

# Managing Requesters

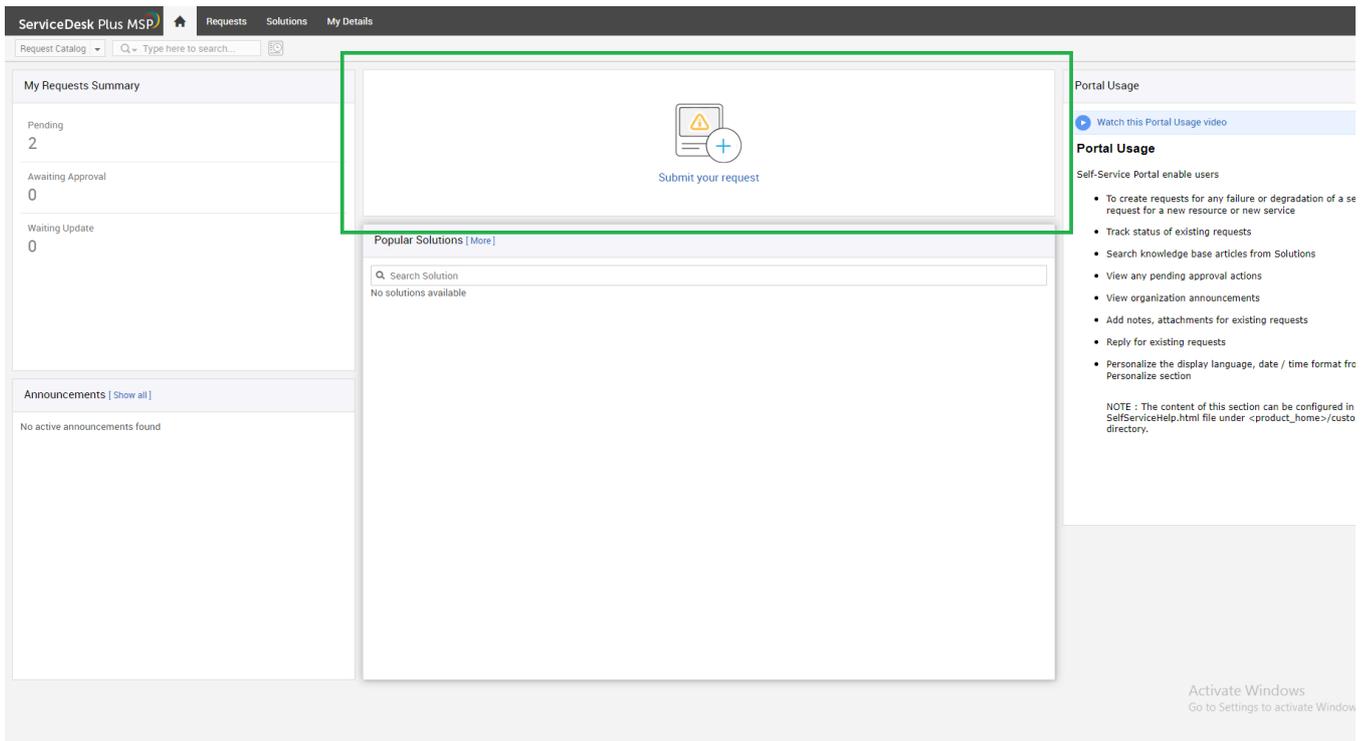
- [Adding a Support Requester](#)
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# Adding a Support Requester

We all need tech support on occasion, and Enseva is here to help. A Requester is a person you allow to open technical support requests on behalf of your organization or company. You can add a new Requester using this tutorial.

## Adding a Support Requester to Your Account

1. From your account home page, click on Submit your request .



The screenshot displays the ServiceDesk Plus MSP user interface. The top navigation bar includes 'ServiceDesk Plus MSP', a home icon, and tabs for 'Requests', 'Solutions', and 'My Details'. Below the navigation bar is a search bar labeled 'Request Catalog' and 'Type here to search...'. The main content area is divided into several sections:

- My Requests Summary:** A table showing the status of requests: Pending (2), Awaiting Approval (0), and Waiting Update (0).
- Announcements:** A section titled 'Announcements [ Show all ]' with the message 'No active announcements found'.
- Submit your request:** A large white box with a green border containing an icon of a document with a plus sign and the text 'Submit your request'.
- Popular Solutions:** A section titled 'Popular Solutions [ More ]' with a search bar labeled 'Search Solution' and the message 'No solutions available'.
- Portal Usage:** A section on the right side of the page with a blue button 'Watch this Portal Usage video' and a list of instructions for users.

The 'Submit your request' button is highlighted with a green rectangular box, indicating the first step in the tutorial.

## 2. Now, click on Support: Add Support Requester or Manager to Account .

The screenshot displays the ServiceDesk Plus MSP interface. At the top, there is a navigation bar with 'ServiceDesk Plus MSP' on the left and 'Requests', 'Solutions', and 'My Details' on the right. Below this is a search bar with the text 'Request Catalog' and a search icon. The main content area is titled 'Template Categories' and features a sidebar on the left with categories: 'Account Management', 'Colocation Services: Physical Access', 'Colocation Services: Shipments', and 'Colocation Services: Virtual Hands'. The main area shows a list of templates under the heading 'All Templates'. The first template, 'Support: Add Support Requester or Manager to Account', is highlighted with a green box. Its description reads: 'Select this option to add an additional requester or account manager to your account. Requesters are able to interact with Enseva support staff by either phone, ticketing or email to help resolve technical issues and answer questions.' Below it are two other templates: 'Support: Remove Support Requester from Account' and 'Support: Update Existing Support Account'.

3. You will be taken to the ticket screen you see below. We will review each section in the steps below.

ServiceDesk Plus MSP | Requests | Solutions | My Details

Request Catalog | Q - Type here to search...

### Support: Add Support Requester or Manager to Account

**Requester Details**

Name: Demo User | Asset(s): Search and associate assets here

Site: Sample Site

Subject: Add Requester to Account

Description: **Important: Adding a new requester to an account requires the approval of an account Manager.**  
**Account Details (Required)**  
These fields provide basic information about the person being added to our support portal. All fields must be accurately completed prior to the requests implementation.  
**Additional Account Details (Optional)**  
These fields provide additional information about the person being added to our support portal but are not required. The Secondary E-Mail and Phone number fields can provide additional communication options should primary methods be unavailable.  
**Account Manager**  
Should the new requester need Account Manager permissions, complete the fields and the appropriate permissions the Account Manager should have.  
**Approval Permissions**  
Should the new requester have the ability to approve purchases on behalf of the organization in the form of new services or one-time service requests, complete the appropriate fields.

