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IBM SECURITY IDENTITY GOVERNANCE AND INTELLIGENCE

IGI Email Notification Lab Guide (Lab01)

5.2.x

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Document Purpose

This document provides the instructions for running the IGI Email Notification labs.

For any comments/corrections, please contact David Edwards (davidedw@au1.ibm.com).

Document Conventions

The following conventions are used in this document:

- ☐ A step to be performed by the student.
- A note, some special information or warning.

A piece of code

Normal paragraph font is used for general information.

The term “IGI” is used to refer to IBM Security Identity Governance and Intelligence.

Document Control

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20 Feb 2017	0.1	David Edwards	Initial version
28 Jul 2017	0.2	David Edwards	Updated for training environment v4 (split VA/Data) and IGI 5.2.3

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1 Introduction to the Lab

The primary means of notification in an identity management system is email. IBM Security Identity Governance and Intelligence (ISIGI or IGI) leverages email for notification of events or actions required.

Some of this notification is provided out-of-the-box but some requires configuration. IGI 5.2.2 introduced a flexible notification system that provides both email and SMS support that can be added to activities in workflow.

This lab will look at this new notification system and walk through setting up, testing and customizing the email notifications in an access request workflow.

The parts of the lab are:

1. Explore the Notification System
2. Add Notifications to an Access Request Workflow and Test
3. Modify Templates and Test

2 Lab Pre-Requisites

This section defines the lab pre-requisites.

2.1 Expected Knowledge

This lab assumes the following knowledge has been acquired before attempting the labs:

- Familiarity with the IGI Administrative Console and Service Center
- Familiarity with the Access Request mechanisms and UI modules
- Familiarity with the Process Designer, Workflows and Activities

This knowledge can be gained via the introductory (Foundation) training of IGI.

2.2 Standard Lab Setup

This lab uses the standard IGI training lab. Setup for this lab is described in the document ***Lab00 - IGI Lab Environment Setup Guide***.

These documents describe the standard training environment used for the IGI labs and the steps to prepare for this lab.

2.3 Additional Lab Setup

For this lab, an email client for Patricia Whiteman (pwhiteman@igi.ibm.com) will be required.

Appendix C in the document ***Lab00 - IGI Lab Environment Setup Guide*** contains instructions to setup some mail clients (Mac Mail and Thunderbird).

If you are using the Windows Server VM, you will need to configure Thunderbird. or email client settings. A link to Thunderbird is on the desktop and in the system tray of the Windows Server VM.

If you are running the labs on local VMs, you can use your own mail client.

3 Lab Instructions

3.1 Part 1 – Explore the Notification System

This part of the lab will explore the Notification System that was significantly enhanced in IGI 5.2.2.

3.1.1 Open the Notification System

The steps are:

- ☐ Open the **IGI Administrative Console** (login with `admin/admin`)
- ☐ Open **Access Governance Core**
- ☐ Go to **Configure > Notifications**

The screenshot shows the IGI Administrative Console interface. The top navigation bar includes 'Identity Governance and Intelligence', 'Access Governance Core', 'Ideas / admin', 'Help', and 'Logout'. Below this is a secondary navigation bar with 'Manage', 'Configure', 'Monitor', 'Tools', and 'Settings'. The 'Configure' tab is active, and the 'Notifications' sub-tab is selected. The main content area displays the 'Notification Settings' tab, which includes sections for 'Basic email settings', 'Advanced email settings', and 'SMS settings (SMPP Provider)'. The 'Basic email settings' section shows the 'Sender email' as 'igi@igi.ibm.com'. The 'Advanced email settings' section includes 'Debug mode' (unchecked), 'Static Recipient' (empty), 'Aggregation' (radio buttons for 'None', 'Same Message', and 'Same Recipient'), and 'Description' (No special Policy applied). The 'SMS settings (SMPP Provider)' section includes 'SMS enabled' (unchecked), 'SMS username', 'SMS password', 'SMS url', and 'SMS port' (all empty). At the top right of the settings area are buttons for 'Test email', 'Test SMS', 'Save', and 'Cancel'. The footer of the page shows 'Copyright IBM Corp. 2014 - 2017' and 'Central European Time (GMT +1)'.

3.1.2 Explore the Notification Settings tab

The default tab shown is the Notification Settings tab. It contains:

- Basic email settings – the default sender email
- Advanced email settings
 - Debug mode – when selected it will only send emails to the Static Recipient.
 - Aggregation – what level of email consolidation to set
 - Description – a description of the aggregation setting selected
- SMS settings – whether SMS is enabled and the SMS settings if enabled

The tab also has functions to test email and SMS configuration (if enabled). The following steps will use the Test email button to check you've got your email client setup successfully (needed for later labs).

- ☐ Click the **Test email** button
- ☐ On the Test email dialog enter the values as shown

Test email

Template Request Generation

From igi@igi.ibm.com

Recipient

Addresses have to be separated by ;

