uRISQ®
powered by CSR

USER MANUAL

ACCESS REQUEST

Access Request

Access requests are types of requests organizations receive from individuals requesting information and data on the type of data the organization has on the individual. There are many jurisdictions that provide this right to their residents/citizens to include but no limited to, the European Union, the United Kingdom, and U.S. states like California, Virgina, and Utah. This number is growing as just in the United States the number of states has grown from 1 to 15 in just a few years.

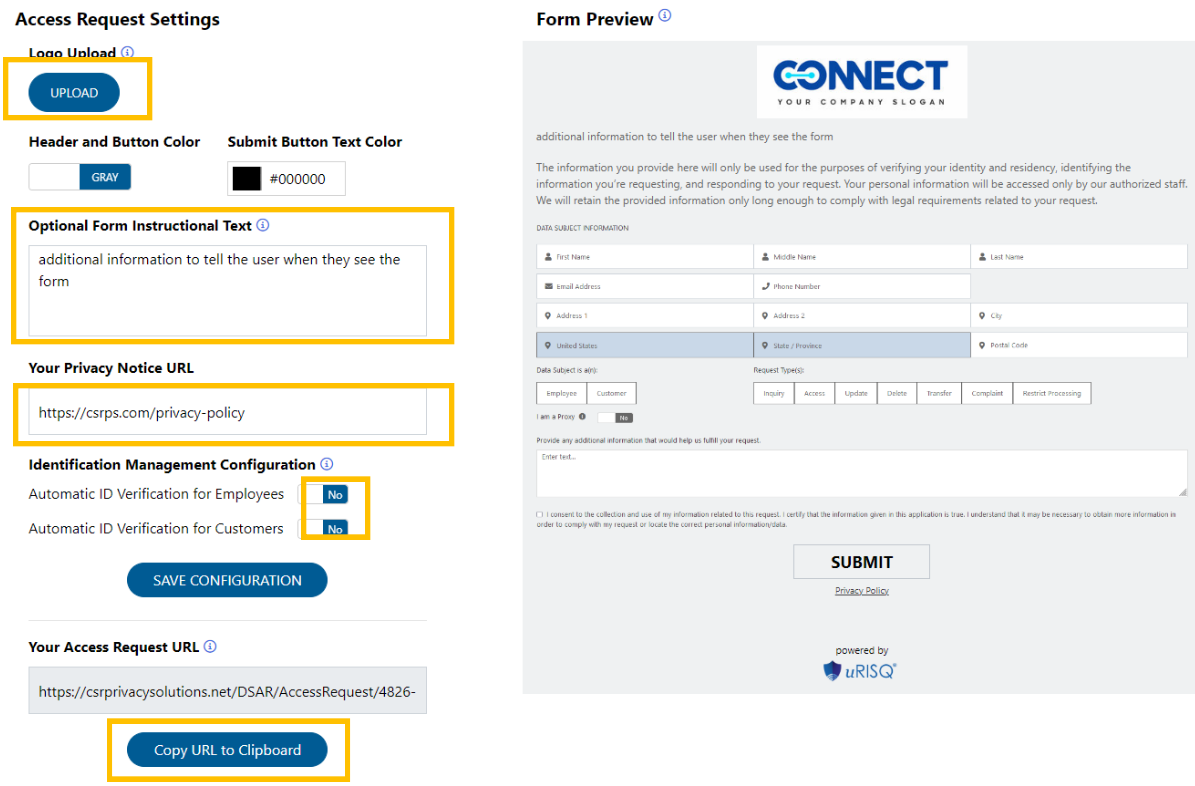
These regulations require organizations to allow individuals to easily make a request and each jurisdiction has their own requirements and timelines.

uRISQ's Access Request provides organizations with a customizable request form; a task management platform; maintenance of regulatory timelines that is applied to each request based applicable regulations; and an automated ID verification solution to help organizations ensure they are fulfilling these requests to authorized individuals.