Request Type: Request

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**Asset Details**

Account Details (Required)	Additional Account Details (Optional)
First Name: <input type="text"/>	Employee ID: <input type="text"/>
Last Name: <input type="text"/>	Secondary E-Mail Address: <input type="text"/>
Primary E-Mail Address: <input type="text"/>	Secondary Phone Number: <input type="text"/>
Primary Phone Number: <input type="text"/>	

Account Manager	Approval Permissions
Configure new requester as account manager: <input type="text" value="--- Select Item ---"/>	Service Request Approver: <input type="text" value="--- Select Item ---"/>
Account Manager Permissions: <input type="checkbox"/> Changes <input type="checkbox"/> Problems <input type="checkbox"/> Work Logs	Purchase Approver: <input type="text" value="--- Select Item ---"/>

Attachments:

4. At the top of the request form you will see basic instructions on how to use this form.  
Note: You do not need to edit information in this area.

The screenshot shows the 'Support: Add Support Requester or Manager to Account' form in ServiceDesk Plus MSP. The form includes a navigation bar with 'Requests', 'Solutions', and 'My Details'. Below the navigation bar is a search bar and a 'Request Catalog' dropdown. The main form area is titled 'Requester Details' and contains the following fields and sections:

- Name:** A text input field containing 'Demo User'.
- Asset(s):** A search box with the placeholder text 'Search and associate assets here'.
- Site:** A text input field containing 'Sample Site'.
- Subject:** A text input field containing 'Add Requester to Account'.
- Description:** A rich text editor with a toolbar. The content includes:
  - A paragraph: 'This request will add an additional representative from your or other organizations to gain access to [Enseva's Support Portal](#) and allow them to submit support requests on behalf of your organization.'
  - An **Important:** note: 'Adding a new requester to an account requires the approval of an account Manager.'
  - An **Account Details (Required)** section: 'These fields provide basic information about the person being added to our support portal. All fields must be accurately completed prior to the requests implementation.'
  - An **Additional Account Details (Optional)** section: 'These fields provide additional information about the person being added to our support portal but are not required. The Secondary E-Mail and Phone number fields can provide additional communication options should primary methods be unavailable.'
  - An **Account Manager** section: 'Should the new requester need Account Manager permissions, complete the fields and the appropriate permissions the Account Manager should have.'
- Request Type:** A dropdown menu currently set to 'Request'.

5. Enter the new user Account Details and Additional Account Details  
Provide the relevant information about the new Requester you would like to add.  
Note the fields marked as Required and Optional.

The screenshot shows the 'Asset Details' form, which is divided into two main sections:

- Account Details (Required):** This section contains four text input fields:
  - First Name
  - Last Name
  - Primary E-Mail Address
  - Primary Phone Number
- Additional Account Details (Optional):** This section contains three text input fields:
  - Employee ID
  - Secondary E-Mail Address
  - Secondary Phone Number

6. Select your settings for "Configure new requester as account manager"

Select No on the drop-down menu.

You do not need to make a selection on the Account Manager Permissions when adding Requesters.

**Account Manager**

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**Configure new requester as account manager**

--- Select Item ---

**Account Manager Permissions**

Changes

Problems

Work Logs

7. Under Approval Permission, select the options you prefer for the new Requester.

Account Manager

---

Configure new requester as account manager

--- Select Item --- ▲

--- Select Item ---

No

Yes

Work Logs

Approval Permissions

---

Service Request Approver

--- Select Item --- ▲

--- Select Item ---

No

Yes

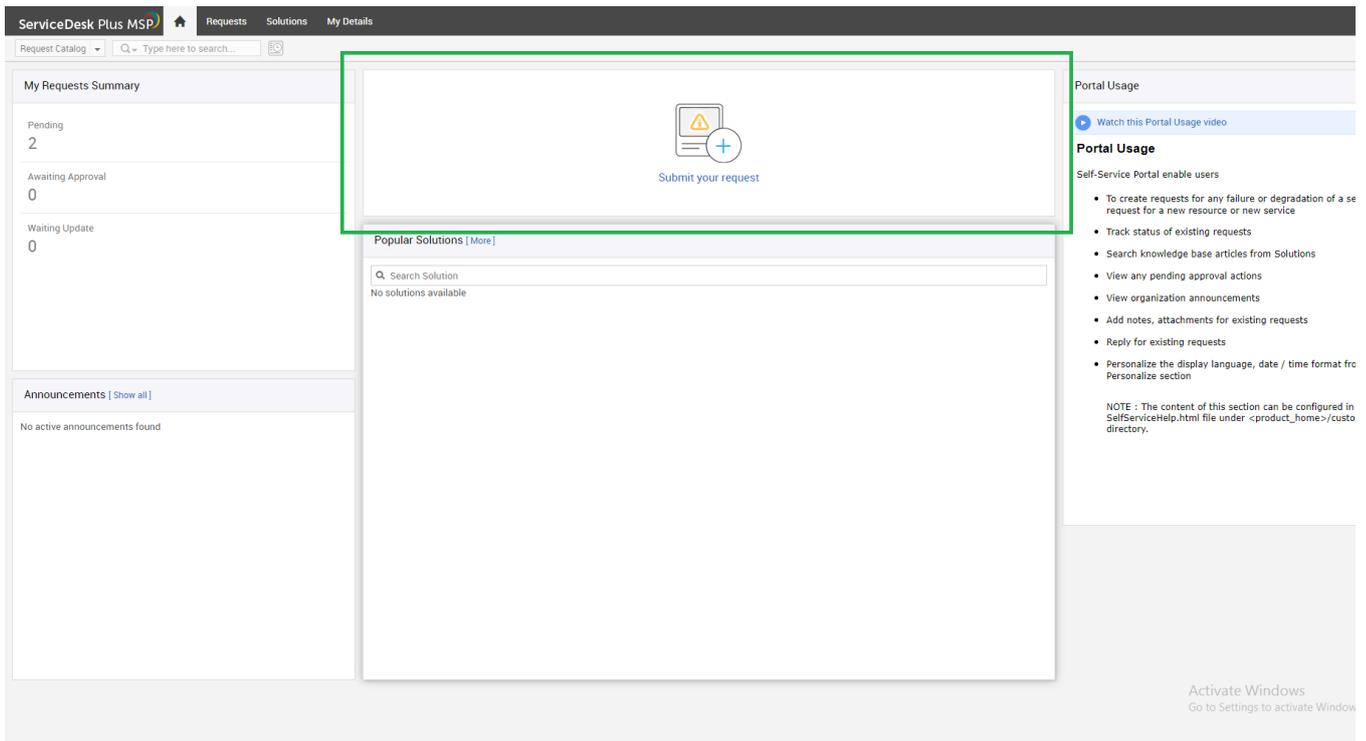
8. When you are finished, click Submit Request at the bottom.  
You will receive a response within 24 hours confirming your request has been completed.

