



## Security Badge Request by:



Modern, Enterprise-Class Solution for Security Badges



### Welcome to Enterprise Personal Access Security Solution (ePASS)

ePASS Badge Request manages all security badge requests for all locations. ePASS is a highly intuitive and enterprise class web-based solution, that includes capabilities for requesting new and replacement badges, adding access to and removing access from existing or new badges, capturing photos for security badges.

#### Key Features

- Single Sign On (SSO)
- Available on personal device (with ping ID)
- Badge and Access Requestor and Requestee receive automated e-mails



[Click Here to Access ePASS](#)

#### [Navigating ePASS](#)

[Upload or Capture a photo](#)

[Request a card for yourself](#)

[Request access for yourself](#)

[Requests for others](#)

[Questions?](#)

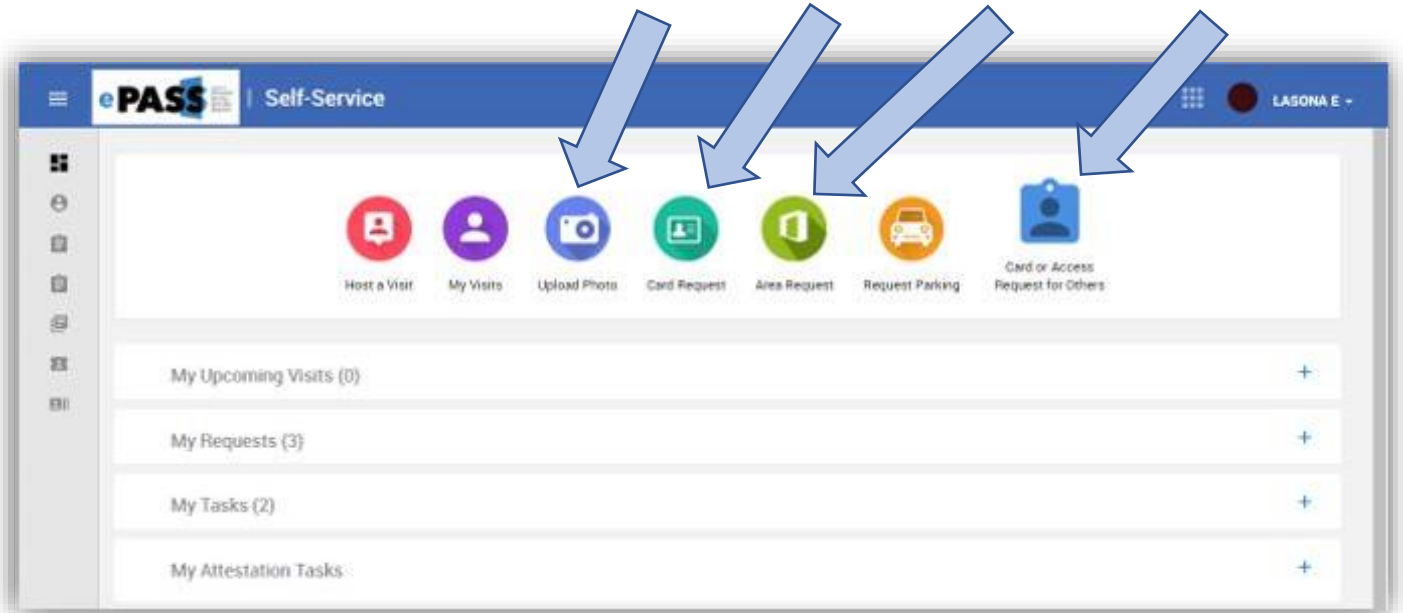


Click [here](#) for more information on ePass

[CICA@Prudential.com](mailto:CICA@Prudential.com)

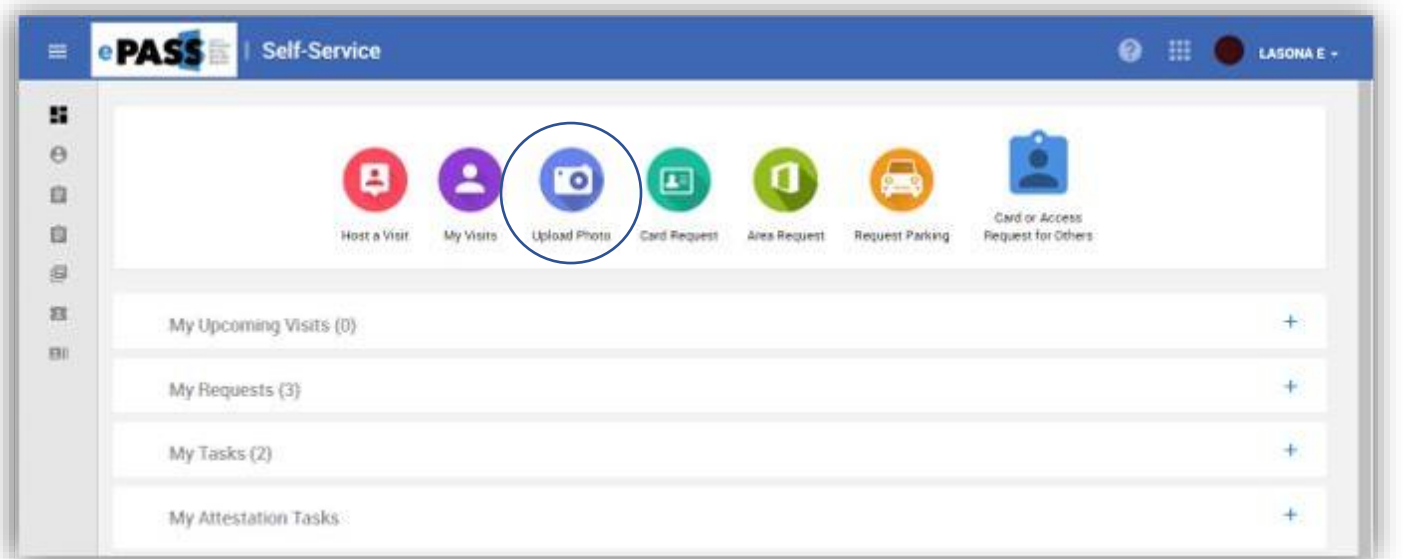
CICA Help Line 973-367-2697 7:30 AM - 5:30 PM EST

