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.

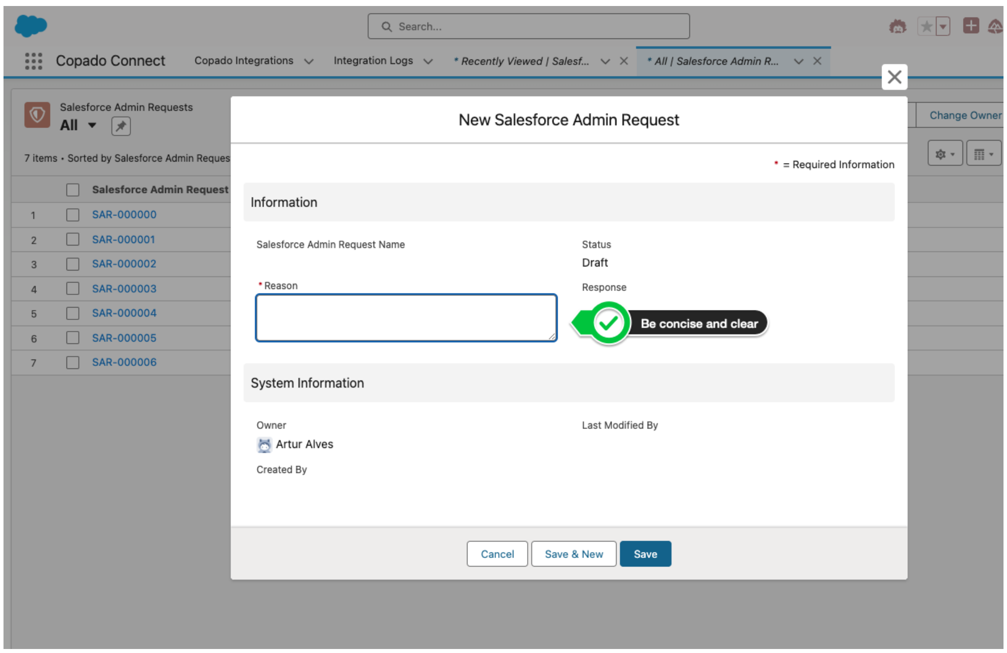
There are scenarios that may deviate from this process, such as reproducing a bug, debugging Apex code, or tasks that require access to a specific org or data set. However, before considering a request for admin rights in higher orgs, you must ensure there is no alternative approach.

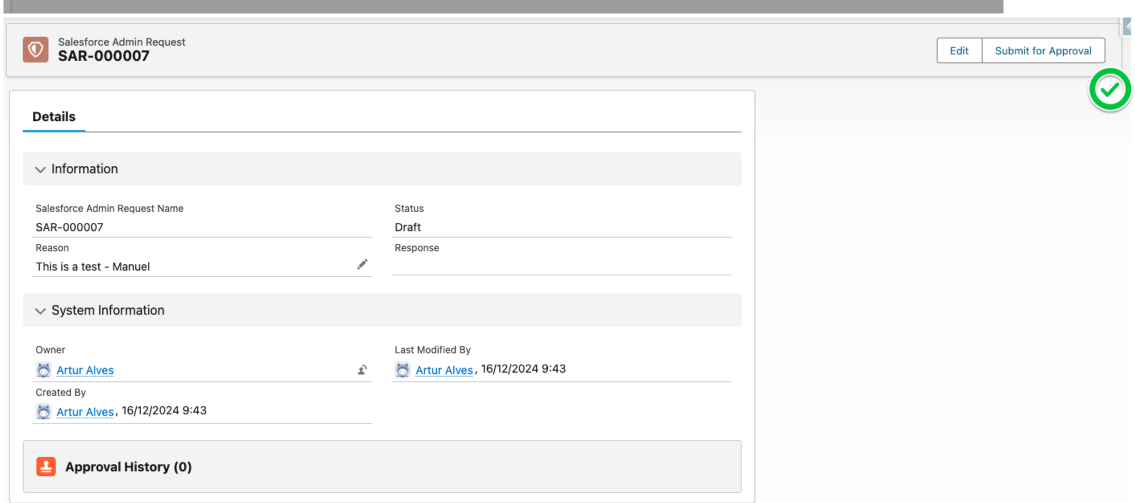
You should only request higher access when:

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

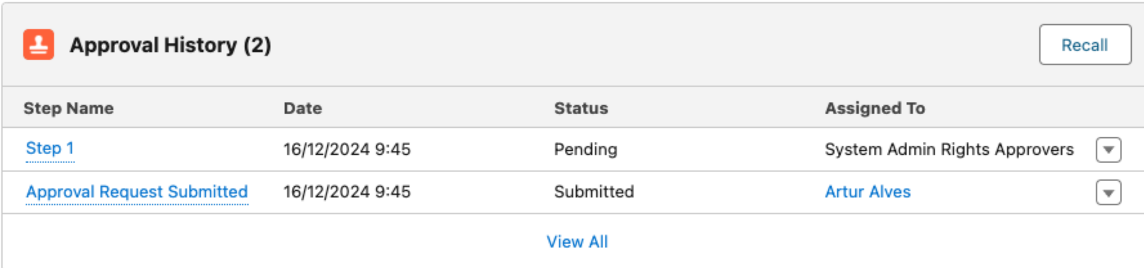
In the org where you need permissions (e.g., the UAT org if you require admin permissions for the UAT org), navigate to the **Salesforce Admin Request** tab and create a request. After creating the request, click **Submit for Approval**.





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.



Approval History (2) Recall

Step Name	Date	Status	Assigned To
Step 1	16/12/2024 9:45	Pending	System Admin Rights Approvers
Approval Request Submitted	16/12/2024 9:45	Submitted	Artur Alves

View All

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*). <u>The permissions assignment lasts for 3 days and will be automatically unassigned after that period.</u>