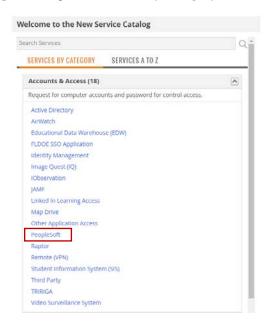# How to request PeopleSoft access via eSupport
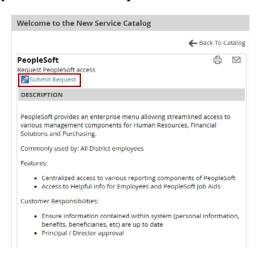
Step 1: Click on the **eSupport tile** in the District Portal

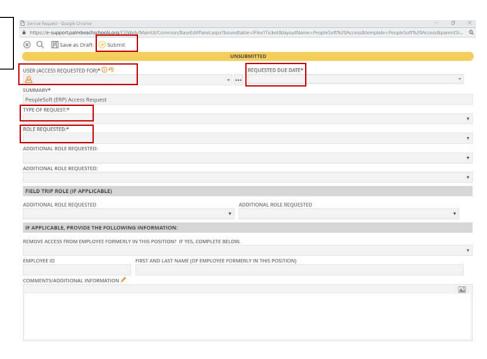*Step 2*: Navigate to **Services by Category**>**Accounts & Access**> **PeopleSoft**

Step 3: Click **Submit Request**

Step 4: Complete the request and click on the **Submit** button located at the top of the request. Note: All required information is marked with an asterisk *.

How to request PeopleSoft access via eSupport

Information requested in the highlighted boxes is required in order to submit the form.

Additional Information:

- Ensure that the user name listed in [USER (ACCESS REQUESTED FOR)] field is the user who needs access. This field determines who the form automatically routes to for approval.
- Add any additional access information in the comments section of the request.
- Submitting the request will automatically route to the user's Director/Principal for approval.
- After approval the request will be automatically be assigned to the IT Security Applications team for processing.
- Requests will be completed within 24-48 hours after approval during normal processing times.
- Questions can be directed to the IT Security mailbox erpaccess@palmbeachschools.org or IT Service Desk @ (561)242-4100.