*Navigating ePASS (Self Service Main Page) includes Upload Photo, Card Request, Area Request, Requests for Others.*

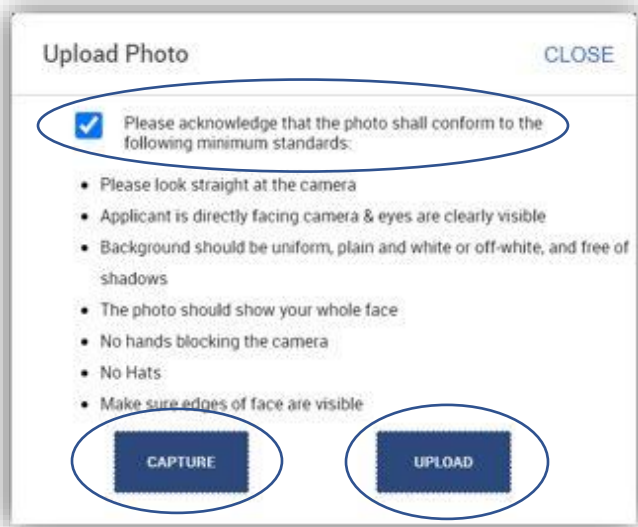


*Upload or Capture a Photo How do I Upload or Capture a Photo?*

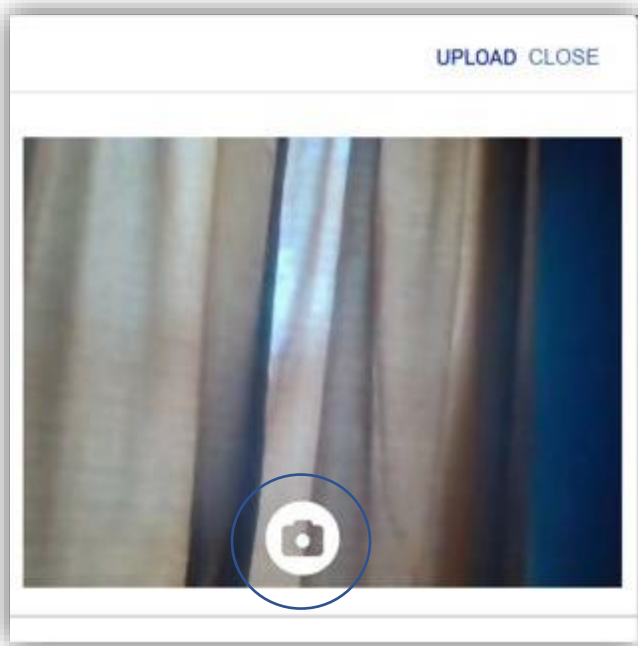
**1 - Select Upload Photo from the self-service screen**



**2 – Click the checkbox acknowledging the minimum standards then choose Capture or Upload (Your device must have a camera to capture)**

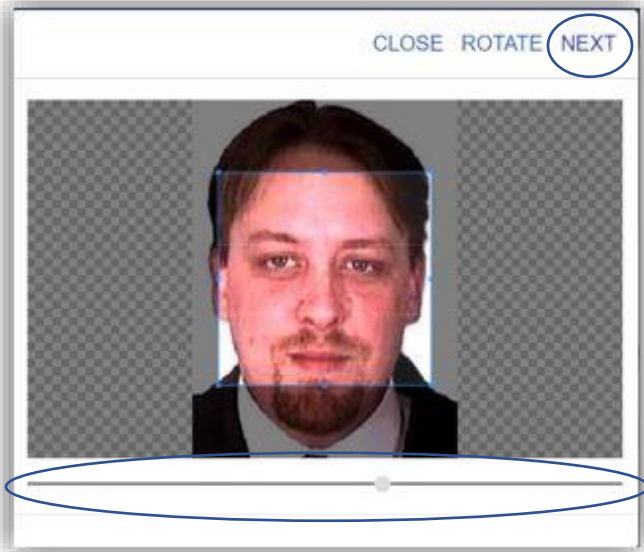


**3a – Capture photo (it may ask for permission to use your camera) When you are ready click the camera button to take the picture.**