Settings

The first step in utilizing the Access Request module is to configure the module to the business.

1. Go to https://uriq.net and log in
2. Click on Access Request in the left-hand navigation
3. Click on Settings – Change you make will automatically appear in the Form Preview section to the right of the page.
    a. Upload your logo, by clicking on the Upload button
    b. Select a logo file located on your computer, it is recommended you use a horizontal oriented image that has a transparent background.
    c. You can make a couple of styling changes such as modifying the header and submit button color and submit button color text.
    d. Enter in messaging you wish to communicate to all requestors into the Optional Form Instructional Text field. Example of a message could be, "All request will undergo a formal identification verification process. Please be prepared to verify ID."
    e. Enter in the link to your Privacy Policy/Privacy Notice in the Your Privacy Notice URL. If you do not have one, leave blank.
    f. If you wish to use Automatic ID Verification turn on the toggles for Automatic ID Verification for employees and customers to "Yes"
    g. Click Save Configuration Button
    h. Once Saved, your Access Request URL will display below.
    i. Click the Copy URL to Clipboard button to copy the URL for use.
    j. Add the Request Form link to your website (often place in the footer)



Request Submission

When an individual has submitted an access request an email notification will be sent to the Access Request administrator. The administrator can easily access the request by click on the link in the email or submitted requests can be found in the Request Submission section of the Access Request Module. To view a request:

1. Log into https://urisq.net
2. Click on Access Request in the left side navigation
3. Administrators will see all requests and standard users will only see requests that have been assigned

Finding a Submission

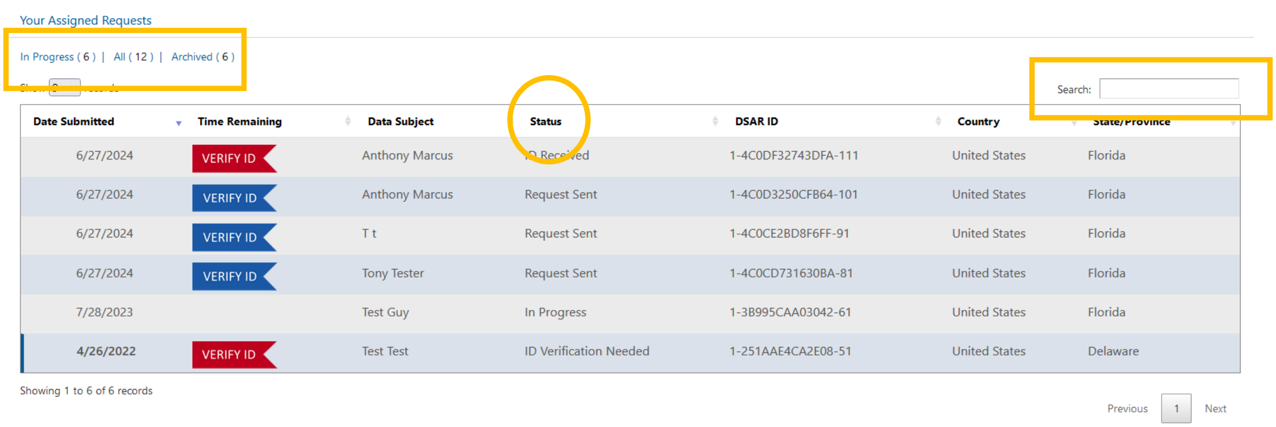
There are two ways a submission can be found easily:

1. Column Sort
2. Search

The Request Submission page provides a listing of submissions to include submission date, time remaining, data subject name, request status, and jurisdiction. If you cannot immediately locate the request record, you can sort the available columns by clicking the headers of the column you wish to sort by. The first click will sort the column descending and if you wish to sort ascending, click the column header again.

To search for a request, use the search field in the top right of the submissions table. Start typing in the text area and the table will begin to filter results based on the search value you enter.

An additional view is provided on the top left to view request based on status, in progress, all, and archived.