To pwhiteman@igi.ibm.com

Cc

Bcc

Params

\$P{beneficiary.name} John

\$P{beneficiary.surname} Smiff

\$P{request.id} 12345

\$P{request.status} Success

OK **Cancel**

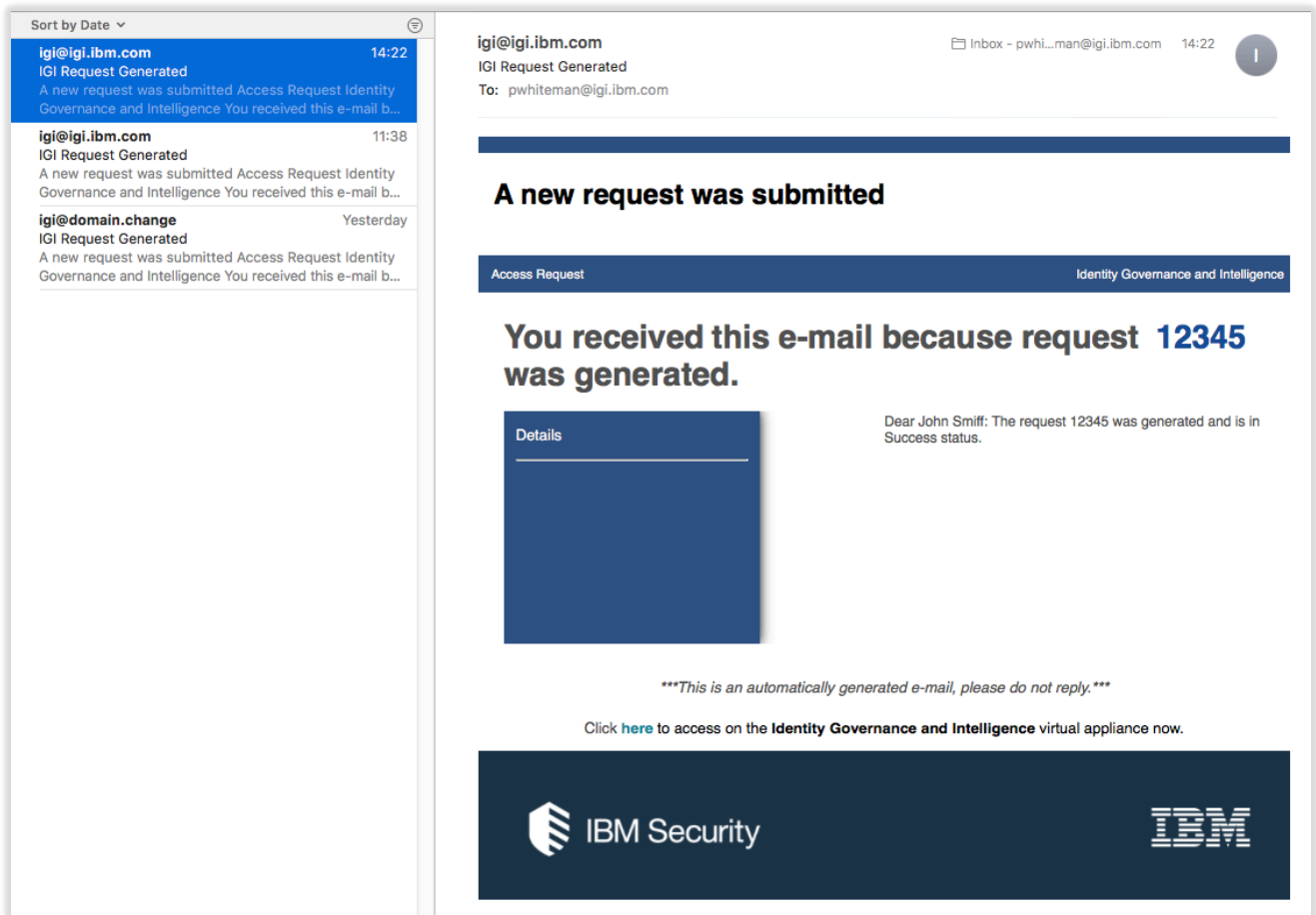
It is important that the email address is pwhiteman@igi.ibm.com or the test won't work.

- ☐ Click **OK**
- ☐ On the Information dialog, click **OK**.

This will send an email to the SMTP server on the VM and if you've got your email client configured correctly you will see an email sent to Patricia.

It may take some minutes for the email to be sent and arrive. Like many things in IGI, the email mechanism relies on a task that runs periodically.

You can move to the next part of the lab and come back to your email client to check if the email has been received. The email should look like this:



If you don't see this after 15 minutes, check your email client configuration.

3.1.3 Explore the Notification Templates tab

We will now explore the Notification Templates tab.

- ☐ Click on the Notification Templates link.

Type	Name
<input type="checkbox"/>	Access Request Request Generation
<input type="checkbox"/>	Reminder Send Notification after the Action at expiration
<input type="checkbox"/>	Access Request Request Execution
<input type="checkbox"/>	Access Request Request Authorization
<input type="checkbox"/>	Reminder Reminder template
<input type="checkbox"/>	Access Request ForgotPassword
<input type="checkbox"/>	Access Request ARM Reset Password
<input type="checkbox"/>	Access Certifier Campaign Started
<input type="checkbox"/>	CrossReport Report Available

The left pane shows the Notification Templates configured. For example, for Access Requests there are templates for Request Generation, Request Authorization, Request Execution, Forgot Password and ARM Reset Password.

The right pane shows the details for each template:

- Type – for example Access Request
- Name – name of the template
- Description – description of the template
- Enable SMS – whether SMS is enabled
- Email and SMS details with individual language tabs based on the languages enabled in IGI
 - Email subject – the subject that will be used in the SMTP message
 - Email body – the body of the email
 - SMS Body (not shown above) – the text in the SMS

The language tabs can be used to specify different template subject/body based on language.

If you change the Default template, you also need to change any language-specific templates you intend to use. For example, if English is used, changes need to be applied to the Default and the English templates.

More information can be found in the IGI documentation on the Knowledge Center.

- ☐ Select any of the templates and use the scroll bar to have a look at the email body.

It provides a WYSIWYG editor with the ability to add images, change fonts, add links etc. (we will use this in a later part of this lab). Note that the templates use variables like `$P{beneficiary.surname}` to define specific content at generation time. These are documented in the IGI documentation on the Knowledge Center.

3.1.4 Explore the Notification Monitoring tab

We will now explore the [Notification Monitoring](#) tab.

- ☐ Click on the **[Notification Monitoring](#)** link.

Identity Governance and Intelligence Access Governance Core Ideas / admin Help Logout IBM

Manage Configure Monitor Tools Settings

Certification Campaigns Certification Datasets Admin Roles Rules Notifications Rights Lookup Hierarchy

Notification Settings Notification Templates Notification Monitoring

	Id	Template	Status	Error	Application	Parent	Enqueue Time	Start Time	Elapsed Time	End Time
<input checked="" type="checkbox"/>	1346	Request Generation	Completed		ACCESSGOVERNANCECORE	131	20-Feb-2017 04:22:20	20-Feb-2017 04:22:53	00:00:01	20-Feb-2017 04:22:53
<input type="checkbox"/>	1343	Request Generation	Completed		ACCESSGOVERNANCECORE	131	20-Feb-2017 01:38:03	20-Feb-2017 01:38:42	00:00:02	20-Feb-2017 01:38:42
<input type="checkbox"/>	1342	Request Generation	Completed		ACCESSGOVERNANCECORE	131	19-Feb-2017 05:06:06	19-Feb-2017 05:07:02	00:00:01	19-Feb-2017 05:07:02
<input type="checkbox"/>	1341	Request Generation	Completed		ACCESSGOVERNANCECORE	131	19-Feb-2017 05:00:07	19-Feb-2017 05:01:02	00:00:01	19-Feb-2017 05:01:02

Items Per Page: 50 Results: 4 << < 1 of 1 > >>

Name	Description	Value
EMAIL_FROM		lgi@igi.ibm.com
EMAIL_TO		pwhiteman@igi.ibm.com
EMAIL_TO_CC		
EMAIL_TO_CCN		
LANGUAGE		English
SUBJECT		IGI Request Generated

This tab shows all email (and SMS) notifications generated. The top one should correspond to the test email you sent in the earlier step.