# Adding an Account Manager

An Account Manager can be given access to make purchases, account changes, modify the level of access for other users and request technical assistance on behalf of your organization or company. You can add a new Account Manager and set their level of permission by following the steps below.

## Adding an Account Manager to Your Account

1. From your account home page, click on Submit your request



The screenshot displays the ServiceDesk Plus MSP user interface. The top navigation bar includes 'ServiceDesk Plus MSP', 'Requests', 'Solutions', and 'My Details'. Below the navigation bar is a search bar with the placeholder text 'Type here to search...'. The main content area is divided into several sections:

- My Requests Summary:** A table showing the status of requests: Pending (2), Awaiting Approval (0), and Waiting Update (0).
- Announcements:** A section with the text 'No active announcements found'.
- Popular Solutions:** A section with a search bar and the text 'No solutions available'.
- Submit your request:** A large button with a plus sign icon, highlighted by a green box.
- Portal Usage:** A section with a link to 'Watch this Portal Usage video' and a list of actions for 'Self-Service Portal enable users'.

The 'Submit your request' button is the primary focus of the first step in the instructions.

## 2. Now click on Support: Add Support Requester or Manager to Account

The screenshot displays the ServiceDesk Plus MSP interface. At the top, there is a navigation bar with 'ServiceDesk Plus MSP' on the left and 'Requests', 'Solutions', and 'My Details' on the right. Below this is a search bar with the text 'Request Catalog' and a search icon. The main content area is titled 'Template Categories' and features a sidebar on the left with the following categories: 'Account Management', 'Colocation Services: Physical Access', 'Colocation Services: Shipments', and 'Colocation Services: Virtual Hands'. The main area shows a list of templates under the heading 'All Templates'. The first template, 'Support: Add Support Requester or Manager to Account', is highlighted with a green box. Its description reads: 'Select this option to add an additional requester or account manager to your account. Requesters are able to interact with Enseva support staff by either phone, ticketing or email to help resolve technical issues and answer questions.' Below it are two other templates: 'Support: Remove Support Requester from Account' and 'Support: Update Existing Support Account'. A 'New Issue' button is visible in the top right corner of the template list area.

3. You will be taken to the ticket screen you see below. We will review each section in the steps below.

ServiceDesk Plus MSP | Requests | Solutions | My Details

Request Catalog | Q - Type here to search...

### Support: Add Support Requester or Manager to Account

**Requester Details**

Name: Demo User | Asset(s): Search and associate assets here

Site: Sample Site

Subject: Add Requester to Account

Description: **Important: Adding a new requester to an account requires the approval of an account Manager.**

**Account Details (Required)**  
These fields provide basic information about the person being added to our support portal. All fields must be accurately completed prior to the requests implementation.

**Additional Account Details (Optional)**  
These fields provide additional information about the person being added to our support portal but are not required. The Secondary E-Mail and Phone number fields can provide additional communication options should primary methods be unavailable.

**Account Manager**  
Should the new requester need Account Manager permissions, complete the fields and the appropriate permissions the Account Manager should have.

**Approval Permissions**  
Should the new requester have the ability to approve purchases on behalf of the organization in the form of new services or one-time service requests, complete the appropriate fields.

Request Type: Request

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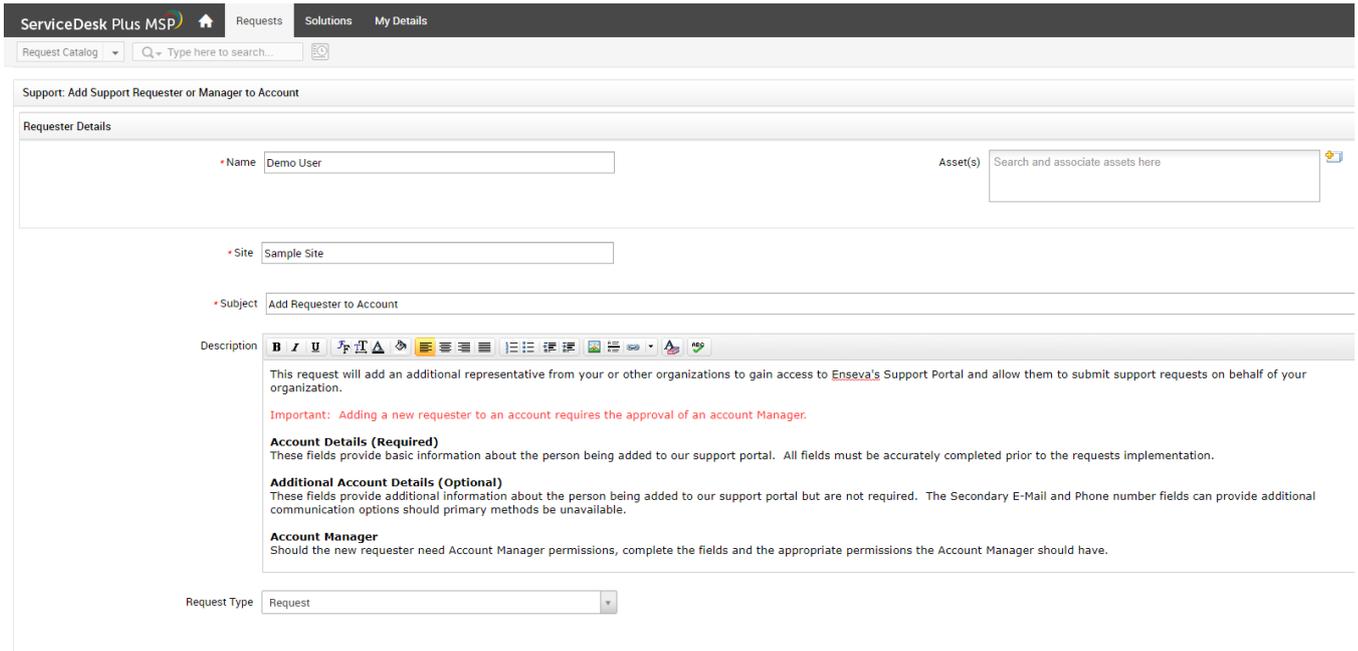
**Asset Details**

