number

1877982461

Select a card number that you want to replace. If you are not sure about your card number then select 'Forget Card Number'

Justification *

test

Next

Cancel Request

Provide "Card Details"
and "Justification".

Click "Next to Continue

Complete Work Item

Applicant's Details

Cost Centre : 8504

Title : Ms

Employee Number : 2729695

Last Name : Pillay

Company Code : 3610

Business Group Name : RMB Corporate Banking BG

Employee Email : pillay@rmb.co.za

First Name :

Employment Status : Available

Preferred Contact Number : 0828223274

Employee Type : Employee

Authoriser's Details

Cost Centre : 6678

Title : Miss

Employee Number : 2308468

Last Name : Dullisear

Company Code : 3610

Business Group Name : RMB Corporate Banking BG

Employee Email : nikki.dullisear@rmb.co.za

First Name : Nicolette

Employment Status : Available

Preferred Contact Number : 0826021088

Employee Type : Employee

Requested Items

Request Type

Replacement Card

Replacement Card Number

1877982461

Justification

test

Submit

Cancel

Confirm details of request and submit request.

3. Physical Access - Cancel Access Card

Complete Work Item

Physical Access Request Form

Applicant's Details

Cost Centre : 6147
Title : Ms
Employee Number : 2414902
Last Name : Doe
Company Code : 7710
Business Group Name : First National Bank BG

Authoriser's Details

Cost Centre : 6147
Title : Mr
Employee Number : 2095025
Last Name : Davies
Company Code : 7710
Business Group Name : First National Bank BG

Request Type

Help

New Access Card - Select if first time access card request for new employee.
Replacement Card - If a user's access card has been lost, stolen or damaged, select role for a replacement card.
Additional Laptop, Device, Vehicle or Access - Select when an additional Laptop, Device, Vehicle or Branch Audit Access card details.

Available Forms *

New Access Card
Replacement Card
Cancel Access Card
Additional Laptop, Device, Vehicle or Access
Remove Laptop, Device, Vehicle or Access

Employee Details

Employee
First Name
Employment Status
Preferred Contact Number : 0832782775
Employee Type

Authoriser Details

Employee
First Name
Employment Status : Available
Preferred Contact Number : 0832965039
Employee Type : Employee

Next **Cancel Request**

Select "Cancel Access Card" from the drop down and agree to terms and conditions.

Click "Next" to continue.

4. Physical Access - Additional Laptop, Device, Vehicle or Branch Audit card

Complete Work Item

Physical Access Request Form

Applicant's Details

Cost Centre : 9568

Title : Mr

Employee Number : 3279359

Last Name : Mpati

Company Code : 2180

Business Group Name : First National Bank BG

Authoriser's Details

Cost Centre : 9568

Title : Mr

Employee Number : 3019780

Last Name : Joubert

Company Code : 2180

Business Group Name : First National Bank BG

Request Type

Help

New Access Card - Select if first time access card request for employees.

Replacement Card - If a user's access card has been lost, or damaged, select role for a replacement card.

Additional Laptop, Device, Vehicle or Access - Select when additional Laptop, Device, Vehicle or Branch Audit Access card details.

Available Forms *

I

New Access Card

Replacement Card

Cancel Access Card

Additional Laptop, Device, Vehicle or Access

Remove Laptop, Device, Vehicle or Access

Next **Cancel Request**

Select "Additional Laptop, Device, Vehicle or Access Card" from the drop down and agree to terms and conditions.

Click "Next" to continue.

5. Physical Access - Remove Laptop, Device, Vehicle or Access card.

Complete Work Item

Physical Access Request Form

Applicant's Details

Cost Centre : 6147

Title : Ms

Employee Number : 2414902

Last Name : Doe

Company Code : 7710

Business Group Name : First National Bank BG

Authoriser's Details

Cost Centre : 6147

Title : Mr

Employee Number : 2096025

Last Name : Davies

Company Code : 7710

Business Group Name : First National Bank BG

Request Type

Help

New Access Card - Select if first time access card request for new employees.

Replacement Card - If a user's access card has been lost, stolen or damaged, select role for a replacement card.

Additional Laptop, Device, Vehicle or Access - Select when you need to request a new laptop, device, vehicle or access card.

Available Forms *

1

New Access Card

Replacement Card

Cancel Access Card

Additional Laptop, Device, Vehicle or Access

Remove Laptop, Device, Vehicle or Access

Next **Cancel Request**

Select "Remove Laptop, Device, Vehicle or Access Card" from the drop down and agree to terms and conditions.

