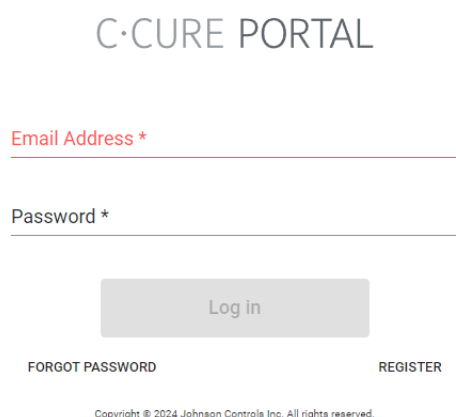# C-Cure Portal Request Instructions

When receiving an email notifying you of a request waiting for approval, you should have a link in the email that you can click on, or you can connect to the following website: https://uamsccure.uams.edu/ccureportal/home

You should be prompted to login as follows:

C·CURE PORTAL

Email Address *

Password *

Log in

FORGOT PASSWORD   REGISTER

Your email login is your default UAMS email address, and the password is linked to your UAMS network login. Once you have logged in, you should see something similar to the below, if you are signing in to approve access chose the **Access Approver** option.

Welcome to C·CURE Portal

Access Requester
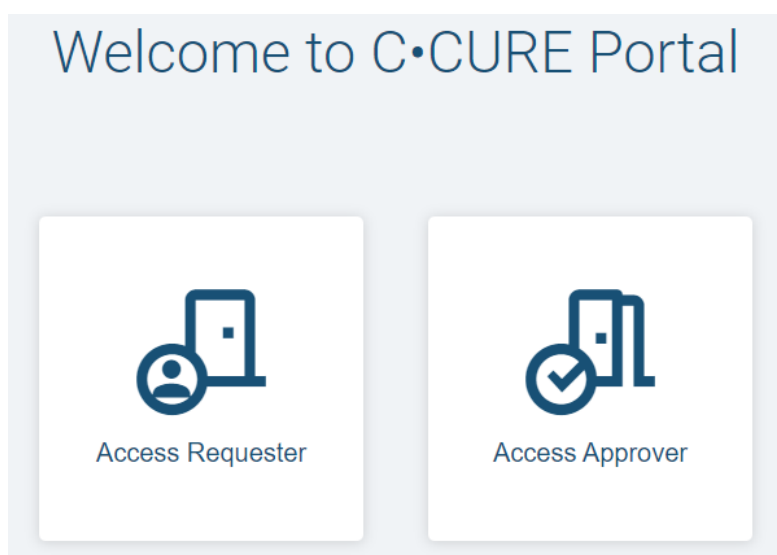
Access Approver

Once logged in, you should see a door icon in the top left that will let you select your next action.

I. Pending Access Request – This option is to approve or reject any requested access. If you have received an email stating that there is a request needing approval, this is the option to select. If there are no requests listed here, then it is possible that someone else has already approved the request.

II. Review Access Request – This option is for review of the clearance, if you have received an email stating that a clearance is up for review, it will be found here. Please note that every clearance MUST be reviewed at least once a year, but we can put the review process on a more frequent schedule, if desired.

III. Audit by Request – This option allows you to view previous requests, see their status, and see who approved or rejected the request. You can only see those requests for which you are listed as an approver. You can also revoke access from any given request. Please be aware that if the request has multiple names listed, revoking a request will revoke the access from all of the listed names.

IV. Audit by Clearance and Person – This option allows you to view all names under any selected clearance for which you are listed as an approver. If the access was assigned through the C-Cure portal system, you will be able to view the history of the request. Please be aware that if the request has multiple names listed, revoking a request will revoke the access from all of the listed names.

I. Pending Access Requests

If you are listed as an approver for the clearance, you should receive a notice when a request is pending, this link should take you to the request. If it does not, you should see a door icon in the top left that will let you select your next action, **Pending Access Requests**.
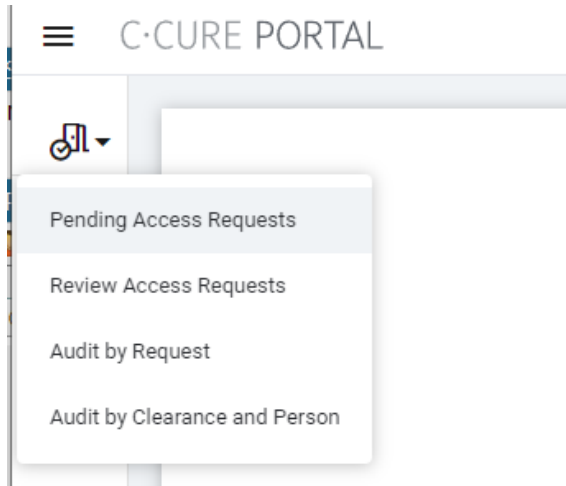
This option should allow you to see all requests of which you are a listed approver that are pending.

