



How to request Confluence access?

Step-by-step description

Contents

1	<i>Document history</i>	2
2	<i>Requesting access</i>	3
2.1	Requesting access for Confluence	3
2.2	Request rights in the application.....	5
2.3	Request a new Confluence space.....	5
3	<i>Assigning rights as a Space administrator in Confluence</i>	6
4	<i>Governance responsibilities for Space Administrators</i>	8

1 Document history

Document owner		Approver	
Marc Siekmann		Stefan Bünemann	
Version	Modifications	Editor(s)	Date
1.0	Initial version, based of the old Document "How to request Jira and Confluence access v.1.5"	Julian-Ralf May	21.04.2023
1.1	Link update Manage External Contractors	Julian-Ralf May	04.05.2023
1.2	<ul style="list-style-type: none"> • Link updated to IAM team SharePoint • Changed wording from „applications“ to „application“ • Link updated to the new Atlassian documentation • Governance section added and index updated 	Marc Siekmann	23.06.2023

2 Requesting access

The following steps are to be performed to request access for yourself or for your Space team.

Each user must be first added to the Confluence specific AD-group prior to being able to login and only then receiving permissions on Spaces.

Important: All users need to have an active connection to the corporate Henkel network in order to access Confluence. External users require a Henkel ID in order to be granted access and use the service.

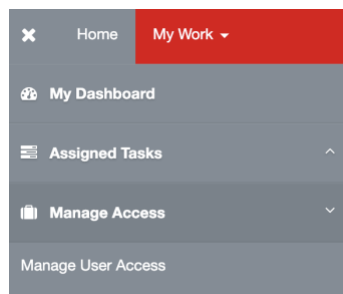
Please see the myID support page for further information on this: [Manage External Contractors](#)

2.1 Requesting access for Confluence

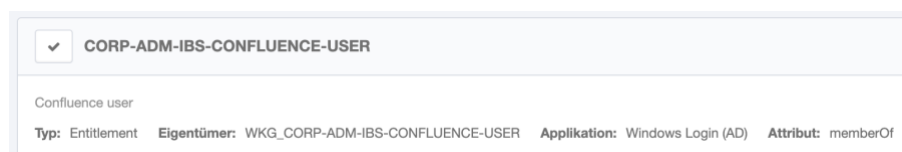
- **Step 1: Request access to the AD-group**

- **Alternative 1: myID (for individual access)**

1. Open [myID](#) in your browser and select *Menu > Manage access > Manage user access*.



2. Select relevant user(s) by searching for his/her Henkel ID. If you request it for yourself, select your personal id.
3. In the myID navigation bar, click on "2 – Manage Access". In the search bar, please search for the item *CORP-ADM-IBS-CONFLUENCE-USER* and select it:

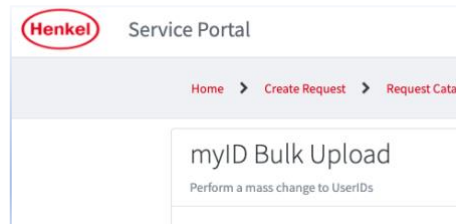


4. In the myID navigation bar, click on „3 – Review and Submit“. Now you can see a summary of your request and you just need to click on "Submit" to complete it.

- **Alternative 2: ITSC bulk upload (for ≥ 10 users)**

Important: This process works only for at least 10 users.

1. Open [myID bulk upload](#) in your browser.



2. This page explains the required steps in detail. If anything is unclear, please get in touch with "[Identity- & Request Management](#)" Team.

- **Step 2: Initial login**

After AD-access has been granted to a user, the requestor will receive an auto-generated email from myID.

The subsequent steps are mandatory for each individual user to finish the account activation and cannot be performed centrally.

1. Open <https://confluence.henkelgroup.net> in your browser. Please ensure that you have established a connection to the Henkel network before accessing Confluence.
2. Login with Henkel ID (windows login) and password.
this step is required in order to make your user account available in Confluence for additional permission and/or group configuration.

2.2 Request rights in the application

As mentioned in the previous step the user needs to login once to the system to become visible in Confluence for (space) administrators. After the user is present on the system, he can be assigned to Confluence spaces and space permissions can be granted. For getting assigned to a specific space, please approach the relevant space administrator, who can grant the desired permissions.

