

LOCAL ADMIN ACCESS PROCESS FAQ

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Audience: Helpdesk, Service Desk, and Local IT Teams.

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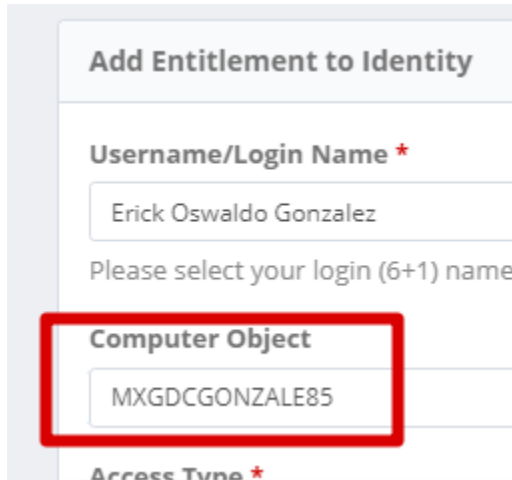
PURPOSE

This guide is to know what to do while gaining local admin access using the guide [here](#). In Section 2.2.

1. CREATING LOCAL ADMIN ACCESS REQUEST

1.1 IF YOUR DEVICE IS NOT POPULATED

When you are creating the request for local admin access, your computer will be displayed in the next drop-down option,



Add Entitlement to Identity

Username/Login Name *

Erick Oswaldo Gonzalez

Please select your login (6+1) name

Computer Object

MXGDCGONZALE85

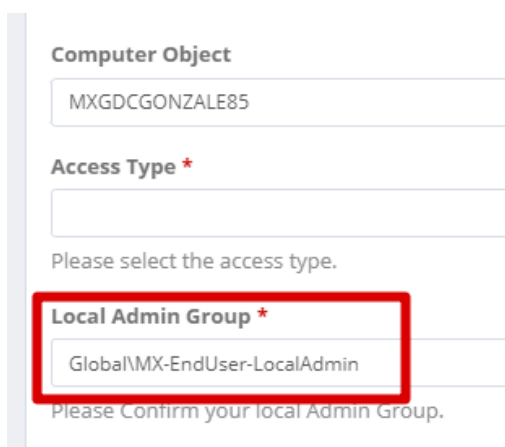
Access Type *

If your device is not shown after you type your login name, please contact:

IDM TEAM GLBL.CORP.ITSecurity.Identity.Access.Management
<GLBL.CORP.ITSecurity.Identity.Access.Management@baxter.com>

1.2 IF THE GROUP IS NOT POPULATED

After you selected your computer, the system will show in the Local Admin Group field, the correct group where your AD account is going to be added:



Computer Object

MXGDCGONZALE85

Access Type *

Please select the access type.

Local Admin Group *

Global\MX-EndUser-LocalAdmin

Please Confirm your local Admin Group.

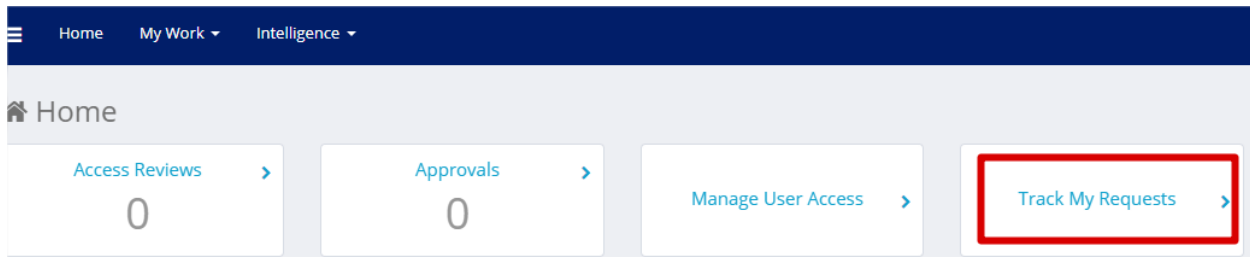
If the group is not populated, please contact:

IDM TEAM GLBL.CORP.ITSecurity.Identity.Access.Management
<GLBL.CORP.ITSecurity.Identity.Access.Management@baxter.com>

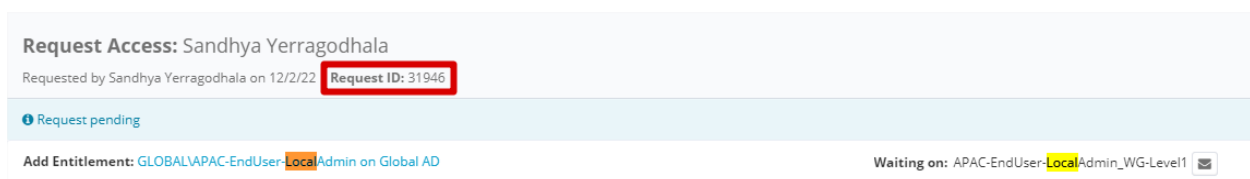
2. AFTER YOU HAVE CREATED YOUR LOCAL ADMIN ACCESS REQUEST

2.1 IF YOUR REQUEST IS NOT CREATED

If you completed all the fields and you submitted the request, you should be able to see your request on the option: Track my Requests in main page:



It is important to know your request number, you can see on this screen, the status of your request. pending to approve your request:



If you don't see your request that you just created, please contact:

IDM TEAM GLBL.CORP.ITSecurity.Identity.Access.Management
<GLBL.CORP.ITSecurity.Identity.Access.Management@baxter.com>

2.2 IF YOUR REQUEST HAS BEEN COMPLETED

If the user's request has been completed and approved, the local admin access take some time to populate.

For Users in the Office: 2 – 4 hours

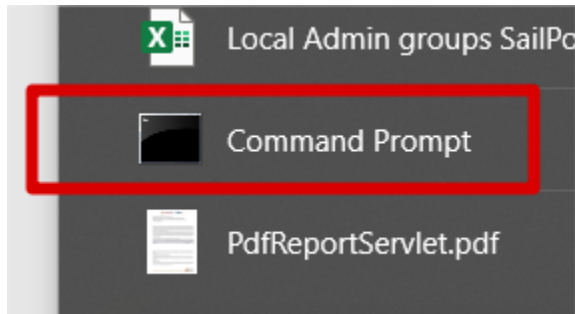
For Remote users: 8 – 24 hrs

It has been seen in several cases, that after the mentioned time, the user got the local admin access, but the user won't receive an email or alert that the access is ready, the best way to confirm is by trying to do the activity that asked for administrator privileges.

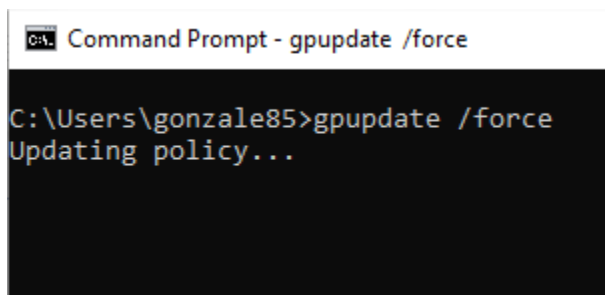
It is very important that, to accelerate the process, follow the next steps:

2.3 GPO UPDATE

- Enforce the GPO to apply the changes in the user account by running this command: **gpupdate /force**, you need to open a command prompt window:



Then copy-paste the command, then hit Enter



It will take some mins to complete.

The GPO works like this: if the user has been added to an admin group (Local Admin Access Request in SailPoint) AND if the login name is on the extensionattribute2 of the computer object in Active Directory, THEN the Policy is going to add the login name to the Local Admin group in User's computer.

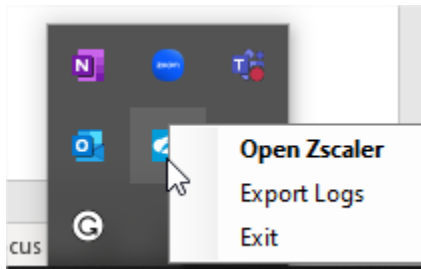
That's why this process is only for 1 x 1.