**3b – Upload photo – select the photo you would like to use and click open.**

4 – Once you have taken or uploaded your photo, you can make some adjustments. You can move the blue crop box by clicking inside it and dragging it, change the box size by clicking on the blue boxes and dragging them. You can also adjust the size of the picture with the slider at the bottom. You can rotate if necessary, as well. When you are satisfied with what is inside the blue crop box click next.

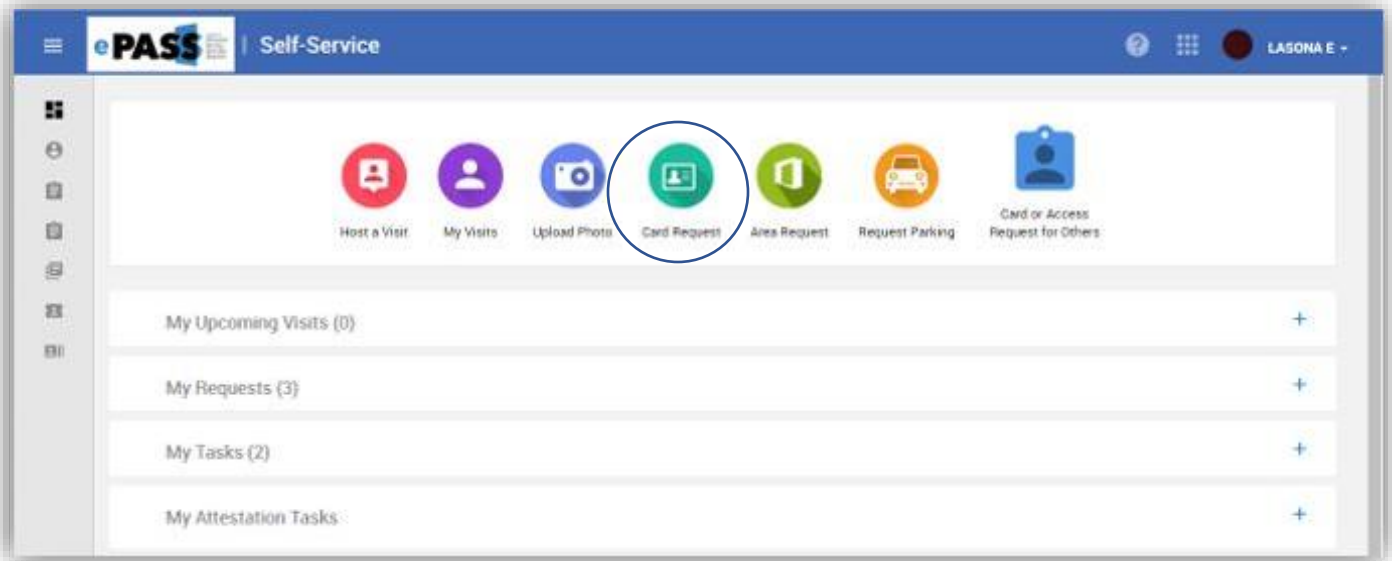


5 – You should now see your photo on your profile page. You must click save to complete the process.

