

Training Guide – Windows Endpoint Access Right Elevation

As part of Cybersecurity's Be Great at the Basics (BGatB) program, Cyber is committed to improving SWA's security posture by implementing Privilege Manager to help manage access to applications and systems on workstations. Please use the processes and training videos below to request elevated privileges.

What are Admin Rights or Elevated Privileges?

Admin rights or elevated privileges are access rights that grant a user permissions to access sensitive systems or data such as the source code to an application.

Why is Privilege Manager Important?

Imagine your workstation is an apartment building and the applications on your workstation are different units within that building. Now imagine you are a resident in that building and the key to your apartment unit is a master key that can also open the doors to all units within the building. This creates a security risk for you and the other residents where anyone can access everything. By using Privilege Manager, each resident is granted a key that can only access the units they need, or in this case, elevated rights for users to access only the applications they need to perform their role. This improves the overall security of SWA by reducing the risk and burden of a single user to maintain the security for all applications.

Please refer to the sections below to determine which process to follow to request for elevated privileges.

Section 1 - Temporary Admin Access Request for Occasionally Used Applications

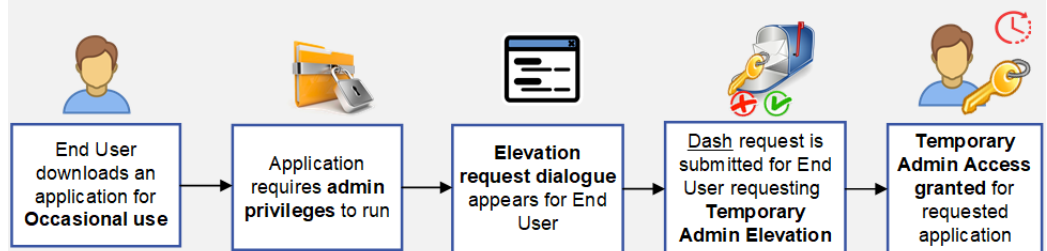
Utilize steps in this section or click link to the training video to request admin privileges for tasks that only occasionally (e.g., one time, once a month) require elevated privileges.

Note: Use the Temporary Elevation Process for quicker turnaround (one-time installations or application updates). This process only applies to applications from within the Downloads, Documents, Desktop, and OneDrive folders.

Temporary Admin Access Request for Occasionally Used Applications

Future State Admin Elevation Process - Temporary

Temporary Admin Access for Occasionally Used Applications



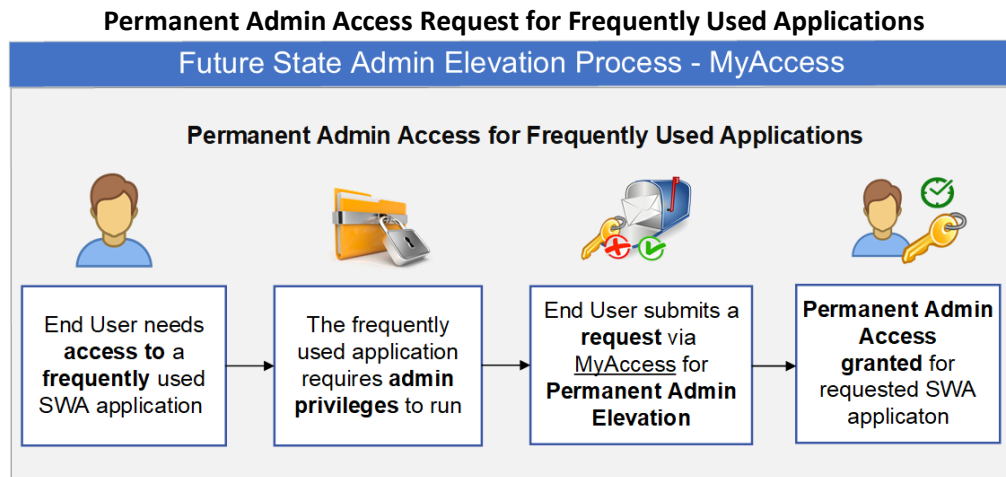
[Temporary Admin Access Request Training Video Link](#)

