Frequently Asked Questions about the Courtesy Affiliate Process

Where can I see my affiliate's ASURITE ID?
You can see a person's ASURITE ID on the Person Affiliation tab at ASU Customizations > ASU Campus Community > ASU Affiliation > Person Affiliation just below their name.

How long does it take the ASURITE ID to get populated on the Person Affiliation page?
In a perfectly timed sequence of events, it would only take a few hours. However, based on the timing of when a person’s data entry is complete and when the processes run to get information to and from PeopleSoft, it could take up to a day. After correct data entry takes place, the data is sent from PeopleSoft to the system that creates ASURITE IDs, EDNA. EDNA creates the ASURITE IDs and then sends the ASURITE ID back to PeopleSoft. PeopleSoft then creates a user profile based on that ASURITE ID and it can be viewed on the Person Affiliation page.

Why doesn't my affiliate have an ASURITE ID yet?
If all the information has been entered correctly, the ASURITE ID should be created within a few hours but it can take up to one day. If it is not created one day after entry, it is important to check the data entry. First, ensure that you have entered a first name, a last name, a date of birth, and a non-ASU email address for your affiliate. Second, ensure that you entered an active sub-affiliation that hasn’t been future dated for the affiliate. If the data appears correct, send an email to CampusCommunity@asu.edu and we will investigate the issue.

How long until my affiliate receives his ASURITE ID activation email?
As long as the person’s bio demo information (including the name, date of birth, and non-ASU email address) and sub-affiliation information have been entered correctly, the person should receive the email within one business day.

Will an affiliate who already exists in the system with an ASURITE ID receive an ASURITE ID activation email?
If the ASURITE ID was never activated, they will most likely get an activation email. If the ASURITE ID was activated, they will not. If the affiliate knows they have had an ASURITE ID in the past, they should be able to login with their password. If they don’t remember their password, the affiliate can call the Help Desk at 480.965.6500 to request assistance with a password reset.

What should my affiliate do if he doesn’t receive the ASURITE ID activation email?
It is possible that the person’s email security is set high enough that the activation email is treated like spam or junk email. Have the affiliate check his spam/junk email box. If the email is not there, the affiliate can call the Help Desk at 480.965.6500 to request assistance with obtaining an activation code.

What do the ASURITE ID activation emails say?
The activation emails provide the user with their Affiliate ID (EMPLID), an activation code, and instructions on how to activate the ASURITE ID. In the Courtesy Affiliate Training Guide, an example of the generic activation email is provided on page 33 and an example of the Future Faculty Tenure-Track Hire (POIF) email example can be found on page 45.
Do the activation codes contained in the ASURITE ID activation emails expire?
No! However, if someone from the Help Desk or the Computer Accounts Office generates a new activation code, the previous activation code will no longer be valid.

Do I really need to search for the person before adding them to the database?
Yes! It is imperative that a thorough Search/Match be performed in order to avoid creating duplicate identities. Vital employment and academic records are associated with the EMPLID, and in order to maintain accurate records and properly report tax information to the IRS, it is crucial that all of an individual’s records are associated with a single EMPLID only.

Can’t I just use the search page at Add/Update a Person instead of using the Search/Match page when trying to determine if the person exists in the database already?
Unless the person has provided you with an EMPLID (Affiliate ID) or Campus ID (ASU ID) from a prior affiliation, you should always use the Search/Match page to search for a person. Search/Match is a more robust search engine than the standard search pages because it can search by multiple data elements at the same time and it will also search for former names.

What do I do if I have created a duplicate identity for my affiliate?
Send an email containing the EMPLIDs involved in the duplicates to CampusCommunity@asu.edu and we will assist you in getting the duplicate resolved.

Can I future date any of the data entry?
When adding bio demo data for a new person, future dating bio demo data will result in a save error and the identity will not be created. You should never future date bio demo data.

When adding a sub-affiliation, a future date will delay the ASURITE ID creation. It is best to use today’s date.

Can I back date any of the data entry?
When adding bio demo data for a new person, it is best to use today’s date. The only exception is if you are adding a new hire to the system whose hire date is less than today’s date. In order for the eventual job data to be established on the proper date, you must enter the hire date as the effective date on bio demo data. For someone whose hire date is in the future, you should allow today’s date to default as the effective date.

When adding a sub-affiliation, a back date will not generate an ASURITE ID any quicker. It is best to use today’s date.

What do I do if I have key entered a data element incorrectly?
If the field is not effective dated, you can simply make the correction. If you misspell a name or put in an incorrect address and you realize it immediately after saving the record, send a note to CampusCommunity@asu.edu for assistance. If you notice the mistake on the following day, insert a new effective dated row with the corrected data.

Do I need to enter my affiliate’s date of birth?
Yes! The ASURITE ID will not be created without the date of birth.
Do I need to enter my affiliate’s Social Security Number?
Having the SSN is very helpful in identifying women who have married or divorced since their last affiliation with ASU and in the event the affiliate goes by a nickname that is spelled differently than the first few letters of their given name (i.e., Peggy versus Margaret or Jim versus James).

If you are entering a newly hired employee, you should request the employee’s SSN once they have accepted the offer of employment.

We understand the desire to protect SSNs but, if you are able to collect the SSN from your “non employee” affiliate, it really does help to have it for identification purposes.

Do I need to add a sub-affiliation if my affiliate already has an Affiliate ID (EMPLID) or an ASURITE ID?
Yes! In order for the individual to obtain the services they need as part of your department or program you will need to properly affiliate them with the university.

Do I need to add a sub-affiliation if I only need the Affiliate ID (EMPLID) for the eHire process?
Yes! Adding the sub-affiliation bridges the access gap between when the person accepts the offer of employment and when their job data is entered in the system. This “early on boarding” process allows a new employee to have the access they need on day one of employment, without having to wait for their job data to get set up in the system.

I am not able to add a new person/new sub-affiliation. What’s wrong with my access?
There are three navigation points to this process. Make sure you are navigating to the correct location.

Search for a person: Campus Community > Personal Information > Search/Match
Add or update a person: Campus Community > Personal Information > Add/Update a Person
Add or update sub-affiliations: ASU Customizations > ASU Campus Community > ASU Affiliation > Person Affiliation

If you have verified that you are navigating to the correct place but still aren’t able to perform a specific function, send a note to CampusCommunity@asu.edu and we will investigate the issue. It would be helpful if you include a screen shot so we can see where you are running into trouble.

How do I request access to additional sub-affiliation codes?
Send an email, indicating which codes you need, to CampusCommunity@asu.edu and we will assist in setting up the additional codes.

How do I request a new sub-affiliation code to be set up?
Send an email to CampusCommunity@asu.edu and we will work with you on establishing a new code.
The HR and Student databases are now split, does it matter which database I am signed into?
It does not matter which database you are signed into. The Campus Community pages will work with
the same navigation from either the https://cs.oasis.asu.edu/ or https://hr.oasis.asu.edu/ URLs.

The HR and Student databases are now split, will the bio demo information exist in both
databases?
Yes, the databases have been set up to synchronize bio demo information between the two
databases. At most there may be a minute or two delay.

The HR and Student databases are now split, will Search/Match change at all?
No, the data will be the same in either database. You will be able to perform Search/Matches just as
effectively as you did prior to the splitting of the databases.

Who do I contact if I have additional questions regarding the Courtesy Affiliate process?
Send an email to CampusCommunity@asu.edu and someone from the Campus Community Team
will respond to you shortly.