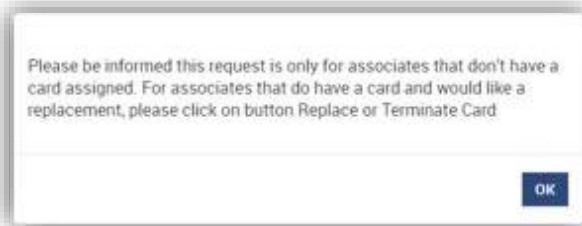


## Request a Card for yourself How do I Request a Card?

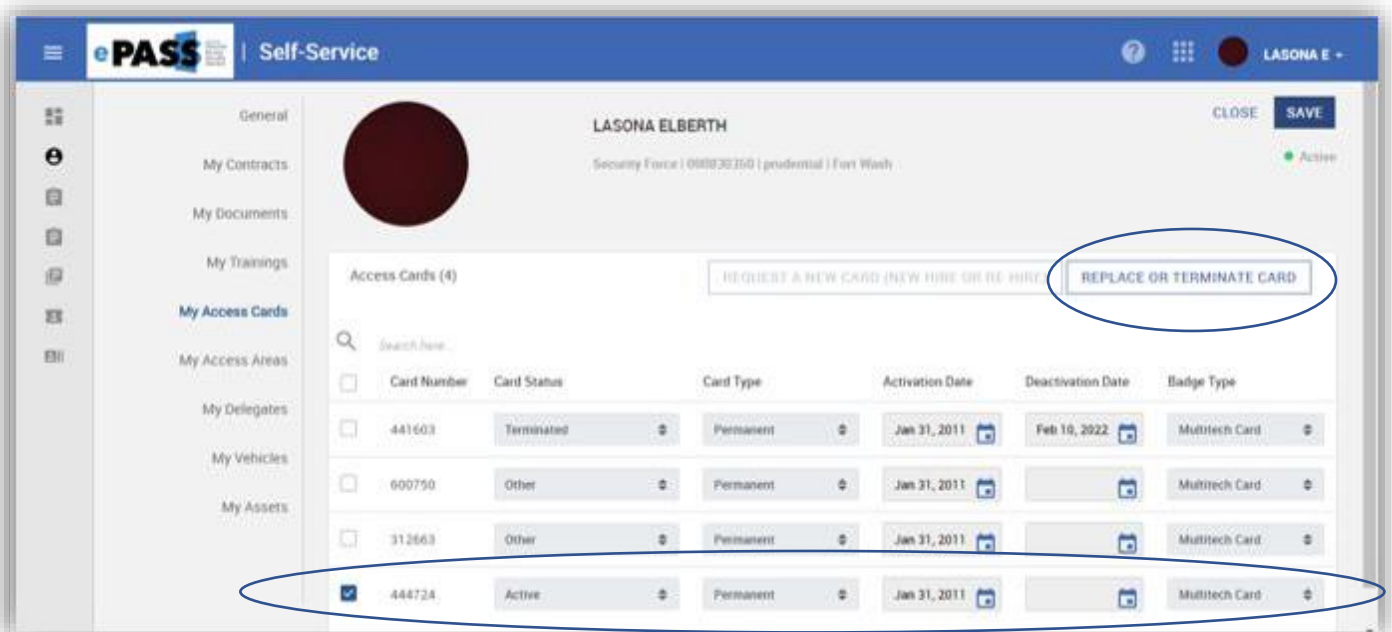
### 1 - Select Card Request from the self-service screen



### 2 - If you already have an active card you will receive the following message click ok.



### 3 - Select the card that is active and then click Replace or Terminate Card



**4, 5c – Change the request type to the appropriate option. The director should be in the Director Name box, if it is not or for some reason you need to change it, you can by double clicking the director and selecting a new one. You can also pick the badge delivery location from the list or add your own custom address. When complete click Save.**

**Replace**

**Terminate**

The 'Update Card' form for replacing a card includes the following fields and options:

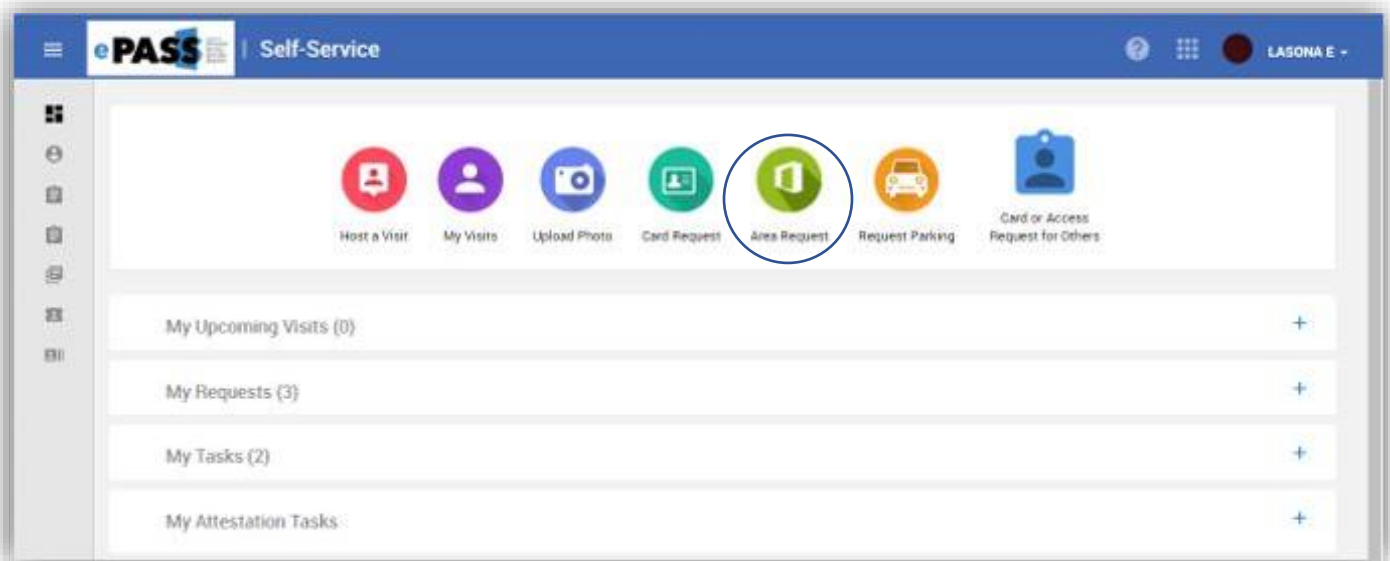
- REQUEST TYPE (Required):** Existing Card - Damaged Card
- DIRECTOR NAME (Required):** KEYVA - DIR WILSON
- NOTE:** The current card will be permanently deactivated when new card request will be approved.
- CARD DELIVERY LOCATION:**
  - COUNTRY:** United States
  - LOCATION:** Plaza
- DELIVERY OPTIONS:**
  - SHIP TO CUSTOM ADDRESS. (SEE INFORMATION TAB)
- NOTES:** (Empty text area)