- ☐ Select the most recent (top) email.

The bottom pane shows the summary information for the email (not the body).

- ☐ If you haven't already done it, check that the email has arrived in your email client.

With a familiarity of the Notification system and your email client working, we can move onto the next part of the lab that will use some of these templates.

3.2 Part 2 – Add Notifications to an Access Request Workflow

This part of the lab will add notifications to activities in the self-service access request workflow and test it's working.

3.2.1 Open the Process Designer

The steps are:

- ☐ If not already there, open the **IGI Administrative Console** (`admin/admin`)
- ☐ Open **Process Designer** (you can go directly from the Home page or use the Menu)
- ☐ Go to **Manage** and select the `Access Request [Personal]` process
- ☐ Put the process into Maintenance Mode (**Actions > Maintenance**)
- ☐ Select the **Configuration** tab on the right pane

Identity Governance and Intelligence Process Designer Ideas / admin Help Logout

Manage Configure Monitor Settings

Process Activity

Process

Filter Actions

Type	Article	Name
<input type="checkbox"/>	Workflow	Modify Account
<input type="checkbox"/>	Workflow	Insert Account
<input type="checkbox"/>	Workflow	User Creation [Approval]
<input type="checkbox"/>	Workflow	User Creation [no Approval]
<input type="checkbox"/>	Workflow	Insert Entitlement
<input type="checkbox"/>	Workflow	Update Entitlement
<input type="checkbox"/>	Workflow	Modify User
<input type="checkbox"/>	Workflow	Insert User
<input type="checkbox"/>	Workflow	ManagerPasswordReset
<input type="checkbox"/>	Workflow	HelpDeskPasswordReset
<input type="checkbox"/>	Workflow	ChangePassword
<input type="checkbox"/>	Workflow	ForgotPassword
<input checked="" type="checkbox"/>	Workflow	Access Request [Personal]
<input type="checkbox"/>	Workflow	Access Request [SoD]
<input type="checkbox"/>	Workflow	Delegation Request [Admin]
<input type="checkbox"/>	Direct	Daily Work
<input type="checkbox"/>	Workflow	Access Request [Enterprise Roles]
<input type="checkbox"/>	Direct	Report Request Full
<input type="checkbox"/>	Direct	Report Request Full

Items Per Page: 50 Results: 28

Details Configuration Reminder Assign

Self Create Request Auth Request [Manager] Exec Request

Previous Next Save Cancel

This process (the workflow for a self-service access request) has three activities; Self Create Request (the *Generate* activity), Auth Request [Manager] (the *Authorize* activity) and the Exec Request (the *Execute* activity).

We're going to add email notifications to the generate and authorize activities, to email notifications after the activity has been completed.

3.2.2 Add Notification to the Activities

- ☐ Right-click the arrow to the right of the `Self Create Request` activity and select **Add > Notification**

Details Configuration Reminder Assign

Self Create Request Auth Request [Manager] Exec Request

Add Remove Pre-action Post-action Notification Escalation

The notification dialog is shown.

