How to Request for AD (Active Directory) Credentials

In order for your Non-affiliated user to obtain AD credentials, you or someone from your study must submit a request through the UCSD Service Desk. Outline below are the steps on how to start an access request.

1. Go to [https://pulse.ucsd.edu](https://pulse.ucsd.edu)
2. On the right side of the page under “Quick Links”, select “Service Now”. As shown below:
3. Log in with the same credentials as your UCSD email.
4. Click “Create Request” to start a service.
a. From here there are 2 ways to request for AD credentials.
   i. Either through a “Service Request” or “IS Access”
      • The difference is with “IS Access”, you must already have access to the “IS Access Form”.
         a. To know if you do have access, once you click “IS Access”, the form would be listed.
            i. If you do not have access to the “IS Access Form”, you can still submit an access request through a “Service Request”.

5. Once you click “Service Request”, scroll to the bottom of your page to get to the “General Request”.

6. The top section boxed in red will be your info.
   a. In the description below please put the following information about the user that needs AD credentials:
      i. Full name, email, phone number, university, the application they will be using, and for how will they be needing access.