The 'Update Card' form for terminating a card includes the following fields and options:

- REQUEST TYPE (Required):** Terminate an Existing Card
- DIRECTOR NAME (Required):** SORANTINO ILES
- NOTE:** The current card will be permanently deactivated.
- NOTES:** (Empty text area)

**Request Access for yourself How do I Request Access?**

**1 - Select Area Request from the self-service screen.**



**2, 5a – Search for the area(s) you require access to. To narrow your search, click the filter and select locations.**

The screenshot shows the 'Add Access' interface. At the top, there is a search bar with the placeholder text 'Search System Name, Area Type, Area Name, Description'. To the right of the search bar is a filter icon (a funnel with a minus sign) which is circled in blue. Below the search bar is a table with columns: Area Name, Area Type, System Name, and Description. The table contains several rows of data, each with an 'ADD' button to its right. A dropdown menu is open from the filter icon, showing options: System Name, Area Type, Area Name, Description, and Locations. The 'Locations' option is circled in blue. At the bottom of the table, there is a pagination bar showing page 1 of 532.

Area Name	Area Type	System Name	Description	ADD
Off Site	StorageValue	Geoffrey		ADD
Exxon Plaza II General Access	StorageValue	Geoffrey		ADD
Houston 11 FL General Access	StorageValue	Geoffrey		ADD
Raleigh Equipment Rm Access - Do Not Use	StorageValue	Geoffrey		ADD
Parvopany MLS General Access - Not Being Used	StorageValue	Geoffrey		ADD

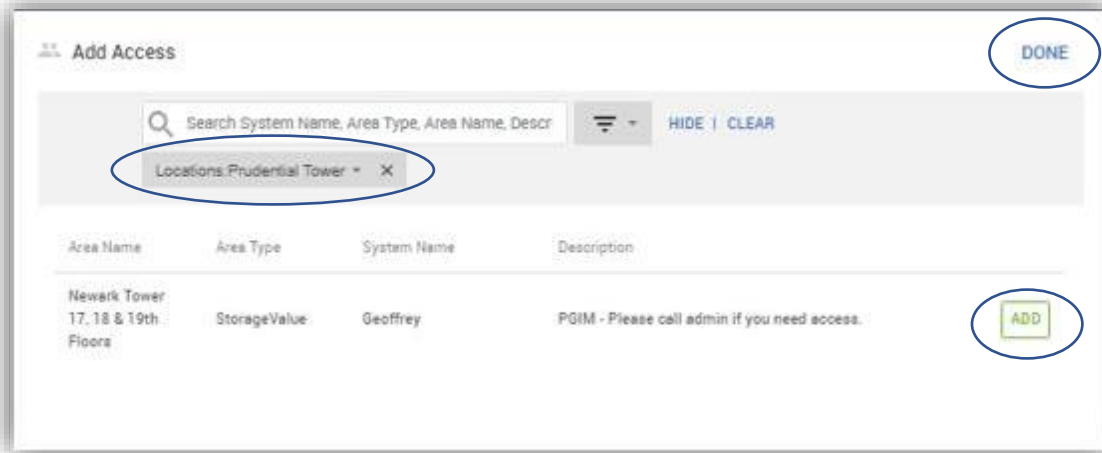
**3, 6a – Select the country, state, location, building and floor you are looking for. When complete click Apply Filter.**

The screenshot shows a filter form with the following fields and values:

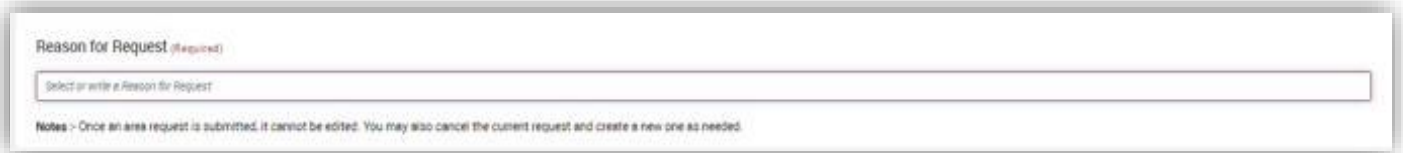
- COUNTRY (Required): United States
- STATE (Required): New Jersey
- LOCATION (Required): Wash
- BUILDING: 213 Washington St. Newark, New Jersey 07102
- FLOOR: 1

At the bottom of the form, there are three buttons: 'CLOSE', 'RESET', and 'APPLY FILTER'. The 'APPLY FILTER' button is circled in blue.