Account Details (Required)	Additional Account Details (Optional)
First Name: <input type="text"/>	Employee ID: <input type="text"/>
Last Name: <input type="text"/>	Secondary E-Mail Address: <input type="text"/>
Primary E-Mail Address: <input type="text"/>	Secondary Phone Number: <input type="text"/>
Primary Phone Number: <input type="text"/>	

Account Manager	Approval Permissions
Configure new requester as account manager: <input type="text" value="--- Select Item ---"/>	Service Request Approver: <input type="text" value="--- Select Item ---"/>
Account Manager Permissions: <input type="checkbox"/> Changes <input type="checkbox"/> Problems <input type="checkbox"/> Work Logs	Purchase Approver: <input type="text" value="--- Select Item ---"/>

Attachments:

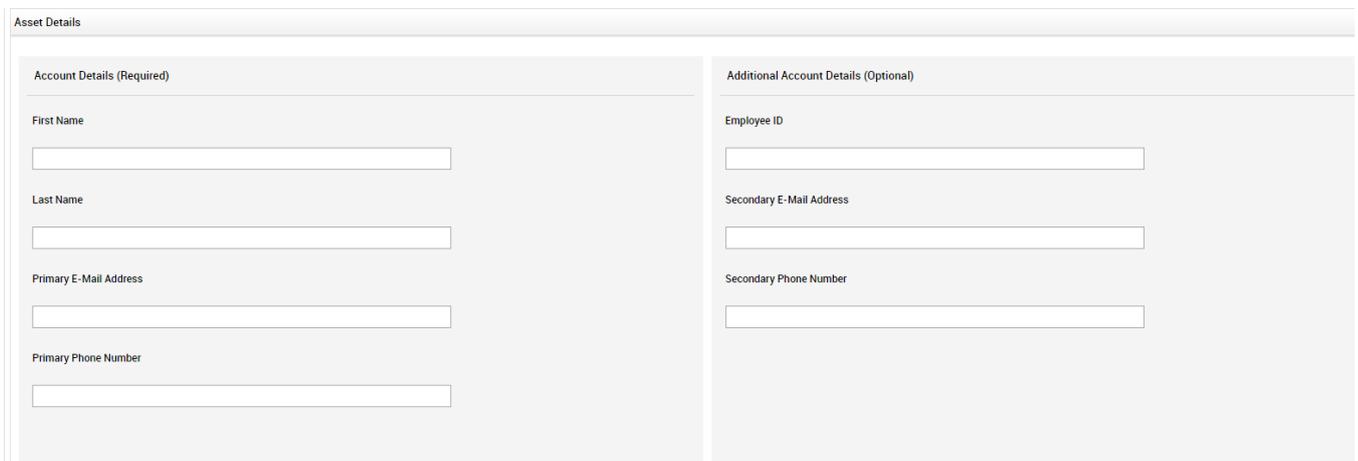
4. At the top of the request form you will see basic instructions on how to use this form. You do not need to edit information in this area.



The screenshot shows the 'Requester Details' section of a ServiceDesk Plus MSP request form. The form is titled 'Support: Add Support Requester or Manager to Account'. It includes the following fields and sections:

- Name:** A text input field containing 'Demo User'.
- Asset(s):** A search box with the placeholder text 'Search and associate assets here'.
- Site:** A text input field containing 'Sample Site'.
- Subject:** A text input field containing 'Add Requester to Account'.
- Description:** A rich text editor with a toolbar. The content includes:
  - A paragraph: 'This request will add an additional representative from your or other organizations to gain access to [Enseva's Support Portal](#) and allow them to submit support requests on behalf of your organization.'
  - An **Important:** note: 'Adding a new requester to an account requires the approval of an account Manager.'
  - An **Account Details (Required)** section: 'These fields provide basic information about the person being added to our support portal. All fields must be accurately completed prior to the requests implementation.'
  - An **Additional Account Details (Optional)** section: 'These fields provide additional information about the person being added to our support portal but are not required. The Secondary E-Mail and Phone number fields can provide additional communication options should primary methods be unavailable.'
  - An **Account Manager** section: 'Should the new requester need Account Manager permissions, complete the fields and the appropriate permissions the Account Manager should have.'
- Request Type:** A dropdown menu currently set to 'Request'.

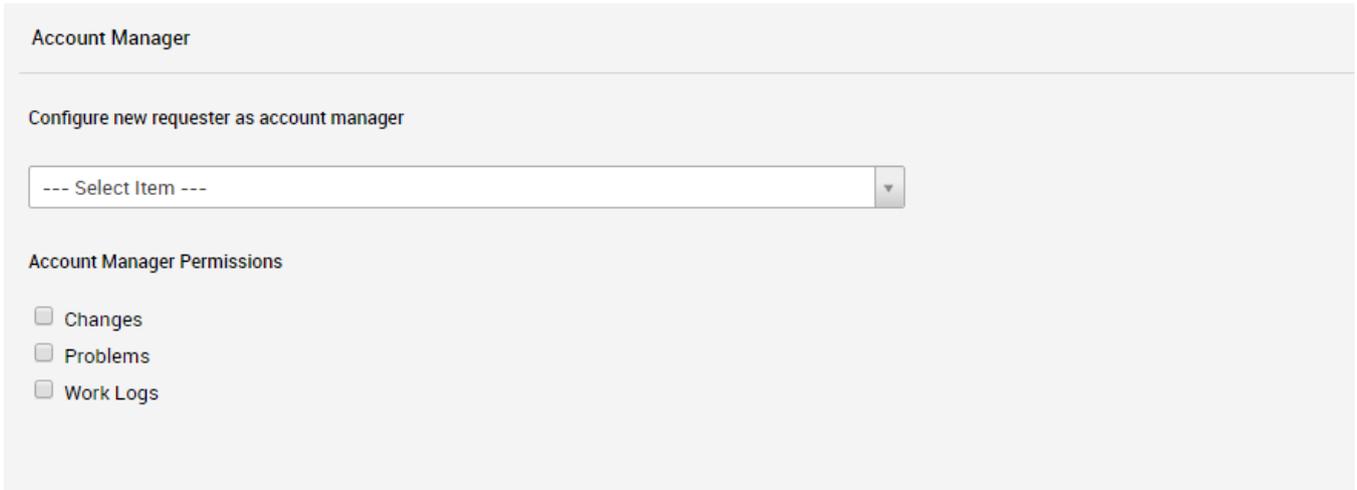
5. Under Account Details and Additional Account Details, provide the relevant information about the new Account Manager you would like to add. Note the fields marked as Required and Optional.