- 1 Navigate to specific application or file requiring elevated or admin privileges.
- 2 Right click application or file requiring admin privileges and select 'Request Administrator Access'.
- 3 Submit a business **justification** for admin access, in pop-up window. Once completed, hit 'Submit'.
- 4 A **Dash request** will automatically be generated to trigger standard approval and provisioning process. A cybersecurity team member approval is required. Status of request is available within pop-up window. *Note: To increase request response time, notify your manager approval is required.*
- 5 Once request has been approved, **one-time admin access is granted to requested application.**

Section 2- Permanent Admin Access Request for Frequently Used Applications

Utilize steps in this section or click link to training video to request admin privileges for tasks performed frequently on known SWA applications.

Note: If the application cannot be found within MyAccess, continue to Section 3 to register the application.



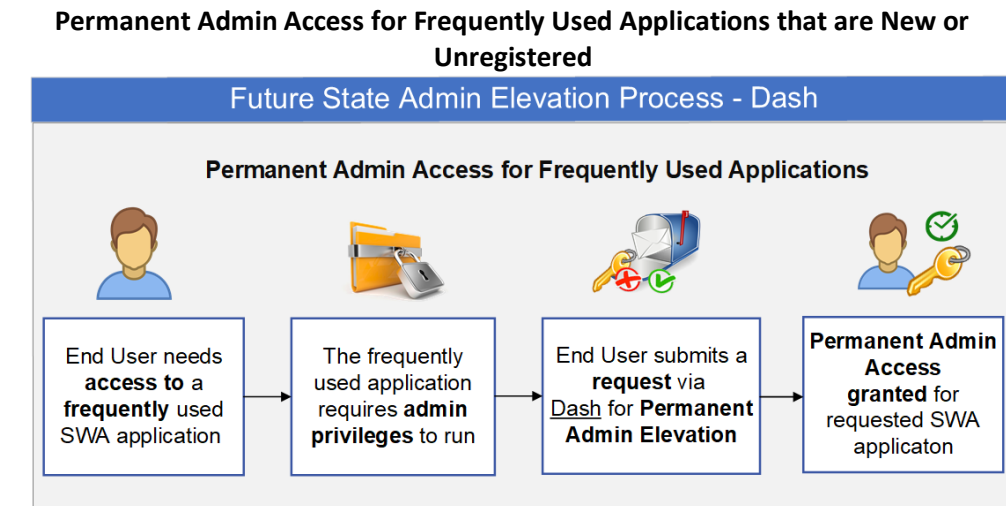
[Permanent Admin Access Request Training Video Link](#)

- 1 Navigate to MyAccess. In the 'My Requests' pane, select the 'Access for Self' dropdown and click on 'Application Access Addition and Removal'. On the new page, select 'Add Role'.
- 2 In search box, enter 'Application Name' requiring access and select corresponding role which allows for elevated privileges (entitlement name will contain 'EPM - <Application Name>'). The request will follow standard SWA approval and provisioning process. *Note: To increase request response time, notify your manager approval is required.*
- 3 Once approved, **one-time admin access is granted to requested application**

Section 3 - Permanent Admin Access for Frequently Used Applications that are New or Unregistered

End user needs permanent admin access to an application that has not been registered in MyAccess in order to frequently perform tasks that require elevated access.

Utilize steps in this section or click link to training video to request admin privileges for tasks that are performed frequently on an application that has not been registered within MyAccess (refer to Section 2 to see if application has been registered previously).



[Temporary Admin Access Request Training Video Link](#)

- 1 Navigate to Dash. Within 'Application Services', select 'Request Auto-Elevated Applications Approval' to submit a new admin request.
- 2 Populate required information such as **Request Type, Application Name, Application File Path, Computer Name, OS, and License**.
- 3 After clicking 'Submit', request will follow standard SWA **approval** and **provisioning** process. Both the user's manager AND cybersecurity approvals are required before a new access policy can be created. *Note: To increase request response time, please notify your manager that their approval is required.*



Need Help?

Chat with the Service Desk via dash.swalife.com