Access Request Status

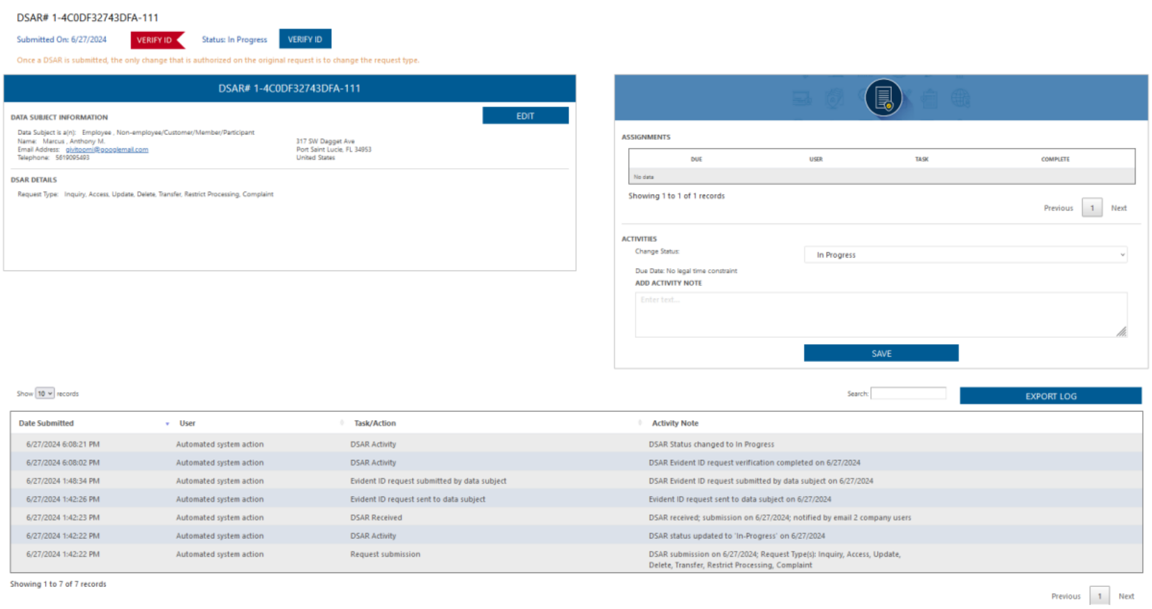
Below are the statuses for an access request:

1. During ID Verification Phase:
   a. ID Verification Needed: Request submitted but ID Verification is not completed.
   b. ID Request Sent: When an automated or manual request has been sent to the data subject and you are waiting for a response.
   c. ID Received: When ID and image has been received from the automate ID verification or you have manually received verification utilizing your manual protocols
   d. ID Verification Accepted: When the identity of the data subject has been reviewed and accepted as valid

    e. ID Verification Not Accepted: When the organization has determined that the verification provided is not valid.
2. Overall Access Request status:
    a. In Progress – Status will be In Progress from the time the request has been submitted until the request has been completed or closed or the ID Verification was set to ID Verification Not Accepted.

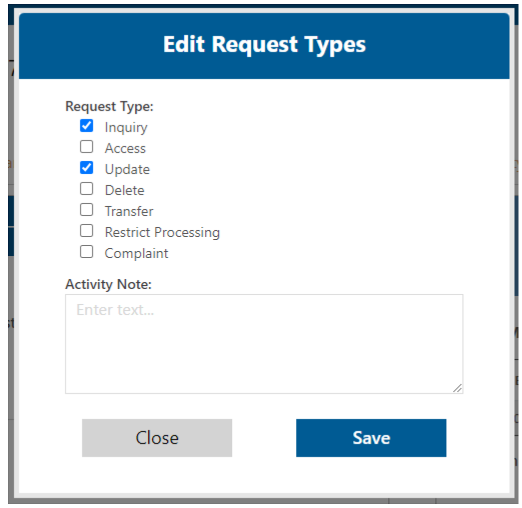
Reviewing an Access Request

To review an Access Request submission, click on the row in the table with the request needing review. This will open the Access Request page. The access request details are available for review on this page.