The screenshot shows the 'Asset Details' section of the form, which is divided into two columns:

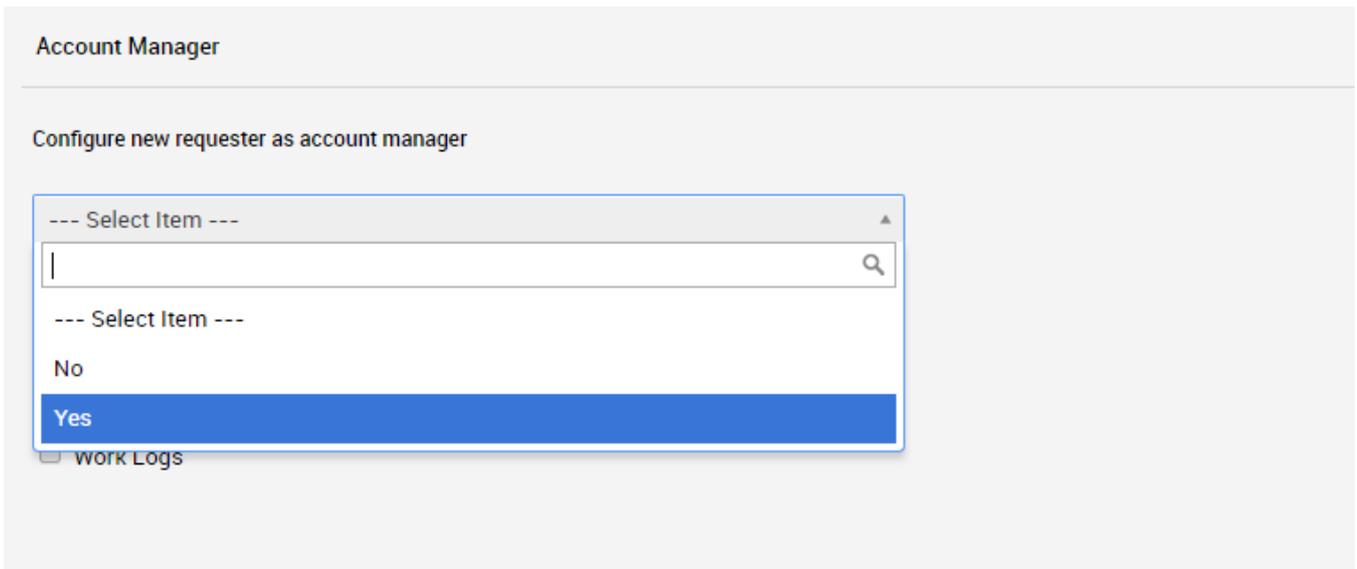
- Account Details (Required):**
  - First Name: Text input field.
  - Last Name: Text input field.
  - Primary E-Mail Address: Text input field.
  - Primary Phone Number: Text input field.
- Additional Account Details (Optional):**
  - Employee ID: Text input field.
  - Secondary E-Mail Address: Text input field.
  - Secondary Phone Number: Text input field.

6. In the Account Manager section, under "Configure new requester as account manager" select Yes on the drop-down menu.



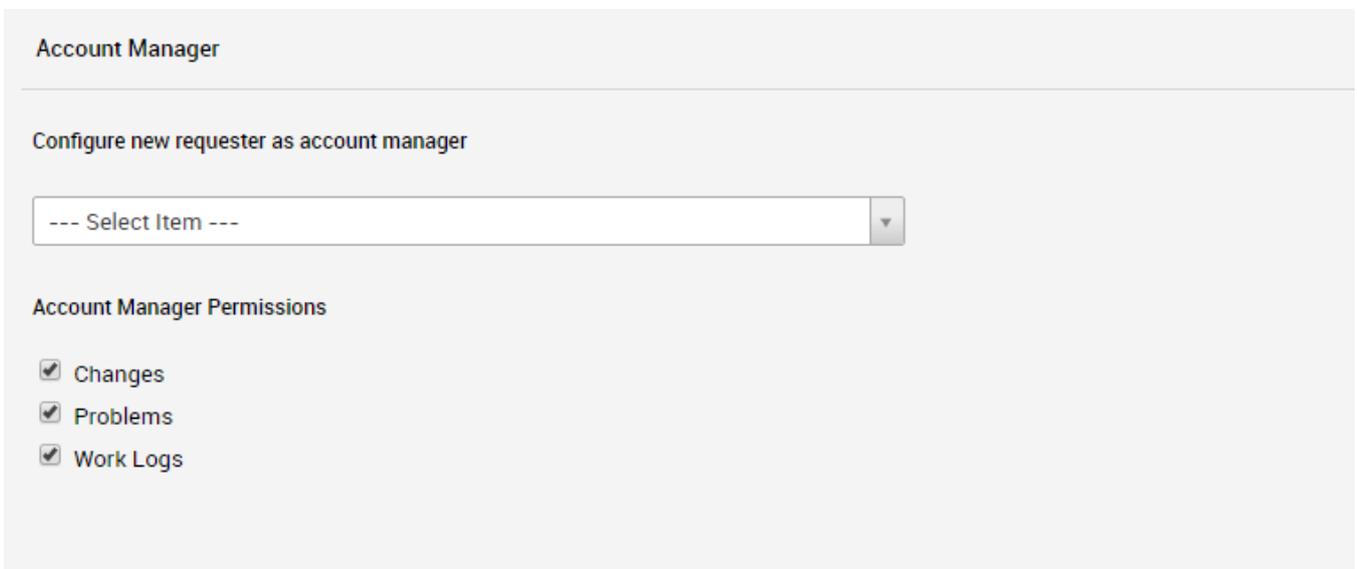
The screenshot shows the 'Account Manager' section. Under the heading 'Configure new requester as account manager', there is a dropdown menu with the text '--- Select Item ---'. Below this, under the heading 'Account Manager Permissions', there are three unchecked checkboxes: 'Changes', 'Problems', and 'Work Logs'.

7. Under "Account Manager Permissions" select the check boxes for the permissions you would like to set for the new Account Manager.



The screenshot shows the 'Account Manager' section. Under the heading 'Configure new requester as account manager', the dropdown menu is open, showing a search bar and two options: 'No' and 'Yes'. The 'Yes' option is highlighted in blue. Below the dropdown, the 'Work Logs' checkbox is visible and is checked.

