Revoking "Privileged User Roles" in NCEdCloud

Privileged roles in the NCEdCloud IAM Service (e.g. **LEA Administrator, LEA Data Auditor, LEA Help Desk, LEA Student Help Desk**) are requested by the user and are sent to the district/school LEA Administrator group for approval. (If not approved within 4 days, they are escalated to the Cloud Help Desk -> NCDPI support).

User REVOKE (self-revoke)

If a user no longer "wants" a privileged role they have been GRANTED, they can execute a REVOKE themselves by un-requesting the role. This requires that they go to the Workflow Tab (left navigation), and the Requests Tab (along the top), and Un-Check the box for the role they want to REVOKE, then **Submit the Request**. The role will automatically be REVOKED.

REVOKE - NCDPI Help Desk

While LEA Administrators can GRANT a request for a privileged role, they do not have the ability to REVOKE a privileged role from a user. Aside from the user revoking their own role as described above, **only a Cloud Help Desk user at NCDPI has the ability to execute a REVOKE of another user's role.**

The process is the same as described above for a "self-revoked" role with a few minor differences. The Cloud Help Desk support person would:

1. Go to **Workflow** view and
2. Select **Requests** and
3. Click **"Other Requests"**
4. Then **enter the UID** of the user whose role needs to be revoked and
5. Click **Search**.

Once the user is displayed on the screen, **UNCHECK the box for the role to be removed** (see arrow in image above). Once unchecked, the **Submit Requests** button will light up (it's grayed out until then) and the **request can be submitted**.

NOTE: If the user has more than one role and needs to keep one or more, **DO NOT UNCHECK the box of the role(s) they want to keep!**

That's it.

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