Editing Access Request Details

In order to maintain the integrity of an access request, an organization is not allowed to modify the details of a request expect for the request type. To edit the request types:



1. Go to the access request submission
2. Click on the Edit button in the left box with the Data Subject Information
3. An Edit Request Type window will appear
4. Select and/or deselect the request type(s)
5. Enter in an Activity Note (required)
6. Click Save

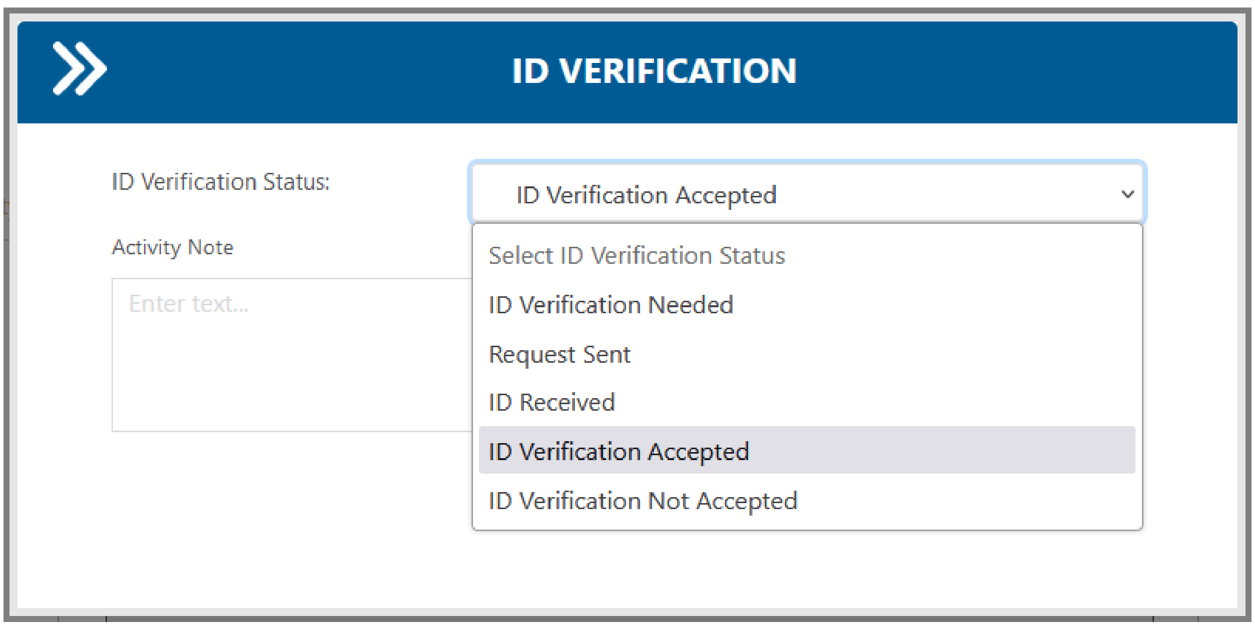
Verifying an ID

ID Verification is the first step once an access request has been submitted. It is critical that an organization has a formal procedure that outlines verification of identity. uRISQ provides the option for both manual and automatic ID verification. Companies configure their ID verification settings in Access Request Settings.

Manual Verification

For Controllers that have their Access Request settings set to manual ID verification, the process requires user interaction to verify the identity of the Data Subject (DS). Once the ID has been verified by the administrator, they are required to update the ID Verification Status and add a note.

1. Click Verify ID Button on the Access Request Page
2. Select the ID Verification Status
3. Enter in a note (required)
4. Click Save



Once an access request has the ID verified, the administrator will be able to assign tasks to additional users.