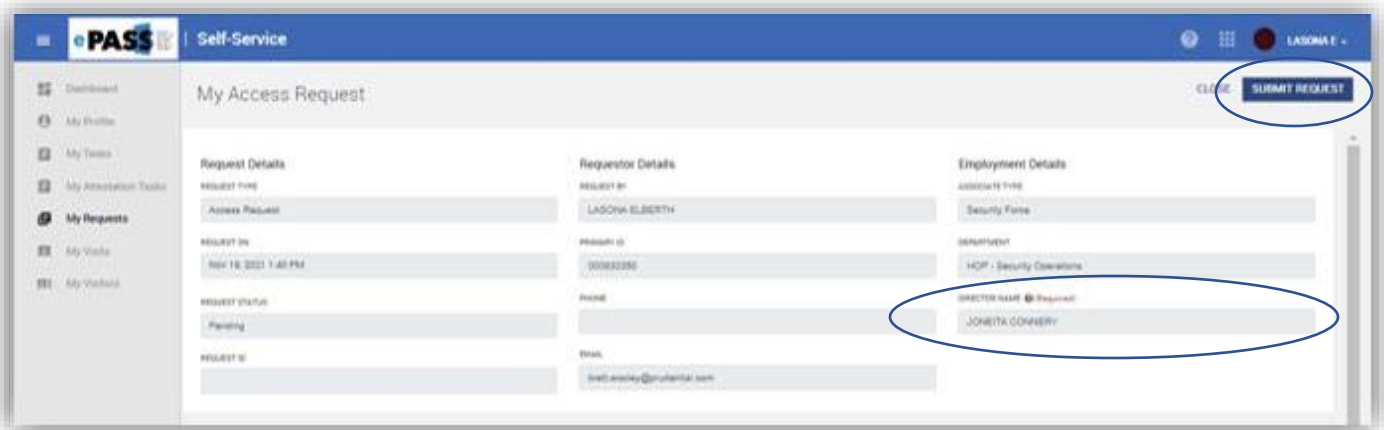
**4, 7a – Select the areas(s) that you require by clicking Add. You can change the filter by clicking the arrow in the box. You can remove the filter by clicking the X. When complete click Done.**



**5, 8a – Reason for Request is required for all requests.**



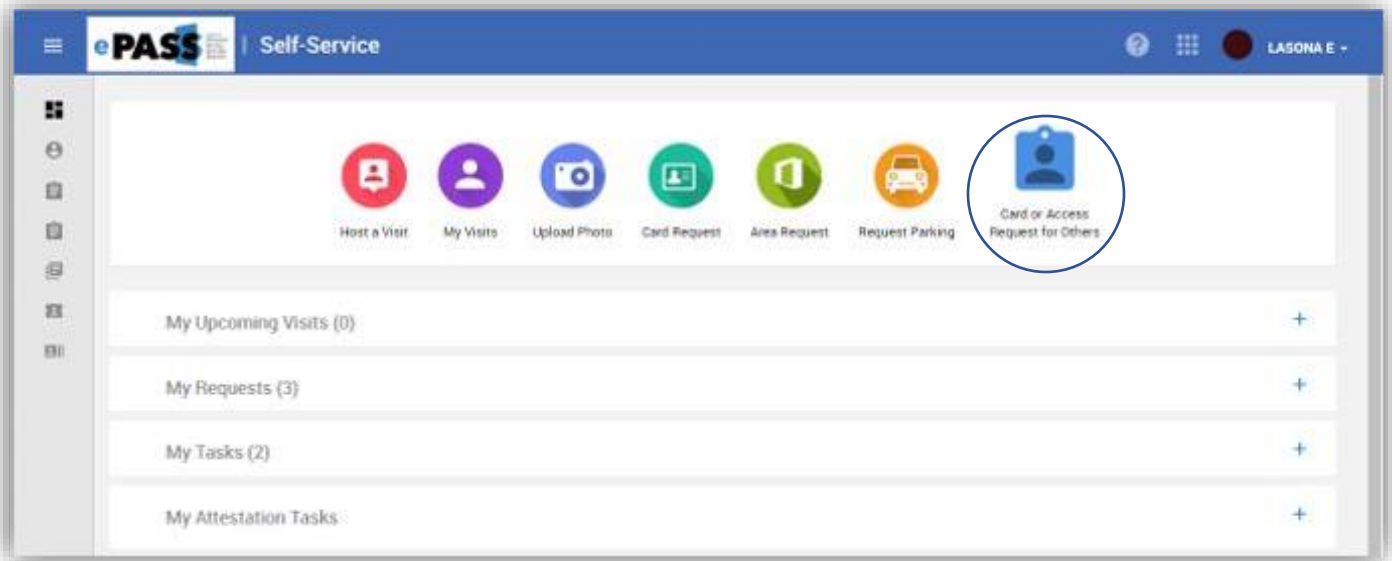
**6, 9a – Your director should be in the Director Name box, if for some reason you need to change it you can by double clicking the director and selecting a new one. Please submit the Request once all the required field information is provided.**