Click "Next" to continue.

Line Manager Approval

Identity and Access Governance

Home

My Work

Desmond Davies

Home

Manage User Access

Track My Requests

Access Reviews0

Forms1

Notifications1

Latest Forms

Name	Requester	Date
Manager Approval for...	John Doe	12/18/18 1:58 PM

My Access Reviews

Currently no data

Direct Reports

John Doe

Nassau Kritzing

Select "Forms" or "Notification"

The list of items that is in the Managers queue for approval will be listed.

Identity and Access Governance

Home

My Work

Davies

Manage Work Items

Work Item Administration

Work Item Archive

Filter by Item Name or ID

Advanced Search

ID	Name	Type	Requester	Owner	Assignee	Created	Expiration	Next Event Date	Priority	Reminders	Es
4920	Manager Approval for New Access Card Request	Form	John Doe	Desmond Davies		12/18/18		1/7/19	Normal	0	0

Page 1 of 1

Select the appropriate work item that must be approved.

Applicant's Details

Cost Centre : 6147

Title : Ms

Employee Number : 2414902

Last Name : Doe

Company Code : 7710

Business Group Name : First National Bank BG

Emp

First

Employment

Preferred C : 0832782775

Employee

Authoriser's Details

Cost Centre : 6147

Title : Mr

Employee Number : 2095025

Last Name : Davies

Company Code : 7710

Business Group Name : First National Bank BG

Empl : ddavies@fnb.co.za

First : Desmond

Employment Status : Available

Preferred Contact Number : 0832965039

Employee Type : Employee

Requested Items

Added Device

Serial: xc225pp, Make: dell, Model: thinkpad

Request Type

New Access Card

Added Access

Door: JHB_TWS_PAFK24_STAFF_BOOMS, Floor: 1st Floor, Campus: BankCity, Building: 1 First Place/C-Block, Authorized Person: 1412/36, Access Period: All Hour

Added Vehicle

Registration: abG234pp, Make: bida, Colour: white

Justification

text

Comments *

Complete Later

Approve

Deny

Review request information.

"Approve" if happy or
"Deny" if request is invalid.

Door owner approval

An email notification will be sent to door owner once the users line manager has approved request to a specific door.

Identity and Access Governance

Home My Work

Select "Forms or Notifications"

Home

Manage User Access > Track My Requests > Access Reviews 0 Forms 1 Notifications 1

Latest Forms

Name	Requester	Date
Door Owner Ap...	John Doe	12/18/18 2:35 PM >

My Access Reviews

Currently no data

Direct Reports

Search for...

Lebogang Zuma	🔍	🔒	📄
Sharon Gounder	🔍	🔒	📄
Taurick Mohamed	🔍	🔒	📄
Thapelo Modisagae	🔍	🔒	📄

All > All > Reviews: 0 4 Total

Identity and Access Governance

Home My Work

The list of requests outstanding will be displayed. Select appropriate request.

Manage Work Items

Work Item Administration Work Item Archive

Filter by Item Name or ID 🔍 Advanced Search

ID	Name	Type	Requester	Owner	Assignee	Created	Expiration	Next Event Dat	Priority	Reminders	Escalations	Access Request ID
4921	Door Owner Approval for Physical Access Request	Form	John Doe	Warrick Benton		12/18/18		1/7/19	Normal	0	0	1836

Page 1 of 1

Displaying 1 - 1 of 1

Door Owner approval for physical access request

Applicant's Details

Cost Centre : 6147

Title : Ms

Employee Number : 2414902

Last Name : Doe

Company Code : 7710

Business Group Name : First National Bank BG

Review request information.

"Approve" if happy or
"Deny" if request is invalid.

First Name

Employment Status : Available

Preferred Contact Number : 0832782775

Employee Type : Employee

Authoriser's Details

Cost Centre : 6147

Title : Mr

Employee Number : 2095025

Last Name : Davies

Company Code : 7710

Business Group Name : First National Bank BG

Employee Email : ddavies@fnb.co.za

First Name : Desmond

Employment Status : Available

Preferred Contact Number : 0832965039

Employee Type : Employee

Approval Items

Door Name *

JHB_TWS_PARK24_STAFF_BOOMS

Campus *

BankCity

Building *

1 First Place/C-Block

Floor *

1st Floor

Access Period *

All Hours

Comment *

Complete Later

Approve

Deny