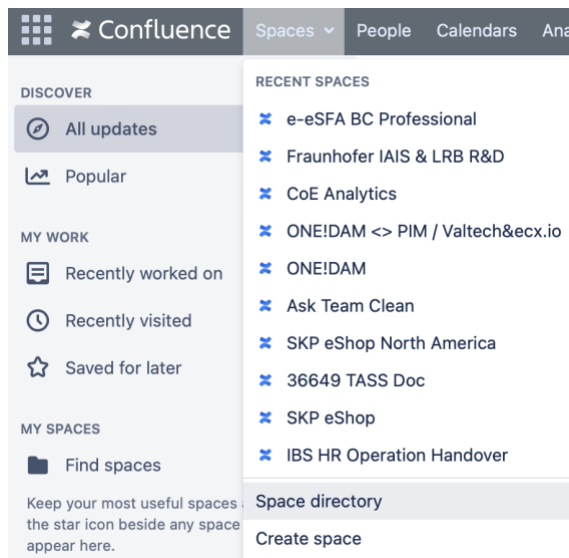
2.3 Request a new Confluence space

If you want to request a new Confluence space, please write an email to devops_support@henkel.com with the desired space name and space key, which is a short, unique identifier that forms part of the URL for that space (e.g. RAQN). As part of your request, you also need to include a single point of contact (SPOC) who will be documented for that space. Besides that, you also need to mention at least two users who fulfill the space administrator role. The space administrator takes care of space permissions and user administration within the requested space while the SPOC is the one, who gets contacted in case of incidents, governance and maintenance events regarding Confluence. A user can be the SPOC and space administrator at the same time. Please note that only full-time Henkel employees may be nominated for the described roles.

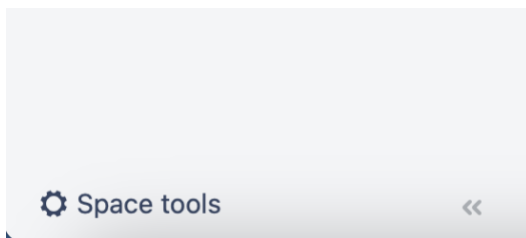
3 Assigning rights as a Space administrator in Confluence

In case you are a Space administrator, you can manage the rights of your Space team as follows:

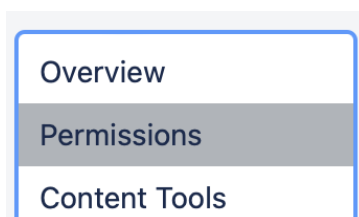
1. Open <https://confluence.henkelgroup.net> in your browser and login with your Henkel ID (windows login).
2. Open the Space overview by selecting [Spaces > Space directory](#).



3. Select the relevant Space.
4. Select *Space tools* in the bottom left corner.



5. Select *Permissions*.



6. Assign the users to their respective permissions.
Further details can be found in the Confluence manual on foundations of Space administration.
E.g. [Assign Space Permissions](#).

In case you want to restrict the space access to a limited group of users, make sure that you disable anonymous access which is demonstrated in the following screenshot:

Anonymous Access

Grant permissions to anonymous users (people who are not logged in). We recommend limiting this to viewing and commenting. People who are logged in will also get these permissions, even if your administrator has turned off anonymous access for this site.

	All		Pages		Blog		Attachments		Comments		Restrictions	Mail	Space	
	View	Delete Own	Add	Delete	Add	Delete	Add	Delete	Add	Delete	Add/Delete	Delete	Export	Admin
Anonymous	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗	✗
Edit Permissions														

4 Governance responsibilities for Space Administrators

4.1. Regular reviews

It is one of the main responsibilities of space administrators to keep a clean Confluence space environment.

4.1.1. Review space description and SPOC

Keep an updated space description and single point of contact (SPOC) by going to *space tools – Overview – edit space details – Description – save*.

4.1.2. Review space administrators

Since members of this group have permissions to manage space configuration, and access rights we recommend a regular review of your space administrators. A space must have a minimum of two space administrators, familiar with the content of the space, with at least one of them being a Henkel employee (in this context, space Administrator is not the same as people manager). For this, go to *space tools – Permissions – edit permissions – check the admin checkbox – save*.

4.1.3. Review space members

If there are users who no longer need to have access to your space, please remove them by going to *Space tools – permissions-edit permissions – Select user – deselect all selected checkboxes – save*.

If there are users whose responsibility changed within your space, you can change the access rights with the checkboxes mentioned above.

4.2. Space archive or deletion

If your space is no longer needed, you can archive it by going to *space tools - Overview – edit space details – change status to archived - save* or delete it by going to *space tools – Overview – Delete Space – Ok*. **The deletion cannot be undone** therefore we highly recommend to backup space data in all three formats before deletion by going to *space tools - content tools – export – select the export type - export*.