8. Under Approval Permission, select the options you prefer for the new Account Manager.



The screenshot shows the 'Account Manager' section. Under the heading 'Configure new requester as account manager', there is a dropdown menu with the text '--- Select Item ---'. Below this, under the heading 'Account Manager Permissions', there are three checked checkboxes: 'Changes', 'Problems', and 'Work Logs'.

## Approval Permissions

### Service Request Approver

--- Select Item --- ▲

--- Select Item ---

No

Yes

9. When you are finished, click Submit Request at the bottom. You will receive a response within 24 hours confirming your request has been completed.

Submit Request

Reset

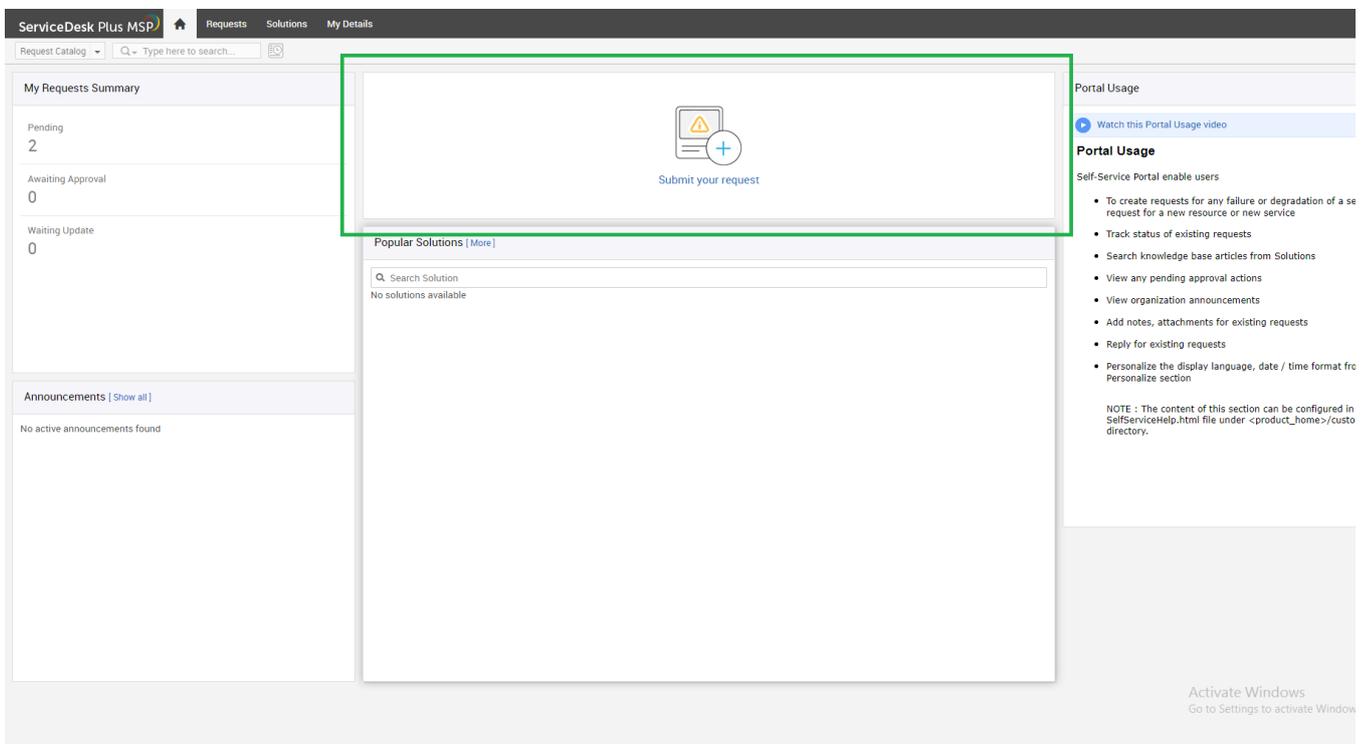
Cancel

# Removing a Support Requester

Any time roles change in your organization, you may need to change who has access to your Enseva account. In order to do so, you can remove a Requester or Account manager using the process in this tutorial.

## Removing a Support Requester from Your Account

1. Start by clicking "Submit your request" from your account home page.



## 2. Next, click on "Support: Remove Requester from Account"

The screenshot displays the ServiceDesk Plus MSP interface. At the top, there is a navigation bar with 'ServiceDesk Plus MSP' and 'Requests Solutions My Details'. Below this is a search bar with the text 'Request Catalog' and 'Type here to search...'. The main content area is titled 'Template Categories' and features a list of categories on the left and a list of templates on the right. The categories are 'Account Management', 'Colocation Services: Physical Access', 'Colocation Services: Shipments', and 'Colocation Services: Virtual Hands'. The templates listed are 'Support: Add Support Requester or Manager to Account', 'Support: Remove Support Requester from Account', and 'Support: Update Existing Support Account'. The 'Support: Remove Support Requester from Account' template is highlighted with a green box. The description for this template reads: 'Select this option to remove a requester or account manager from your account. Requesters are able to interact with Enseva support staff by either phone, ticketing or email to help resolve technical issues and answer questions.'

3. You'll see the following screen with a description of the steps to complete your request.

The screenshot shows the ServiceDesk Plus MSP interface for a request titled "Support: Remove Support Requester from Account". The interface includes a navigation bar with "Requests", "Solutions", and "My Details". Below the navigation bar is a search bar and a "Request Catalog" dropdown. The main content area is divided into several sections:

- Requester Details:** Contains fields for "Name" (filled with "Demo User"), "Site" (filled with "Sample Site"), and "Subject" (filled with "Remove Support Requester from Account"). There is also an "Asset(s)" field with a search icon.
- Description:** Contains a rich text editor with the following text:

This request will remove a representative from Enseva's Support Portal. They will no longer be able to submit support requests on behalf of your organization.

**Important:** Removing a requester from an account requires the approval of an account Manager.

**Account Details (Required)**  
These fields provide basic information about the person being removed from our support portal. All fields must be accurately completed prior to the requests implementation.
- Asset Details:** Contains a section titled "Account Details (Required)" with three input fields: "First Name", "Last Name", and "Primary E-Mail Address".
- Attachments:** Contains an "Attach file" button.

At the bottom of the interface, there are three buttons: "Submit Request" (highlighted in blue), "Reset", and "Cancel".

4. Fill out the required details for the Requester you wish to remove.

This is a close-up view of the "Account Details (Required)" section of the form. It contains three input fields:

- First Name:** An empty text input field.
- Last Name:** An empty text input field.
- Primary E-Mail Address:** An empty text input field.