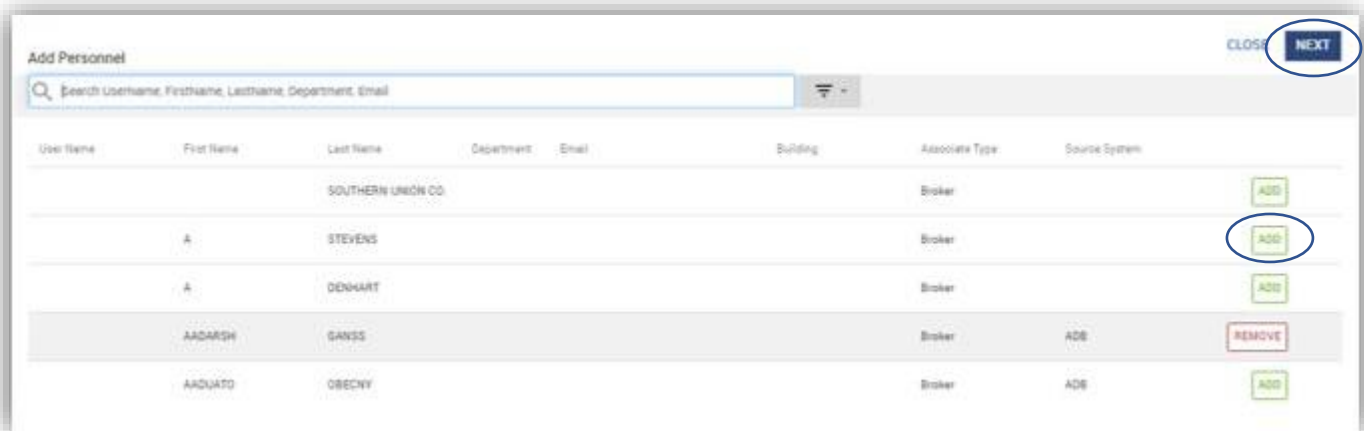


**Card or Access Request for others** How do I Request a Card or Access for someone else?

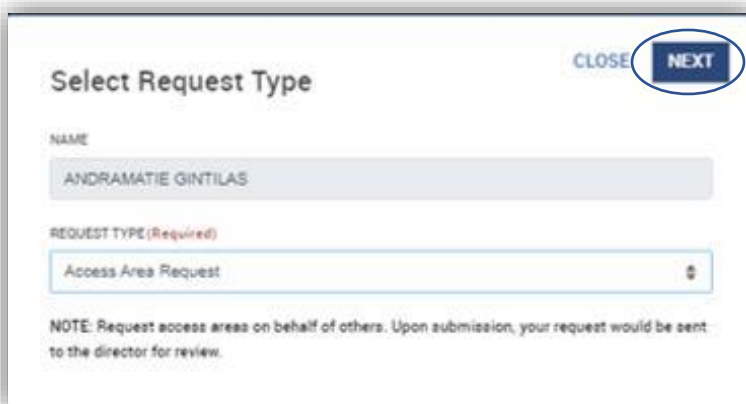
**1 - Select Card or Access Request for Others from the self-service screen.**