> *Please be aware, if there are multiple approvers for the given clearance, it is possible that someone else has approved it after the email was sent out. In which case there will be no listed pending requests. If desired, you can audit the request to see who approved it (See section III and IV for more information on audits).*
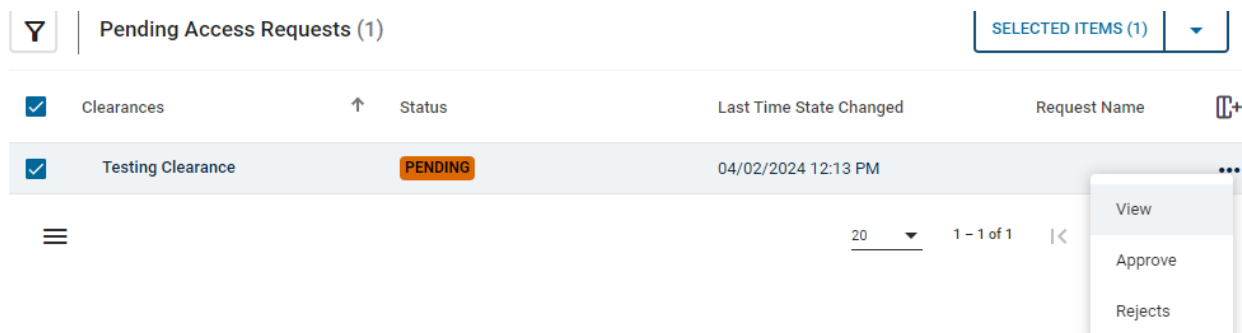
If you have any pending requests, you should click on the three dots on the right of the clearance you wish to review, and select **View**, **Approve**, or **Rejects**. Please note that in order to properly review the request, you should select **View**.

After doing so, you will be able to see details on the request, including who requested the clearance, for which personnel the request was submitted, and attached documents, if any were submitted.

Requested by

Personnel (1)

	Name	↑	Email Address	
☐	[UAMS (Default)]		@uams.edu	•••

≡

Documents (0)

ⓘ There is nothing to show here yet.

There's nothing to show based on the current filter / configuration.

≡

After reviewing the information, you can choose to Approve or Reject the request through use of the buttons in the top right of the web page.

REJECT REQUEST   APPROVE REQUEST   ✕

After selecting to approve a request, you will be prompted with another window to enter a comment, and then confirm the approval.