Automatic Verification

If you have automatic ID Verification configured, request submissions will initiate automatic ID verification. Automatic ID verification requires the data subject to submit a selfie image and a picture of the font and back of their government issued identification card (i.e. Driver's License). Once submitted, the images will display in the ID verification panel will display:

1. Name of the DS submitted on the Access Request form
2. Name on the Government Issued ID, for comparison
3. Image of ID submitted was valid
4. Selfie photo
5. ID verification score

Each image has controls to rotate and enlarge the images. All access requests require an administrator to accept the ID. To accept and verify the ID:

1. Click on Verify ID Button on the Access Request Page
2. Review the details and images provided
3. Select ID Verification Accepted
4. Enter in a note (required)
5. Click Save

If the information provided is not sufficient to verify ID, you can make a decision to reprocess the verification manually or to not accept the ID verification.

ID VERIFICATION

ID Verification Status: Request Sent

Activity Note

Enter text...

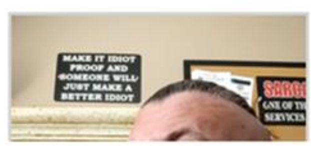
Save Note

ID Verification

Data Subject Name:	Anthony Marcus
Name on ID:	ANTHONY MARCUS
DSAR Information Match ID?	GOOD
Selfie Match ID?	NO
ID Expiration Date:	5/23/2029
ID Verification Confidence	LOW
Overall Confidence Score	51

Hide Image Submissions

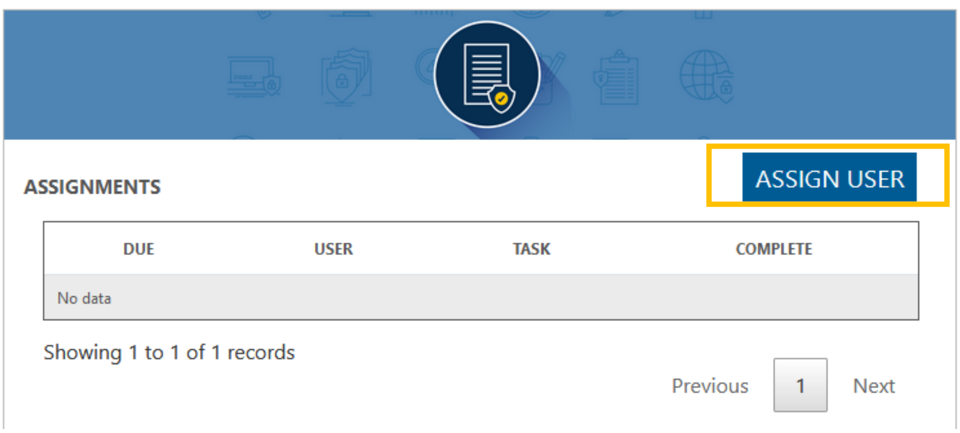
Selfie Submissions (left, front & right)