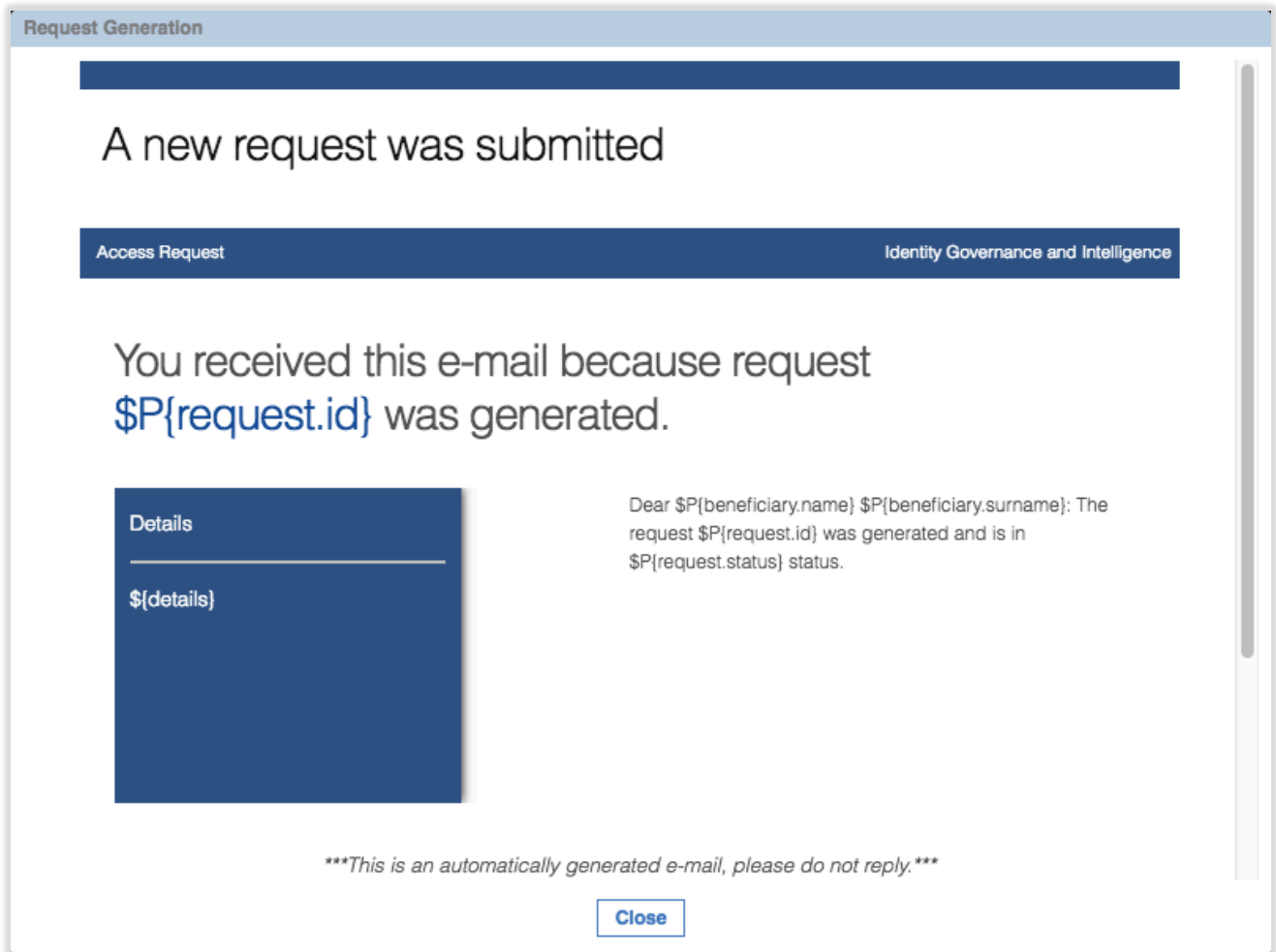
The screenshot shows a 'Notification' configuration window. At the top, there are two dropdown menus: 'Type' set to 'Static' and 'Template' (empty). A 'Validate' button is next to the 'Template' dropdown. Below these are two main sections: 'Email' and 'SMS'. The 'Email' section has a 'Recipients' header and three rows of radio buttons: 'Requested For' (To, CC, Bcc), 'Requested By' (To, CC, Bcc), and 'Approvers' (To, CC, Bcc). There is also a 'Fixed Addresses' row with To, CC, and Bcc options. A large text area for the email body is at the bottom of the Email section, with a 'Preview' button to its right. The 'SMS' section has a similar layout with 'Requested For', 'Requested By', 'Approvers', and 'Fixed Phone Numbers' rows, and its own 'Preview' button. At the very bottom are 'OK' and 'Cancel' buttons.

We aren't concerned with the SMS settings (SMS is not enabled anyway). We want to send an email to the person the access is being requested for, and copy the person requesting it (which will be the same person as this is a self-service request). The **Type** is `Access Request`, and the **Template** is `Request Generation`.

This screenshot shows the 'Notification' window with specific settings. The 'Type' dropdown is set to 'Access Request' and the 'Template' dropdown is set to 'Request Generation'. In the 'Email' section, under 'Recipients', the 'Requested For' row has the 'To' radio button selected. The 'Requested By' row has both the 'To' and 'CC' radio buttons selected. The 'Approvers' row has no radio buttons selected. The 'Fixed Addresses' row is not visible in this view. The 'Validate' button is present next to the 'Template' dropdown. The 'Preview' button is at the bottom right of the Email section.

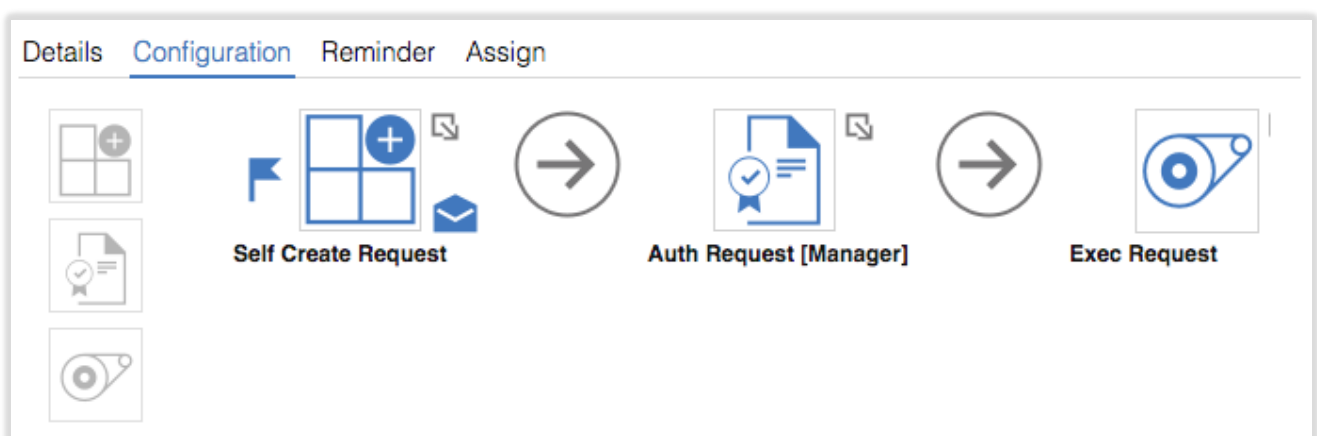
■ We are deliberately leaving off the Approvers. The reason for this will be explained later.

- ☐ Enter the details as show above
- ☐ Click the **Preview** button to get a preview of the email body



- ☐ Click **Close** on the Request Generation dialog
- ☐ Click **OK** on the Notification dialog

The Self Create Request activity will have a small mail icon beside the main icon.



We will now repeat the above steps for the Auth Request [Manager] activity.

- ☐ Right-click the arrow to the right of the `Auth Request [Manager]` activity and select **Add > Notification**
- ☐ Repeat the steps from before, setting the **Type** to `Access Request`, the **Template** to `Request Authorization`, and the email recipients as above.