II. Review Access Request

Each clearance is set up to request a review at least once a year. If you are listed as an approver for the clearance, you will receive a notice when an area is up for review. You should see a door icon in the top left that will let you select your next action, Review Access Request
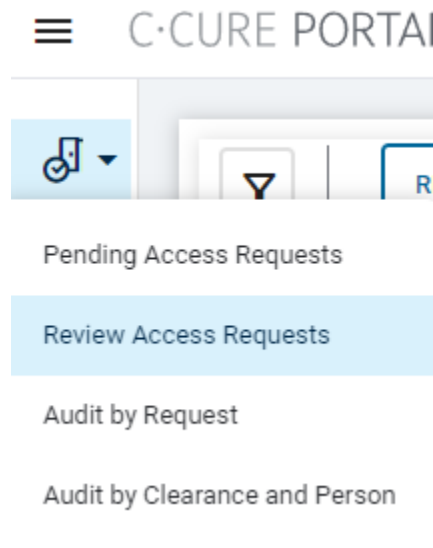
After selecting Review Access Request, you should see a list of all clearances which are pending review.
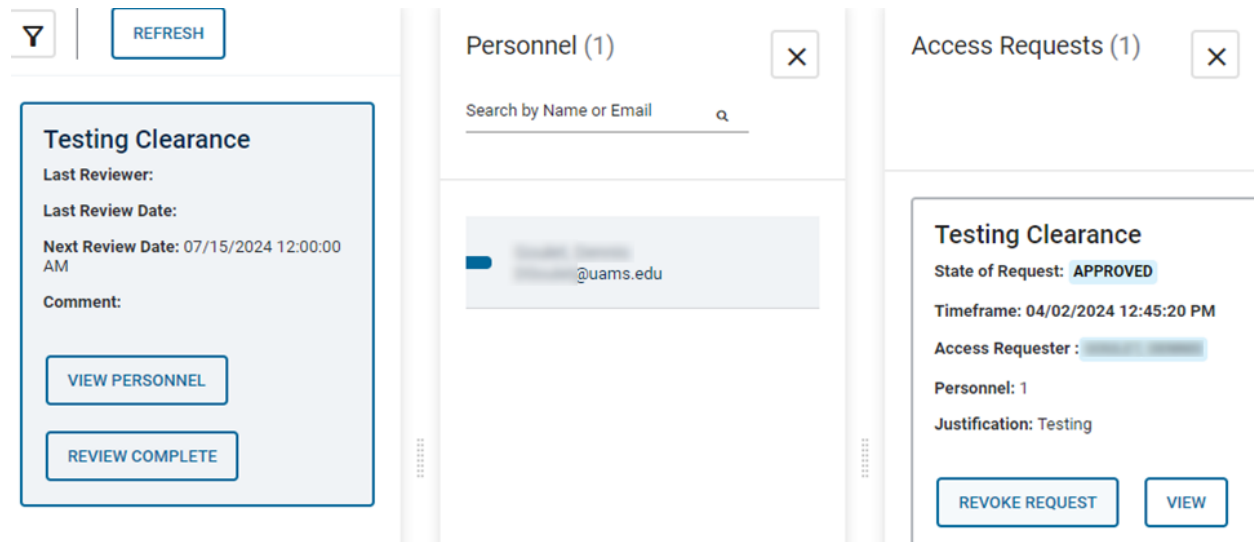
You can click the **View Personnel** button on a clearance to see a list of all employee names assigned to the chosen door clearance. You can then click on each person to see the original request that was submitted. You can click the **View** button to view the request details, or the **Revoke Request** button to remove the clearance from the selected person.

Once you are done, you can click the **Review Complete** button. You will then be prompted with another window to enter a comment, and then confirm that the review is complete.

Review Complete   ✕

Clearance
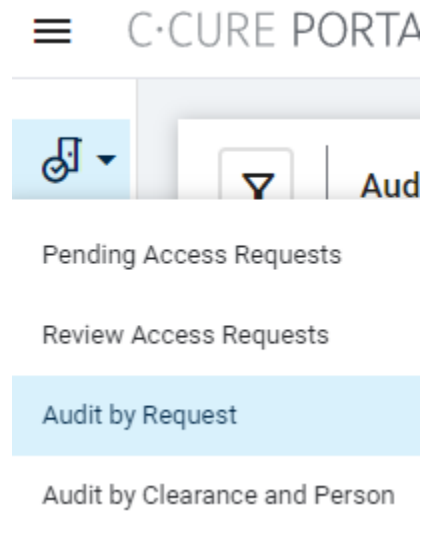Testing Clearance   ✕

17 / 100

Comment
Review Complete   ✕

15 / 100

REVIEW COMPLETE   CLOSE

III. Audit by Request

Each clearance is set up to request a review at least once a year. If you are listed as an approver for the clearance, you will receive a notice when an area is up for review. You should see a door icon in the top left that will let you select your next action, **Audit by Request**.

C·CURE PORTA

Pending Access Requests

Review Access Requests

Audit by Request

Audit by Clearance and Person

Filtering Tools   ✕

Filters   ⌃

Search

0 / 500

☑ Pending

☑ Approved

☑ Active

☑ Soon to Expire

☑ Expired

☑ Rejected

☑ Revoked

CLEAR   APPLY

You will be prompted to select which type of request you wish to audit. You can choose to audit only requests that are approved, rejected, etc.

After selecting the type(s) of request that you wish to audit, click the apply button to pull up all requests for which you are a listed approver that also fit your filter criteria. You can then select the three dots on the right to see your options for the request.