**2 – Search for the person you want to request for, click Add the click Next.**



**3 – Select the type of Request you need and then click Next.**



**4a – For Access Area Requests. [Click here.](#)**

**4b – For Access Removal Request [Click here.](#)**

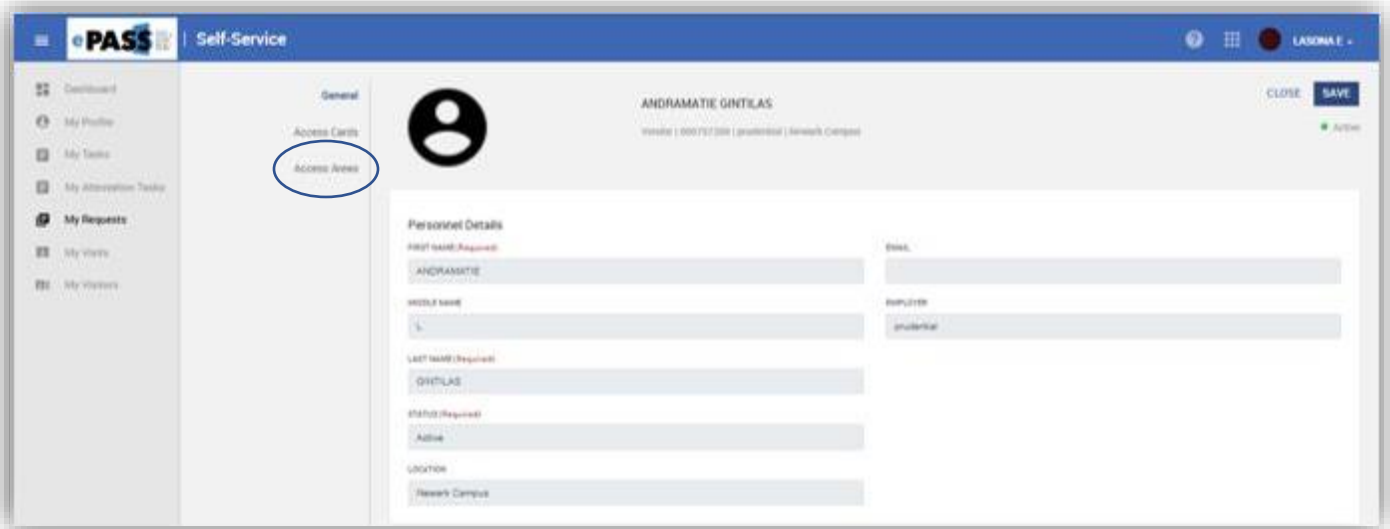
**4c – For Request a New Card**

**(New Hire or Rehire) [Click here.](#)**

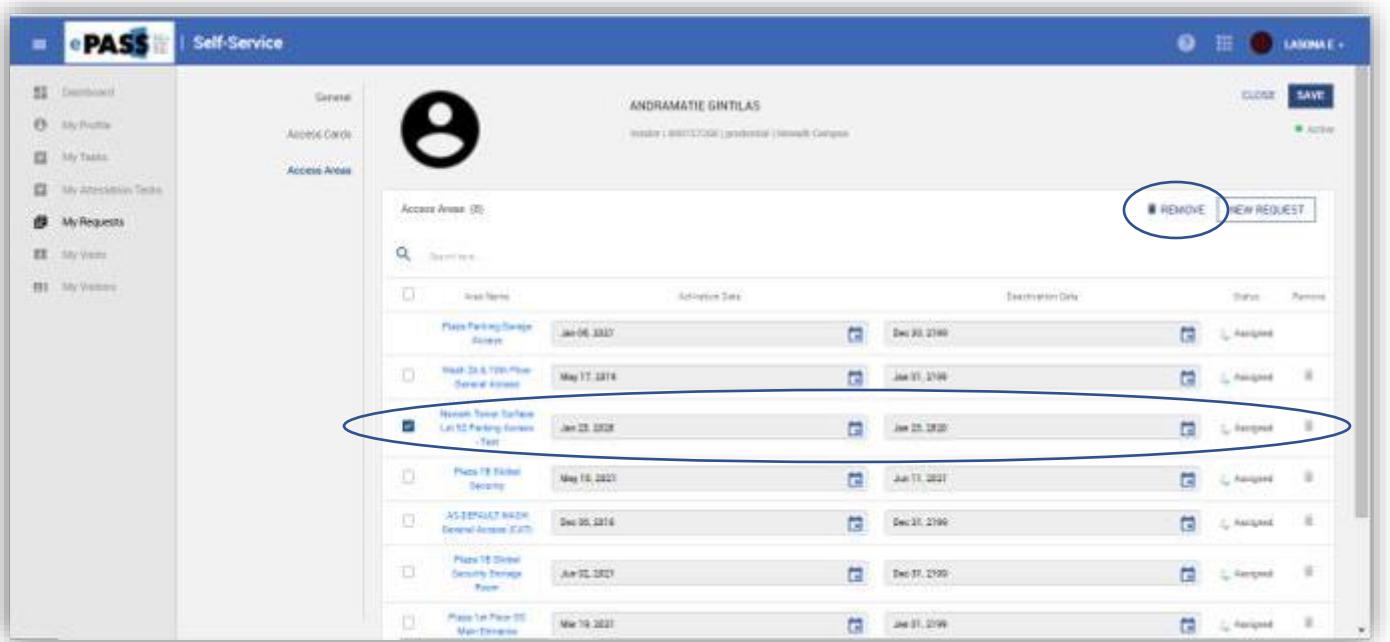
**4d – For Update Existing Card**

**(Replacement or Termination) [Click here.](#)**

5b – It will open their profile. You must click on Access areas.



5b – Select the area(s) you want to remove and click Remove.



**6b – The person’s director should fill in automatically, if it does not or you need to change the director double click and select a new one. You must complete the Reason for Request. When finished Click Submit Request.**

Please choose the Director and provide the reason for the request and submit the request.

DIRECTOR NAME (Required)

SORANTINO ILES

Reason for Request (Required)

No longer required

CANCEL **SUBMIT REQUEST**

**5c – Select the type of card required. The director should be in the Directors name box, if it isn’t or you need to change it double click in the box and select a new one. You can also pick the badge delivery location from the list or add your own custom address. When complete click Save.**

Request Card CANCEL **SAVE**

REQUEST TYPE (Required)

New Access Card

DIRECTOR NAME (Required)

SORANTINO ILES

NOTE: This will create a request to assign you a new access card.

CARD DELIVERY LOCATION

COUNTRY LOCATION

Select Select

DELIVERY OPTIONS

SHIP TO CUSTOM ADDRESS. (SEE INFORMATION TAB)

NOTES



***Physical Identity & Access Management including:***

- ***Access recertification portal for Area Owners***
- ***Available on your personal device***
- ***Native language support for International offices***

***Travel Integration***

- ***Streamline area access requests when travel is booked***