If one of the actions is not done, the GPO will not add the user's login name to the local admin group.

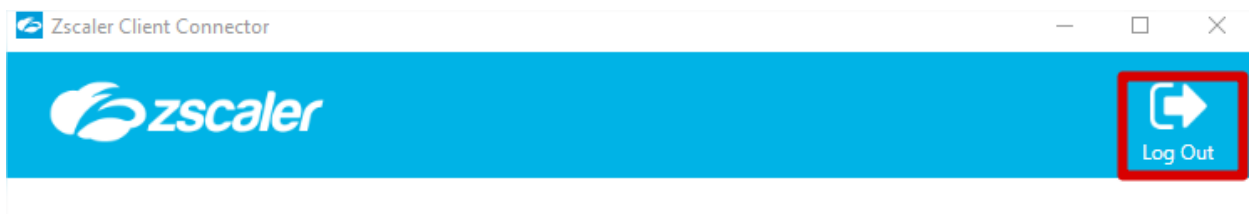
2.4 ZSCALER

if the user is remote, it is going to be very helpful to perform these steps:

in the icons in the taskbar, go to your Zscaler icon , right click on select Open:



in the right corner click on log out:

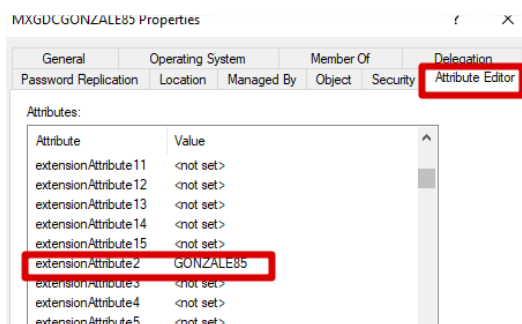


And then login again. This will help to accelerate the process for remote users.

2.5 NEW COMPUTER

Sometimes, the user replaced the old computer with a new one, since they had local admin access in the old device, they want to have it in the new one, and that is ok.

The Local IT Team that performs the replacement process of your computer must be aware by the end user about the local admin access, and they must ensure your loginname is not in the **extensionattribute2** in the old computer object in Active Directory and ensure your loginname is set on the new computer in the EA2 (**extensionattribute2**).



2.6 ADMIN ACCESS IN MORE THAN 1 DEVICE

If the user wants to have local admin access in more than 1 device due to support or software installation activities, please tell them to contact their local IT Team for more information about the process.

3. WHY USE SAILPOINT INSTEAD OF JUST ADDING THE LOGIN NAME TO THE LOCAL ADMIN GROUP

SailPoint is an IDM tool (Identity Access Management) that allows the Security Team to:

- Track the Local Admin Access Requests
- Obtain evidence for Audit purposes
- Obtain reports of users with high privileges
- Set duration to high privileges for the users
- Obtain evidence of approvals
- Perform Certification Process (Accesses Review) in an annual basis

3.1 LOCAL ADMIN ACCESS ABOUT TO EXPIRE

If you receive an email that your Local Admin Access is about to expire, please contact immediately your local IT Team.

4. CONTACTS:

If you think there is an issue within the SailPoint tool, please contact:

IDM TEAM GLBL.CORP.ITSecurity.Identity.Access.Management
<GLBL.CORP.ITSecurity.Identity.Access.Management@baxter.com>

If you think the Local Admin access process can be improved, please contact:

RISO TEAM –

EMEA - Verma, Sajender sajender_verma@baxter.com, Rakshit, Suman suman_rakshit@baxter.com

APAC - Tattimani, Vyshalini vyshalini_tattimani@baxter.com, Bajwa, Usman Afzal usman_bajwa@baxter.com

Americas - Polanco, Efrain efrain_ic_polanco@baxter.com, Gonzalez, Erick <erick_gonzalez@baxter.com>

The Local IT Teams, Service Desk or Helpdesk will not redirect an issue to the IDM Team or RISO until they have exhausted all the options on this document.