For requests that have already been revoked or rejected, your only option will be to **View** the request.

For requests that are approved or active, you have the option to **Revoke** the request as well. Please be aware that if the request has multiple names listed, revoking a request will remove the access from all of the listed names.

When viewing a request, you will see a tab labeled **Approvals**, this tab will show you a history of the approvals, rejections, and revocations for the selected request.

You will be able to see who performed the action, as well as any comments they entered.

IV. Audit by Clearance and Person

Each clearance is set up to request a review at least once a year. If you are listed as an approver for the clearance, you will receive a notice when an area is up for review. You should see a door icon in the top left that will let you select your next action, **Audit by Clearance and Person**.
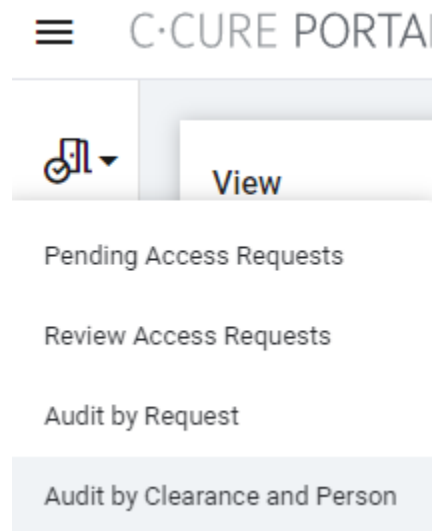
Once you select the Audit by Clearance and Person option, you will be prompted to enter a filter, if desired, to narrow down the door clearance that you are looking for. The filter may not be needed if you are listed as an approver for only a few clearances.
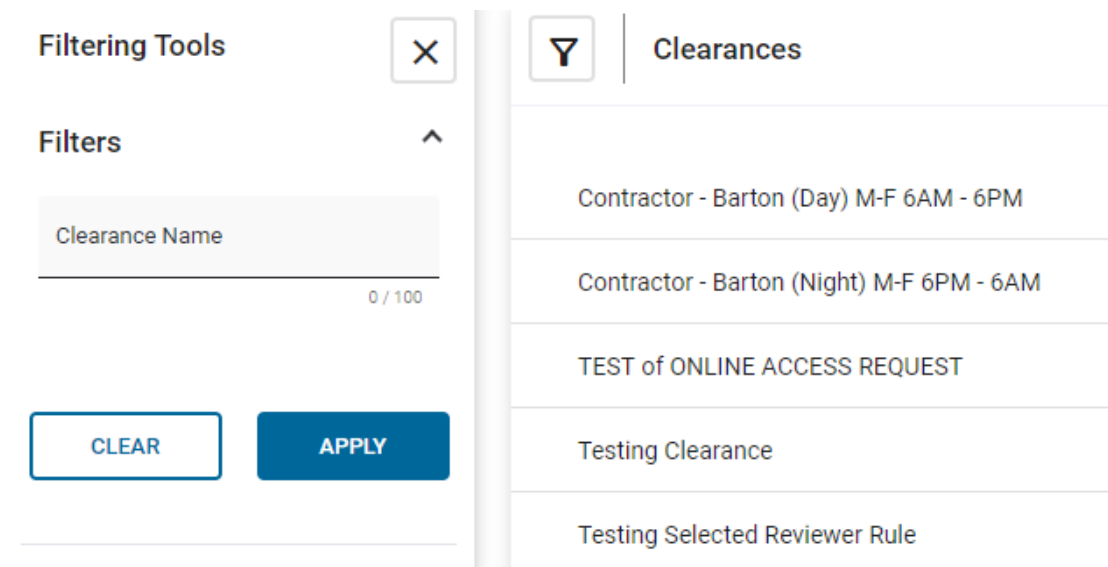
After selecting the desired clearance that you wish to audit, you will see a list on the right that contains every listed badge profile that has the chosen clearance. If you are searching for a specific entry, you can search for a specific name or email.

You can select any name from the list and you will have the option to remove or revoke their clearance. If the request was submitted through the portal, you should also be able to view the request and history, just as you can when auditing by requests (*see section III*).

If you decide to revoke or remove a request, you will be prompted to enter a comment as normal. Please be aware that if the request has multiple names listed, revoking a request will remove the access from all of the listed names.

Personnel (5)

Search by Name or Email