Notification

Type

Access Request

Template

Request Authorization

Validate

Email

Recipients

Requested For

☒

☐ To

☐ CC

☐ Bcc

Requested By

☒

☐ To

☒ CC

☐ Bcc

Approvers

☐

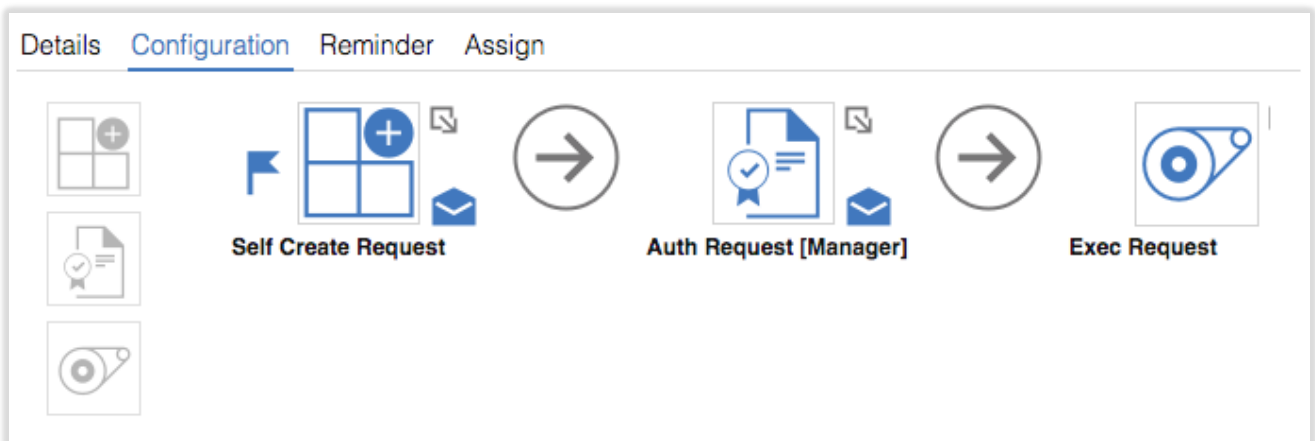
☐ To

☐ CC

☐ Bcc

- ☐ Click **OK** on the Notification dialog

The Auth Request [Manager] activity will have a small mail icon beside the main icon.



- ☐ Click **Save** to save the workflow process changes (don't forget this step)
- ☐ Put the process back in online mode (**Actions > Online**)

The Process Designer UI will allow you to add notifications to activities with the process still online. However the changes will not be saved against the process.

This completes the steps to add the email notifications to the activities. The next section will test that it's working.

3.2.3 Test the Notification Configuration

In this section, we will test the new notifications on the self-service access request. The steps assume you are familiar with the IGI Service Center and the Access Request functions and we won't provide detailed steps or screen shots, except where it's relevant for the notification functionality.

- ☐ Log into the **Service Center** as Patricia Whiteman (PWhiteman / PasswOrd)
- ☐ Go to **Access Requests**
- ☐ Select a permission to add (e.g. GenSys / projects_south_region) and submit it. It doesn't matter what permission you assign, we're just showing notifications.
- ☐ Go to **My Request** and check that the access request has been submitted. Note the Request ID and Sub-Request ID (e.g. 439, 440)

Before approving the request, we'll have a look at the email notification from the generate activity.

- ☐ Log into the **Administration Console** (admin / admin)
- ☐ Go to **Access Governance Core > Configure > Notifications**
- ☐ Go to the **Notification Monitoring** tab. You should see a new ACCESSREQUESTS email there for the template "Request Generation"

	Id	Template	Status	Error	Application	Parent	Enqueue Time	Start Time	Elapsed Time	End Time
<input type="checkbox"/>	1347	Request Generation	Pending		ACCESSREQUESTS	131	20-Feb-2017 05:40:55			
<input type="checkbox"/>	1346	Request Generation	Completed		ACCESSGOVERNANCECORE	131	20-Feb-2017 04:22:20	20-Feb-2017 04:22:53	00:00:01	20-Feb-2017 04:22:53

If it's showing as Pending, that means the email task hasn't picked it up yet. Click on the refresh icon at the bottom of the top pane and it will (eventually) change to Completed.

- ☐ Select the new notification and look at the details in the bottom pane.