5. When you are finished, click Submit Request at the bottom.

You will receive a response within 24 hours confirming your request has been completed.

Submit Request

Reset

Cancel

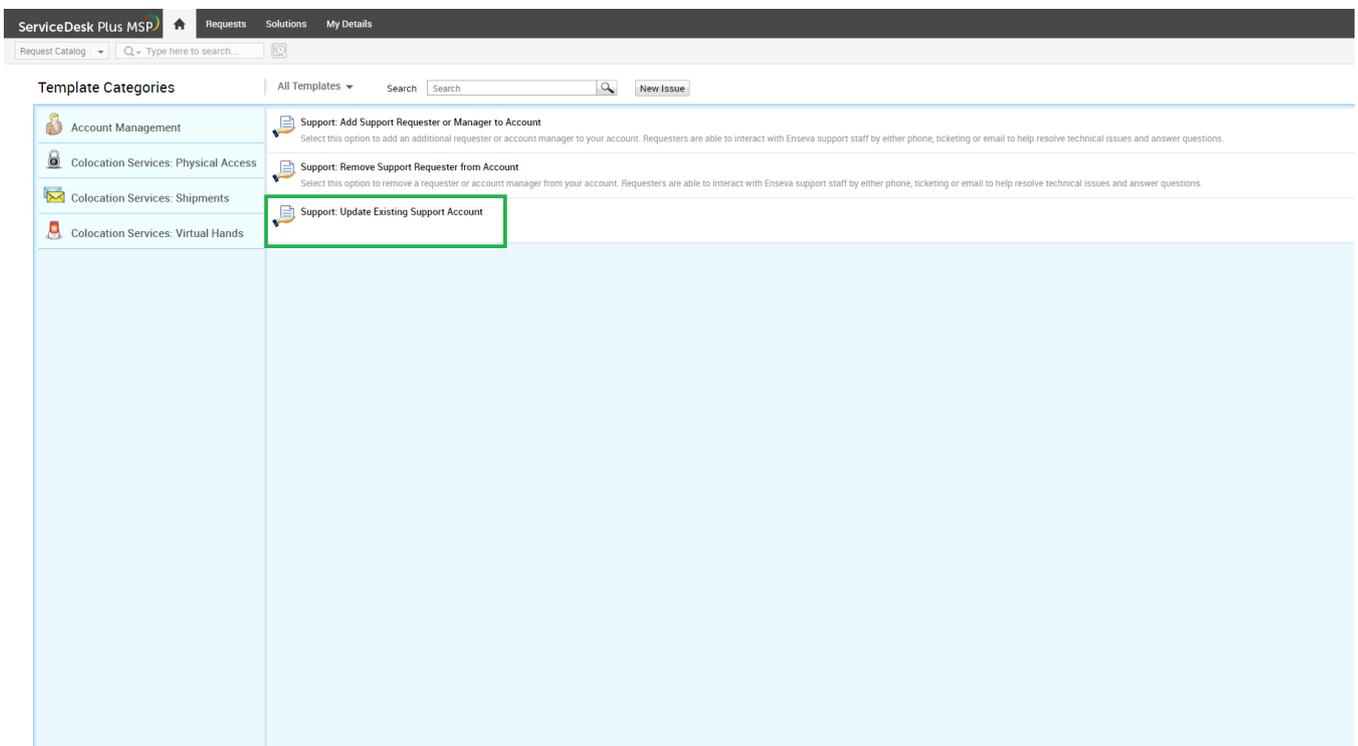
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# Updating a Support Requester

It is important security practice to maintain control over who has access to your Enseva account. In order to manage the level of access provided to those who manage your account, you can update these settings at any time using the steps below.

## Updating a Support Requester or Account Manager

1. From your account home page, click on Submit your request.



## 2. Now, click on Support: Update Existing Support Account

ServiceDesk Plus MSP [Home](#) [Requests](#) [Solutions](#) [My Details](#)

Request Catalog

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Support: Add Support Requester or Manager to Account

**Requester Details**

Name  Asset(s)

Site

Subject

Description 

**Important:** Adding a new requester to an account requires the approval of an account Manager.

**Account Details (Required)**  
These fields provide basic information about the person being added to our support portal. All fields must be accurately completed prior to the requests implementation.

**Additional Account Details (Optional)**  
These fields provide additional information about the person being added to our support portal but are not required. The Secondary E-Mail and Phone number fields can provide additional communication options should primary methods be unavailable.

**Account Manager**  
Should the new requester need Account Manager permissions, complete the fields and the appropriate permissions the Account Manager should have.

**Approval Permissions**  
Should the new requester have the ability to approve purchases on behalf of the organization in the form of new services or one-time service requests, complete the appropriate fields.

Request Type

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**Asset Details**

<p><b>Account Details (Required)</b></p> <p>First Name <input type="text"/></p> <p>Last Name <input type="text"/></p> <p>Primary E-Mail Address <input type="text"/></p> <p>Primary Phone Number <input type="text"/></p>	<p><b>Additional Account Details (Optional)</b></p> <p>Employee ID <input type="text"/></p> <p>Secondary E-Mail Address <input type="text"/></p> <p>Secondary Phone Number <input type="text"/></p>
<p><b>Account Manager</b></p> <p>Configure new requester as account manager <input type="text" value="--- Select Item ---"/></p> <p>Account Manager Permissions</p> <p><input type="checkbox"/> Changes</p> <p><input type="checkbox"/> Problems</p> <p><input type="checkbox"/> Work Logs</p>	<p><b>Approval Permissions</b></p> <p>Service Request Approver <input type="text" value="--- Select Item ---"/></p> <p>Purchase Approver <input type="text" value="--- Select Item ---"/></p>

Attachments:

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3. You will be taken to the ticket screen you see below. We will review each section in the steps below.