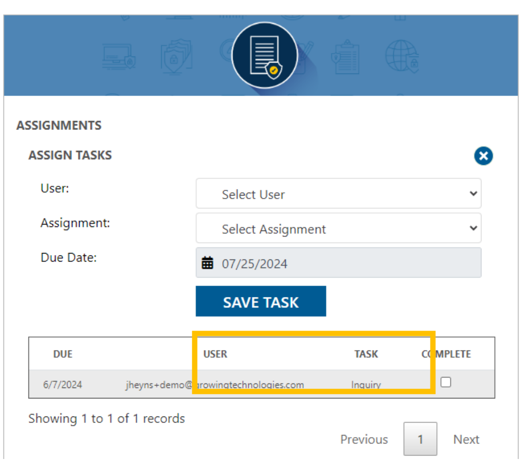


User Task Assignments

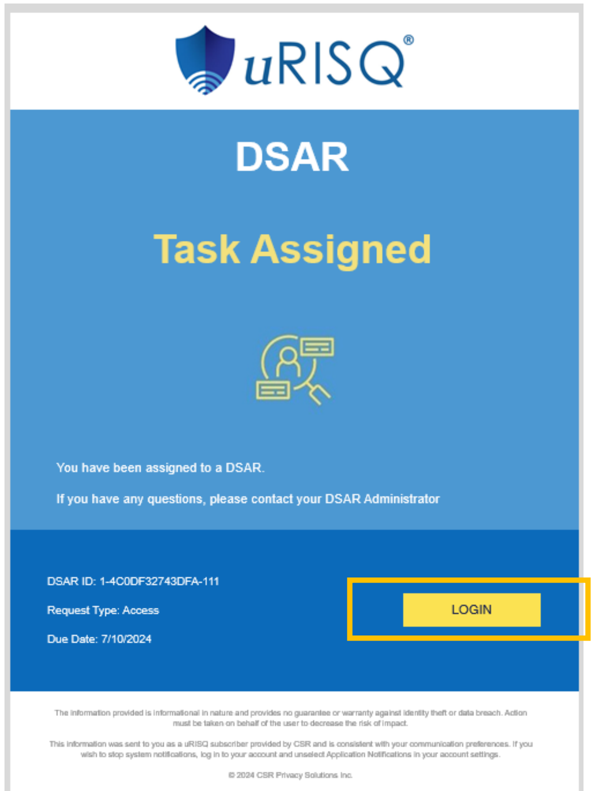
Global Administrators and Application managers may assign various tasks to company users To assign a task:

1. Ensure the Individual has a user account and is set up with access to the Access Request module as a Standard user or an Application Manager. If not, go to User Management to set up the user.
2. Click on the 'Assign User' button.
3. An Assigned Task section will appear
4. Select a User in the dropdown
5. Select an Assignment – based on the request type of the access request
6. Select a Due Date
7. Click Save Task





When a user is assigned a task, uRISQ will send an email notifying them of the task assignment. The user can easily access the access request by clicking on the Login button on the email.



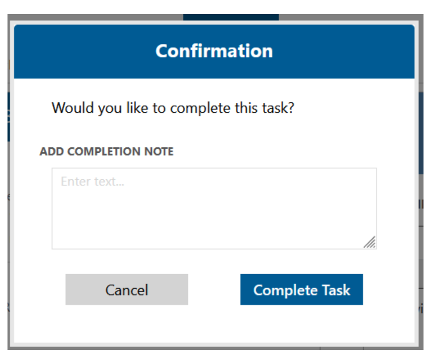
Complete Task Assignment

To complete the assignment the user can access the request in two ways:

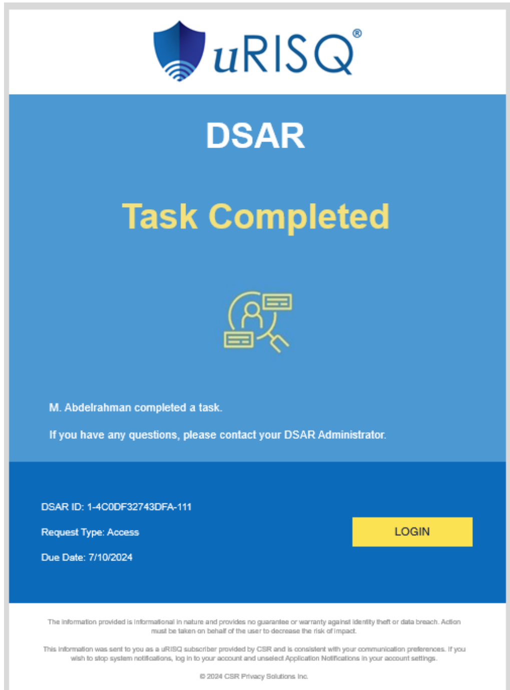
1. Click on the Login button on the notification email
2. Logging into uRISQ and navigating to the Request Submission page

Once the user has navigated to the access request, they will see all the tasks assigned to the request.

