

Manager Tools Quick Guide

MANAGER TOOLS

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Set An Access Boston Delegate

If you will be away for a period, you can designate someone else to undertake pending tasks and access requests within the Access Boston system in your absence.

1. Click on the link to '[Set An Access Boston Delegate](#)'

Work Reassignment

Automatically reassign your governance work to another user.

Reassignment History

Work Item Type *

Select a work item type

Assign To *

Select an identity

Start Date *

MM/DD/YYYY

Start Now ☐

Start Time *

HH:MM AM

End Date *

MM/DD/YYYY

End Time *

HH:MM AM

Time Zone *

America

New York (-04:00 GMT)

No end date ☐

2. Designate the **Work Item Type** you want to reassign.

- Access Requests are for Department Heads/people who approve FN access
- Tasks are for Managers (approve Sponsored Account requests)
- Certifications are for access reviews (BAIS FN recertification)

3. Search for the person you want to **Assign To** (the best search option is their ID but names work fine too).

4. Next designate the **Start Date** and **Start Time** for this reassignment to begin.

5. Finally, input the **End Date** and **End Time** for this reassignment to finish

Important Note: If you want this delegation to be a permanent arrangement, toggle the No end date button so that it appears green.

End Date

No end date ☒

6. Click the 'Add Reassignment' button to set your delegate.

Scheduled Reassignments

Access requests reassigned to Kerry Jordan.

Starting on Mon Jun 23, 2025 at 02:30 PM. (New York -04:00 GMT)

[Active](#) [Delete](#)

Your reassignments will be listed at the bottom of the page. Anything active can be immediately terminated by clicking the Delete link.

My Access Boston Approvals

When you have pending approvals in the Access Boston system (for example: if someone you manage requests a Sponsored Account or if you are involved in an application approval request process) you can quickly access that information from the Access Boston Portal. But you will also get email notices from Access Boston to let you know you have an approval pending (a hyperlink will be included within the email).

1. Click on the link to 'My Access Boston Approvals'
2. Your Approvals page will open, find the item that you want to approve, then click on **Approve** or **Deny** on the right. Most work items will require comments if you deny them. A side bar will pop up for those.

APPROVAL | Access Request

Grant: Sponsored Account Creation

Approve Deny Menu ▾

DATE REQUESTED	REQUESTED BY	RECIPIENT	TYPE
Sep 11, 2025	SailPoint Services	Rudolf Valentino	Role

Approve Deny Menu ▲

Reassign

Read comments

NOTE: If you want to see the details for the Sponsored Account requests click the down arrow by Menu and click the Read comments link. It will provide you the name, dates, etc.

Grant: Sponsored Account Creation

Requested for Rudolf Valentino

Details

Identity

Comments

Accounts

SailPoint Services

Sep 11, 2025

New Sponsored Account Request :First Name: Rudolf, Last Name: Valentino, DOB: 12/29/1930, Start Date: 2025-09-11, End Date: 2025-10-11, Needs COB Email: true, Sponsor Name:Gretchen Grozier

Important note: certain approval work items have a time limit. For example, if you do not act upon a sponsored account approval request within 7 days it will time out. The requestor will be notified if the work item expires.

Email notices about approvals look like this:

Hello Venkatesh Moyya,

A work item has been generated in Access Boston that needs your review. Please click here <https://cityofboston-sb.identitynow.com/ui/d/approvals> to access it. Or you can always go to the Access Boston Portal and use the My Access Boston Approvals link there too.

Sincerely,
Access Boston

Please Note: This is an auto-generated email, please do not reply to this email. Please refer to the [Access Boston Portal Help Page](#) for support guides and agency contact information

The information contained in this communication, including any attachments, is intended solely for the use of the individual or entity to whom it is addressed and others authorized to receive it. It may contain confidential or legally privileged information. If you are not the intended recipient you are hereby notified that any disclosure, copying, distribution or taking any action in reliance on the contents of this information is strictly prohibited and may be unlawful. If you have received this communication in error, please notify us immediately by responding to this email and then delete it from your system. The sender is neither liable for the proper and complete transmission of the information contained in this communication nor for any delay in its receipt