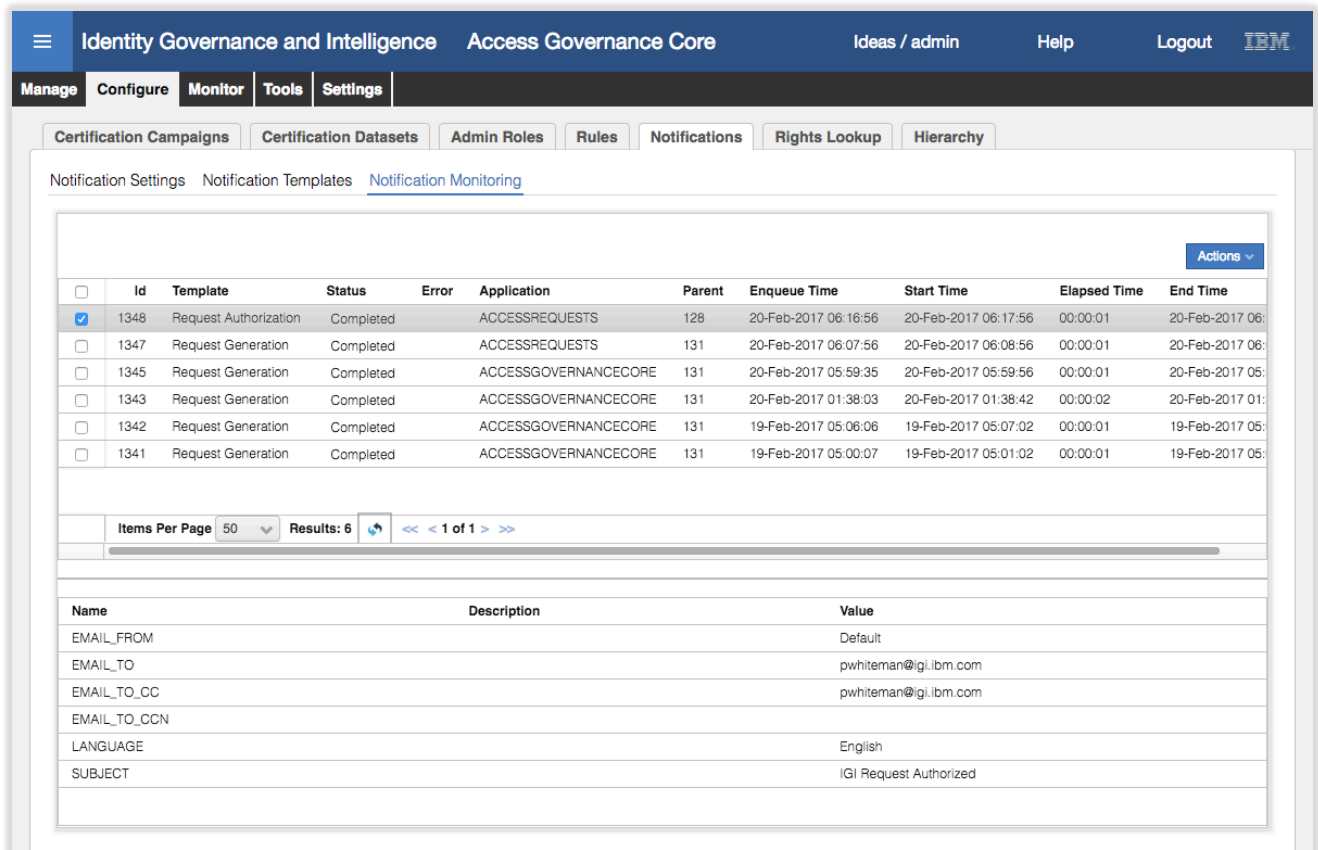
	Id	Template	Status	Error	Application	Parent	Enqueue Time	Start Time	Elapsed Time	End Time
<input checked="" type="checkbox"/>	1347	Request Generation	Completed		ACCESSREQUESTS	131	20-Feb-2017 06:07:56	20-Feb-2017 06:08:56	00:00:01	20-Feb-2017 06:08:56
<input type="checkbox"/>	1345	Request Generation	Completed		ACCESSGOVERNANCECORE	131	20-Feb-2017 05:59:35	20-Feb-2017 05:59:56	00:00:01	20-Feb-2017 05:59:56
<input type="checkbox"/>	1343	Request Generation	Completed		ACCESSGOVERNANCECORE	131	20-Feb-2017 01:38:03	20-Feb-2017 01:38:42	00:00:02	20-Feb-2017 01:38:42
<input type="checkbox"/>	1342	Request Generation	Completed		ACCESSGOVERNANCECORE	131	19-Feb-2017 05:06:06	19-Feb-2017 05:07:02	00:00:01	19-Feb-2017 05:07:02
<input type="checkbox"/>	1341	Request Generation	Completed		ACCESSGOVERNANCECORE	131	19-Feb-2017 05:00:07	19-Feb-2017 05:01:02	00:00:01	19-Feb-2017 05:01:02

Name	Description	Value
EMAIL_FROM		Default
EMAIL_TO		pwhiteman@igi.ibm.com
EMAIL_TO_CC		pwhiteman@igi.ibm.com
EMAIL_TO_CCN		
LANGUAGE		English
SUBJECT		IGI Request Generated

We deliberately left the Approvers off the To/Copy lists as the SMTP/IMAP servers on the VM have a problem when the lists include non-local addresses. This is just an issue with the lab environment.

You might see an email appear soon after the notification changes to Completed, but we'll leave checking the emails until the end. For now, we will complete the workflow.

- ☐ Login to the **Service Center** as David Fox (DFox / PasswOrd)
- ☐ Go to **Access Requests > User Manager > Daily Work** and find the request (it should be at the top)
- ☐ Reject the request (so we can repeat it a little bit later)
- ☐ Log into the **Administration Console** (admin / admin)
- ☐ Go to **Access Governance Core > Configure > Notifications**
- ☐ Go to the **Notification Monitoring** tab. You should see a new ACCESSREQUESTS email there, this time for the template "Request Authorization".
- ☐ Click the refresh button until it changes to Completed.



The screenshot displays the IBM Identity Governance and Intelligence (IGI) Administration Console. The top navigation bar includes 'Identity Governance and Intelligence', 'Access Governance Core', and user information 'Ideas / admin'. The main menu has tabs for 'Manage', 'Configure', 'Monitor', 'Tools', and 'Settings'. Under 'Monitor', there are sub-tabs for 'Certification Campaigns', 'Certification Datasets', 'Admin Roles', 'Rules', 'Notifications', 'Rights Lookup', and 'Hierarchy'. The 'Notifications' sub-tab is active, showing 'Notification Settings', 'Notification Templates', and 'Notification Monitoring'. The 'Notification Monitoring' section contains a table of notification events.