1. If the user has completed the task, click the checkbox under the Complete column.
2. In the confirmation window, enter a note (required)
3. Click 'Complete Task' button



When a task is completed, the Activity log at the bottom of the access request page and a task completion email will be sent to the administrator.



Activity Logs

The activity log for each Access Request submission is located at the bottom of the access request page. The log contains every manual and system automated action including automatic system actions and user activities and task assignments and completions. To export the activity log in PDF format, click on the 'Export Log' button.

Show 10 records   Search: EXPORT LOG

Date Submitted	User	Task/Action	Activity Note
6/27/2024 6:08:21 PM	Automated system action	DSAR Activity	DSAR Status changed to In Progress
6/27/2024 6:08:02 PM	Automated system action	DSAR Activity	DSAR Evident ID request verification completed on 6/27/2024
6/27/2024 1:48:34 PM	Automated system action	Evident ID request submitted by data subject	DSAR Evident ID request submitted by data subject on 6/27/2024
6/27/2024 1:42:26 PM	Automated system action	Evident ID request sent to data subject	Evident ID request sent to data subject on 6/27/2024
6/27/2024 1:42:23 PM	Automated system action	DSAR Received	DSAR received; submission on 6/27/2024; notified by email 2 company users
6/27/2024 1:42:22 PM	Automated system action	DSAR Activity	DSAR status updated to 'In-Progress' on 6/27/2024
6/27/2024 1:42:22 PM	Automated system action	Request submission	DSAR submission on 6/27/2024; Request Type(s): Inquiry, Access, Update, Delete, Transfer, Restrict Processing, Complaint

Showing 1 to 7 of 7 records

Previous 1 Next

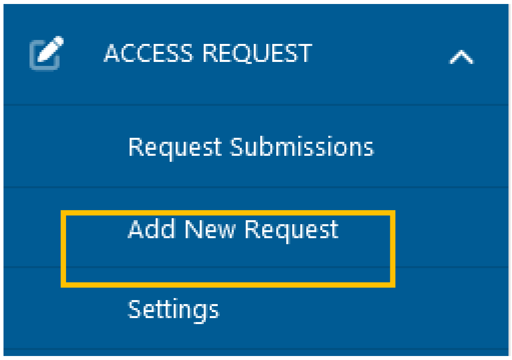
A PDF log will be generated and automatically download to your device.

Submitting a Request- Administrator

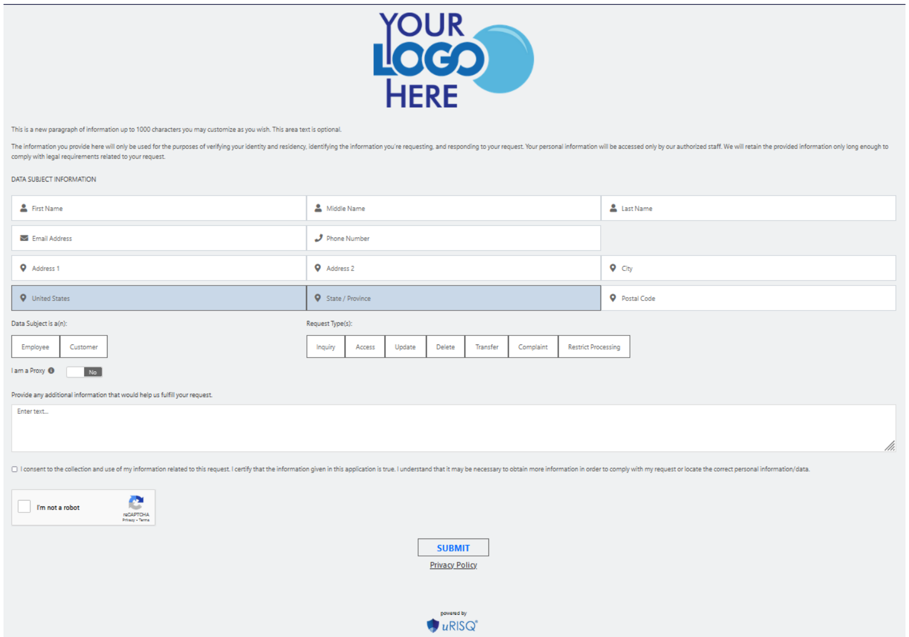
There are 2 paths in which an Access Request can be submitted:

1. The data subject can submit and Access Request directly using the published access request form set up by the business.
2. The Access Request Administrator can submit a request on behalf of the individual if they have submitted the request in another means such as over the phone, email, or through physical mail.

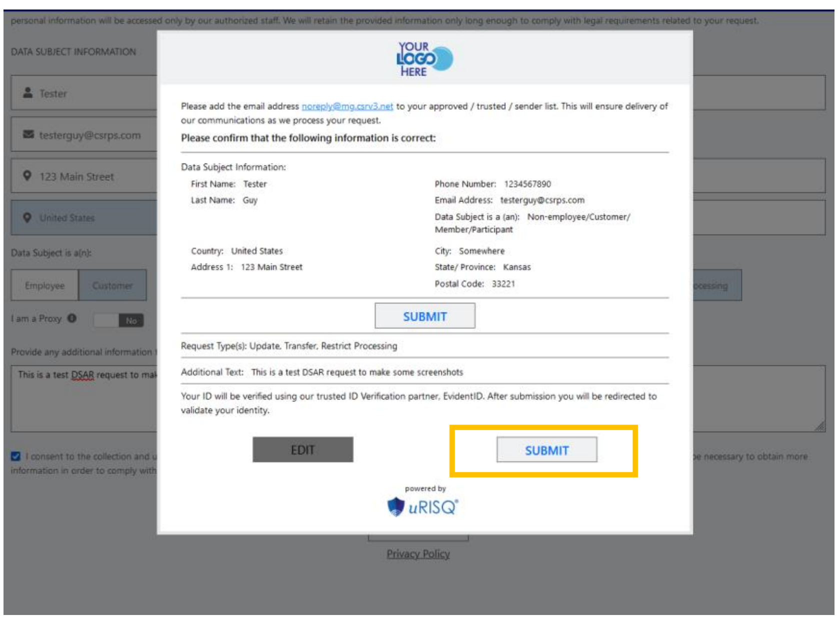
Administrators and Access Request Application Managers have the ability to add a new request through the Access Request module.



1. Log into https://urisq.net
2. Click on Access Request
3. Click on Add New Request
4. Complete the form on behalf of the individual
5. Click Submit
6. A confirmation window will appear
    a. If the information is correct, Click Submit
    b. If the information is incorrect, Click Edit



Once the Access Request information is complete, and the user or Controller clicks 'Submit', a confirmation panel of the data will be shown to the DS.



After submission, the requestor/data subject will receive a confirmation email with an Access Request identifier, submission date, and the name of the company where they submitted the request.

The ID is a unique identifier that will be associated to the access request through the life of the request, even after deidentification.

ID Verification

After an access request is submitted, the first step is ID Verification. The data subject/requestor will receive an email notifying them of the access request submission and that they must verify their ID.

Automatic ID Verification

If your business has [configured the Access Request module]() with Automatic ID Verification, the data subject/requestor will receive an email with a Verify ID button.

Data Subject/End User Automatic ID Verification

1. Click on the Verify ID button on the Verify Your Identity email
2. Click on the Government Issued ID & Selfie
3. Accept the disclosure agreement
4. Click Authorize
5. You will be presented with a window that will provide you with Tips on how to capture the best images for verification processing.
6. Enter in your mobile phone number to receive a text message where you can upload your images
7. Once photos are submitted the data subject/requestor will receive a completion message.

Manual ID Verification

Organizations that have opted to do manual ID verification should have documented policies and procedures that outline the process.