

# CRM - How-to Request System Admin permission in Orgs

## Is it really required?

Changes in INT, UAT, and Production must follow the standard Development and Release Management process, and we should avoid making any manual changes in these orgs.

There are scenarios that may deviate from this process, such as reproducing a bug, debugging Apex code, or tasks that require access to a specific org or data set. However, before considering a request for admin rights in higher orgs, you must ensure there is no alternative approach.

You should only request higher access when:

1. You have attempted the investigation in INT/UAT or the respective org using your current user rights.
2. If step 1 was not possible, you have attempted the investigation in a Developer org where you have the "System Administrator" profile.
3. If steps 1 and 2 were not possible, and the investigation is quick (e.g., under 10 minutes), you can ask someone with existing admin rights in these orgs to assist you.


## How to request Admin Permissions

In the org where you need permissions (e.g., the UAT org if you require admin permissions for the UAT org), navigate to the **Salesforce Admin Request** tab and create a request. After creating the request, click **Submit for Approval**.

The image shows two screenshots of the Salesforce Admin Request interface. The top screenshot is the 'New Salesforce Admin Request' form. It has a sidebar with a list of 7 items, sorted by Salesforce Admin Request. The main form is titled 'New Salesforce Admin Request' and includes a search bar and a 'Change Owner' button. The form is divided into two sections: 'Information' and 'System Information'. The 'Information' section contains fields for 'Salesforce Admin Request Name', 'Status' (Draft), '\* Reason' (with a text input field), and 'Response'. A green checkmark icon with the text 'Be concise and clear' is next to the 'Reason' field. The 'System Information' section contains fields for 'Owner' (Artur Alves), 'Last Modified By', and 'Created By'. At the bottom of the form are buttons for 'Cancel', 'Save & New', and 'Save'. The bottom screenshot shows the details of a specific request, 'Salesforce Admin Request SAR-000007'. It has a 'Details' section with a 'Information' subsection containing the same fields as the form above, but with the 'Reason' field filled with 'This is a test - Manuel'. The 'System Information' subsection shows the 'Owner' as Artur Alves, 'Last Modified By' as Artur Alves on 16/12/2024 9:43, and 'Created By' as Artur Alves on 16/12/2024 9:43. There is also an 'Approval History (0)' section. A green checkmark icon is visible in the top right corner of the details view.

Approval will be sent (via email, including a URL to the record) to the **System Admin Rights Approvers** queue, which includes Hugo Rosario, Dina Mendes, and Julien Gasqueton. Only one of them needs to approve the request.

The approval history will display the current status of the request.

 <b>Approval History (2)</b> <span style="float: right;"><a href="#">Recall</a></span>			
Step Name	Date	Status	Assigned To
<a href="#">Step 1</a>	16/12/2024 9:45	Pending	System Admin Rights Approvers <input type="button" value="v"/>
<a href="#">Approval Request Submitted</a>	16/12/2024 9:45	Submitted	Artur Alves <input type="button" value="v"/>
<a href="#">View All</a>			

Upon approval, a permission set group named **System Admin Rights** will be automatically assigned to the requester within 1–2 minutes. This permission set group includes permission sets that grant most of the privileges of a system admin user (except for *Modify All Data*). The permissions assignment lasts for 3 days and will be automatically unassigned after that period.