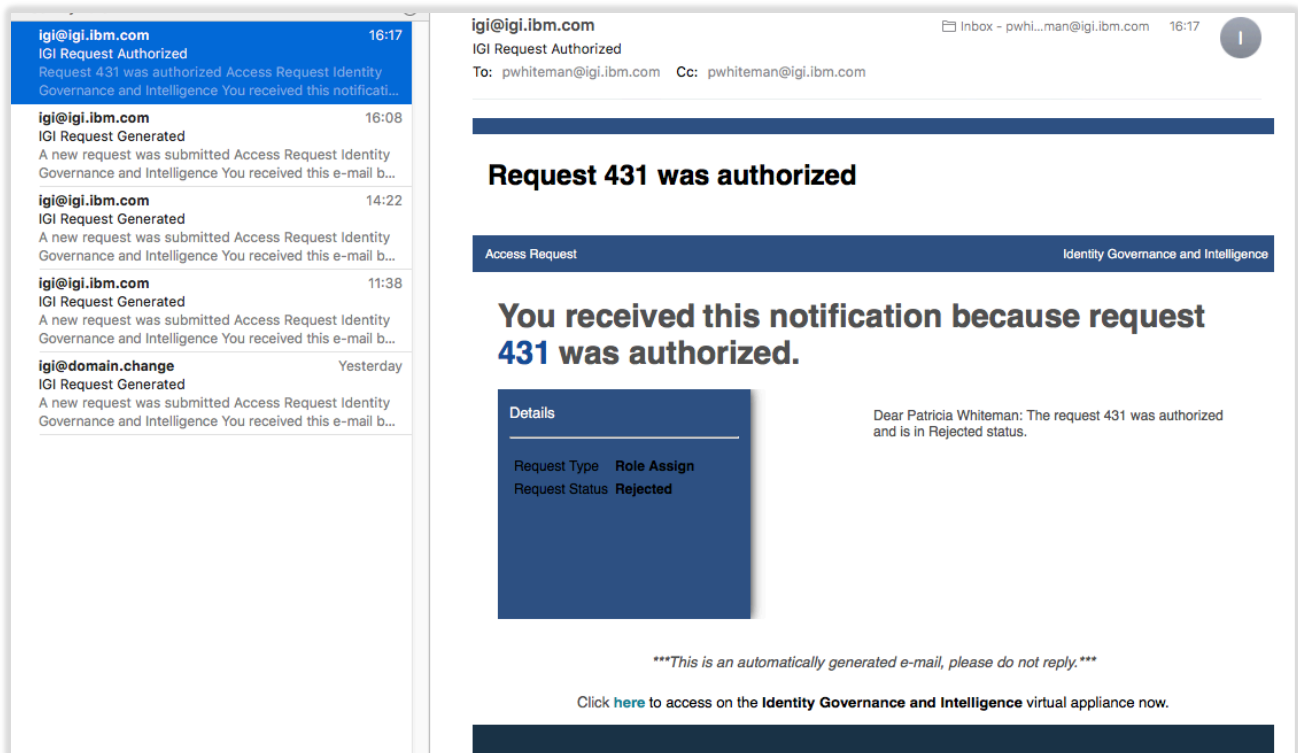
	Id	Template	Status	Error	Application	Parent	Enqueue Time	Start Time	Elapsed Time	End Time
<input checked="" type="checkbox"/>	1348	Request Authorization	Completed		ACCESSREQUESTS	128	20-Feb-2017 06:16:56	20-Feb-2017 06:17:56	00:00:01	20-Feb-2017 06:17:56
<input type="checkbox"/>	1347	Request Generation	Completed		ACCESSREQUESTS	131	20-Feb-2017 06:07:56	20-Feb-2017 06:08:56	00:00:01	20-Feb-2017 06:08:56
<input type="checkbox"/>	1345	Request Generation	Completed		ACCESSGOVERNANCECORE	131	20-Feb-2017 05:59:35	20-Feb-2017 05:59:56	00:00:01	20-Feb-2017 05:59:56
<input type="checkbox"/>	1343	Request Generation	Completed		ACCESSGOVERNANCECORE	131	20-Feb-2017 01:38:03	20-Feb-2017 01:38:42	00:00:02	20-Feb-2017 01:38:42
<input type="checkbox"/>	1342	Request Generation	Completed		ACCESSGOVERNANCECORE	131	19-Feb-2017 05:06:06	19-Feb-2017 05:07:02	00:00:01	19-Feb-2017 05:07:02
<input type="checkbox"/>	1341	Request Generation	Completed		ACCESSGOVERNANCECORE	131	19-Feb-2017 05:00:07	19-Feb-2017 05:01:02	00:00:01	19-Feb-2017 05:01:02

Below the table, there is a pagination bar showing 'Items Per Page' set to 50, 'Results: 6', and navigation links '<< < 1 of 1 > >>'. Below the pagination bar is a configuration table for the notification template.

Name	Description	Value
EMAIL_FROM		Default
EMAIL_TO		pwhiteman@igi.ibm.com
EMAIL_TO_CC		pwhiteman@igi.ibm.com
EMAIL_TO_CCN		
LANGUAGE		English
SUBJECT		IGI Request Authorized

- ☐ Go to your email client. You should see two emails there, one titled "IGI Request Generated" and one titled "IGI Request Authorized".

The display will be different to the below depending on what email client you're using and the request ids for your transaction. However, you should see two emails one for the request generation and one for the request authorization.



- ☐ Have a look at the content (body) of the email. Do you think it could be improved?
- ☐ Click on the “**here**” link in the “Click here to access on the” line. Does it work?

In the next section of the lab, we will modify one of the templates to make it more usable.

3.3 Part 3 - Modify Templates and Test

In this part of the lab we will modify the Request Generation and Request Authorize templates.

3.3.1 Modify the Request Generation Template

The steps are

- ☐ Repeat the steps from the earlier section to go to the **Notification Templates** tab in **Access Governance Core > Configure > Notifications (Administration Console, admin / admin)**
- ☐ Select the **Access Request / Request Generation** template
- ☐ Change the **Default** template text...

Some suggestions are:

1. Change:

Dear \${beneficiary.name} \${beneficiary.surname}: The request\${request.id} was generated and is in \${request.status} status.

to:

Dear \${beneficiary.name} \${beneficiary.surname}: Your access request was generated and is in \${request.status} status.

If you did not request this change, please contact your manager or the HelpDesk on 555-1234.

