



ArcGIS Online Request Tool

The ArcGIS Online Request Tool is a web-based tool to rapidly provision external user accounts to an ArcGIS Online Organization. It provides transparency during mass requests, easy access request tracking, and mitigates duplicative accounts.

The Challenge

The process for external users of your organization to request access to ArcGIS Online is often stove piped. Generally, Administrators receive an email requesting access, which can be difficult to track during a surge of requests. To create the account, the Administrator then needs information from the user to ensure accurate permissions and settings. This back-and-forth exchange is time-consuming.

The Solution

Innovate created the ArcGIS Online Request Tool. New users can easily submit their access request in the Tool via a tailored web-form, thereby collecting all the information needed to create the account. Administrators can view a list of all pending accounts, create accounts, and assign accounts to ArcGIS Online groups. In addition, existing users can use the Tool to request access to different groups. Once the Administrator selects “Approve,” the user is automatically added to the organization and groups.

The ArcGIS Online Request Tool streamlines the account request process for both users and Administrators, **saving time and creating a consistent, trackable process.**

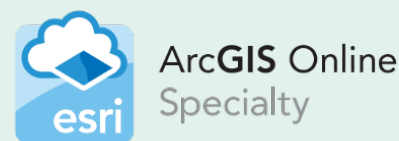
Environmental Protection Agency (EPA) – Region 9

For the EPA, Innovate’s ArcGIS Online Request Tool was initially deployed in support of emergency response events during the 2020 California wildfires. Field crews rotate on and off a response, and accounts must be set up with short notice to allow users to access and make real time updates to data using tools like ArcGIS Collector and Survey123. The Tool enabled the rapid access of 109 new external partners during the event and has since become the single most-used process for creating accounts across the Agency.

<input type="checkbox"/>	First Name	Last Name	Email	Username	Organization	Role	User Type	Groups	Sponsor	Approved	Created	
<input type="checkbox"/>	Johnnie	NewKid	jnewkid@gmail.com	NewKid.Johnnie_E	Innovate! Inc.	Publisher	Creator	<input type="checkbox"/> Fires Team Leads Operations View			<input checked="" type="checkbox"/>	
<input type="checkbox"/>	Janie	OldKid	@innovateteOldKid.Janie_EPA	Innovate! Inc.	Publisher	Creator	<input checked="" type="checkbox"/> Nov 2018 California Wildfires - Internal <input type="checkbox"/> Testing <input type="checkbox"/> Wildfires North Ops <input type="checkbox"/> Wildfires South Ops			<input checked="" type="checkbox"/>		

The image above highlights the Tool’s multiple-group selection feature, for easy account administration.

ESRI SPECIALITY DESIGNATIONS AND AWARDS



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