Online Access Request Instructions

These are instructions on how to complete an Online Access Request for an individual. These instructions are intended to be completed by a Manager/Supervisor and not by the individual requesting access.

1. Login to [https://signon.stjohns.edu](https://signon.stjohns.edu)
Enter your SJU email address and your SJU network password used to access email.

2. Once logged in, click on the IT Support icon.

3. Complete your set up multifactor authentication. Be sure to click the “Send Push” or “Send Code” button to receive interaction from the system.
4. When the IT portal opens, please click on the “Sign In” link in the upper right.

5. Click “Request New Service”:

6. Click on “Accounts and Access”:

7. If this a request for multiple access needs, please submit the Access Request Bundle. If you only need access to a specific system, please select the one that suits your needs.