2. Change:

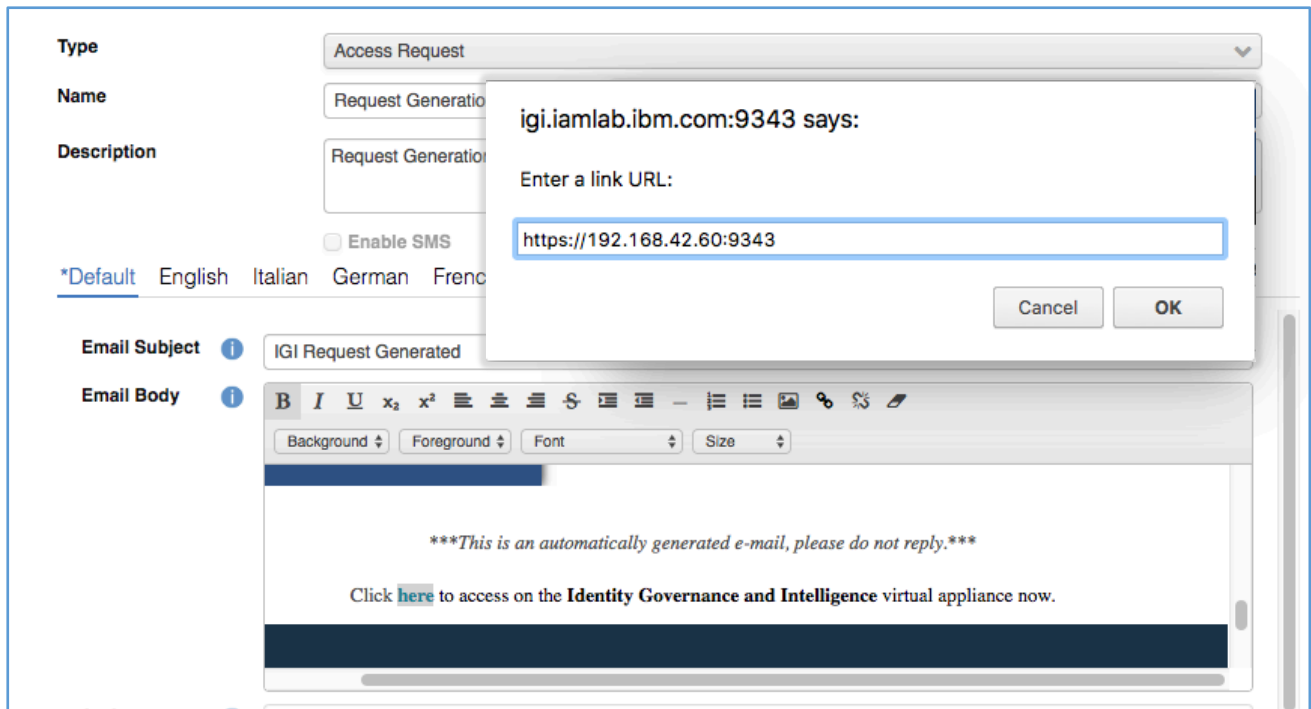
*Click **here** to access on the Identity Governance and Intelligence virtual appliance now.*

To:

Click **here** to access the Identity Governance and Intelligence application now.

Be careful how you change the text. You may get unexpected results if you move the text around accidentally.

- ☐ Double-click the word (or select the entire word) “**here**” in the “Click **here** to access...” line.
- ☐ Click on the link icon (bit of chain, see pic below)
- ☐ Set the link to `https://192.168.42.60:9343`



- ☐ Click **OK** on the link dialog
- ☐ Click **Save** on the template page
- ☐ Click **OK** on the Information dialog
- ☐ Repeat the above steps for the **English** version of the template.
- ☐ Repeat the above steps for the **Access Request / Request Authorization** template (both **Default** and **English** versions). Make sure you save your changes.

We're now ready to test the changes.

3.3.2 Test the Template Modifications

- ☐ Repeat the **Access Request** steps in the Service Center with Patricia Whiteman (PWhiteman / Passw0rd) requesting access and David Fox (DFox / Passw0rd) reviewing access (he can approve or reject the request).
- ☐ Go back into the **Administrative Console** (admin / admin), go to **Access Governance Core > Configure > Notifications**, select the **Notification Monitoring** tab

You should see the email notifications as before.

	Id	Template	Status	Error	Application	Parent	Enqueue Time	Start Time	Elapsed Time	End Time
<input checked="" type="checkbox"/>	1350	Request Authorization	Completed		ACCESSREQUESTS	128	20-Feb-2017 06:51:57	20-Feb-2017 06:52:56	00:00:01	20-Feb-2017
<input type="checkbox"/>	1349	Request Generation	Completed		ACCESSREQUESTS	131	20-Feb-2017 06:50:56	20-Feb-2017 06:51:56	00:00:01	20-Feb-2017
<input type="checkbox"/>	1348	Request Authorization	Completed		ACCESSREQUESTS	128	20-Feb-2017 06:16:56	20-Feb-2017 06:17:56	00:00:01	20-Feb-2017
<input type="checkbox"/>	1347	Request Generation	Completed		ACCESSREQUESTS	131	20-Feb-2017 06:07:56	20-Feb-2017 06:08:56	00:00:01	20-Feb-2017
<input type="checkbox"/>	1345	Request Generation	Completed		ACCESSREQUESTS	131	20-Feb-2017 06:50:56	20-Feb-2017 06:51:56	00:00:01	20-Feb-2017

- ☐ Go to your email client and check the two emails have arrived.

Sort by Date ▾

igi@igi.ibm.com 16:52
IGI Request Authorized
Request 433 was authorized Access Request Identity Governance and Intelligence You received this notificati...

igi@igi.ibm.com 16:51
IGI Request Generated
A new request was submitted Access Request Identity Governance and Intelligence You received this e-mail b...

igi@igi.ibm.com 16:17
IGI Request Authorized
Request 431 was authorized Access Request Identity Governance and Intelligence You received this notificati...

igi@igi.ibm.com 16:08
IGI Request Generated
A new request was submitted Access Request Identity Governance and Intelligence You received this e-mail b...

igi@igi.ibm.com 14:22
IGI Request Generated
A new request was submitted Access Request Identity Governance and Intelligence You received this e-mail b...

igi@igi.ibm.com 11:38
IGI Request Generated
A new request was submitted Access Request Identity Governance and Intelligence You received this e-mail b...

igi@domain.change Yesterday
IGI Request Generated
A new request was submitted Access Request Identity Governance and Intelligence You received this e-mail b...

igi@igi.ibm.com
IGI Request Authorized
To: pwhiteman@igi.ibm.com Cc: pwhiteman@igi.ibm.com

Request 433 was authorized

Access Request Identity Governance and Intelligence

You received this notification because request 433 was authorized.

Details

Request Type	Role Assign
Request Status	Rejected

Dear Patricia Whiteman: Your access request has been reviewed and is in Rejected status.

This is an automatically generated e-mail, please do not reply.

Click [here](#) to access the Identity Governance and Intelligence application now.

Notice that the text of the email has changed ("Dear Patricia Whiteman: Your access request has been reviewed and is in Rejected status"). You should also see any other changes (like that additional line about contacting the HelpDesk). The line at the bottom has also changed.

You could change almost all content in the email, including fonts, colours, graphics and layout.

- ☐ Click on the "here" link. You should be taken to a browser with the IGI Landing page.

This last change is only required as we are not using the Virtual Appliance. If the Virtual Appliance was in use, the link would be correct and not need changing.

This completes the email notification lab.

End of Document

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