The screenshot shows the 'Support: Update Existing Support Account' form in ServiceDesk Plus MSP. The form is divided into several sections:

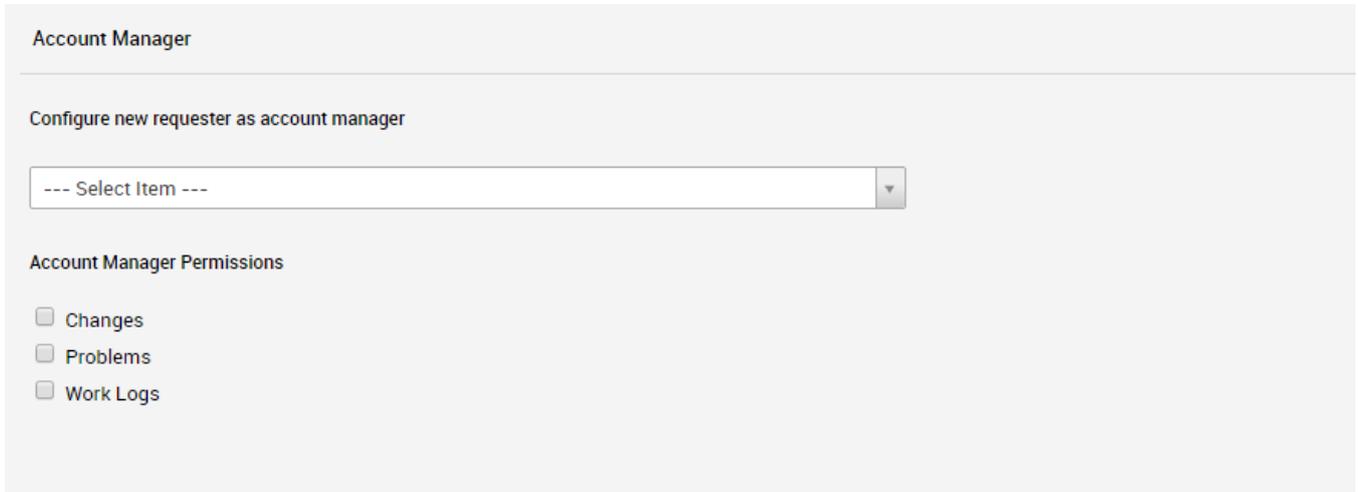
- Requester Details:** Includes fields for Name (Demo User), Site (Sample Site), and Subject (Update existing requester information and/or permissions). There is also an Asset(s) search field.
- Description:** Contains a rich text editor with a toolbar. The text reads: "This request will remove an Account Manager from Enseva's Support Portal. They will no longer be able to submit support requests or authorize purchases on behalf of your organization. Important: Updating a requester requires the approval of an account Manager." Below this are sections for **Account Details (Required)**, **Additional Account Details (Optional)**, **Account Manager**, and **Approval Permissions**.
- Asset Details:** A section with two columns:
  - Account Details (Required):** Fields for First Name and Last Name.
  - Additional Account Details (Optional):** Fields for Employee ID, Secondary E-Mail Address, and Secondary Phone Number.

4. At the top of the request form you will see basic instructions on how to use this form. Note: You do not need to edit information in this area.

This is a close-up view of the 'Asset Details' section of the form. It is split into two columns:

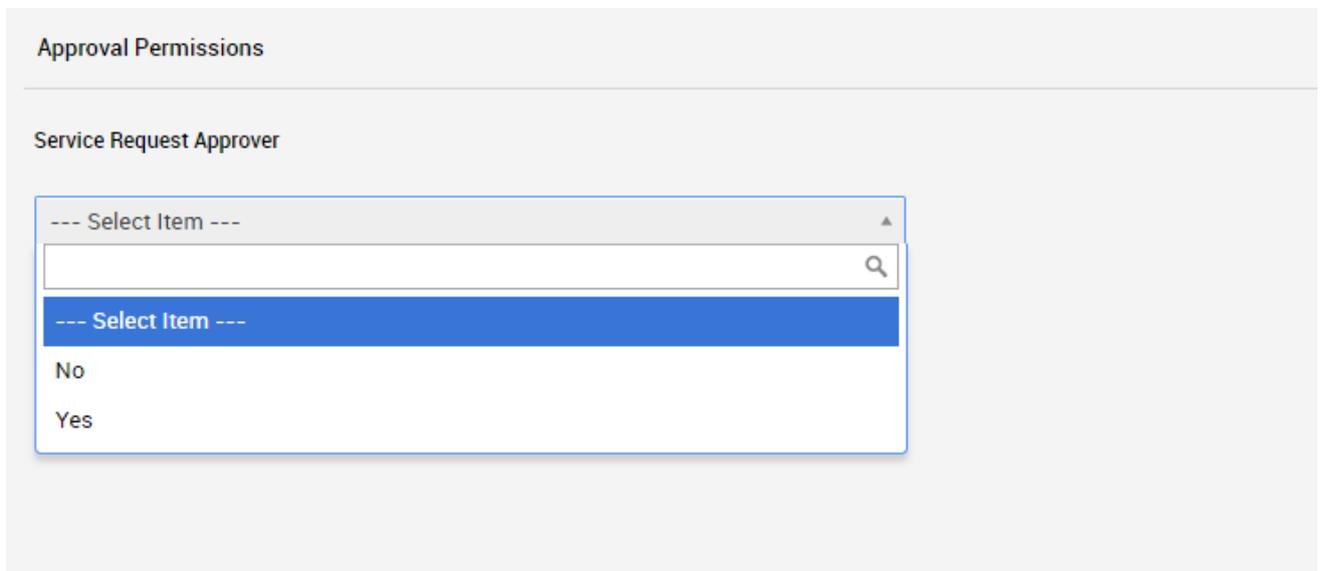
- Account Details (Required):** Fields for First Name, Last Name, Primary E-Mail Address, and Primary Phone Number.
- Additional Account Details (Optional):** Fields for Employee ID, Secondary E-Mail Address, and Secondary Phone Number.

5. Here you can update Account Details and Additional Account Details for the user. Provide the relevant information about the Requester or Account Manager you would like to update  
Note the fields marked as Required and Optional



The screenshot shows a form titled "Account Manager". Under the heading "Configure new requester as account manager", there is a dropdown menu with the text "--- Select Item ---". Below this, under the heading "Account Manager Permissions", there are three checkboxes: "Changes", "Problems", and "Work Logs", all of which are currently unchecked.

6. In the Account Manager section, under "Configure new requester as account manager" select the appropriate setting for the user being updated.
1. Select No for Requester
  2. Select Yes for Account Manager
  3. Be sure to update the check boxes for Changes, Problems and Work Logs as needed if this person is an Account manager



The screenshot shows a dropdown menu titled "Approval Permissions" with the sub-heading "Service Request Approver". The dropdown is open, showing a search bar with a magnifying glass icon and a list of options: "--- Select Item ---", "No", and "Yes". The "No" option is currently selected and highlighted in blue.

- Under Approval Permission, select the options you prefer to update for the Requester or Account Manager.

**Approval Permissions**

---

**Service Request Approver**

--- Select Item ---

**Purchase Approver**

--- Select Item ---

---

No

Yes

- When you are finished, click Submit Request at the bottom.  
You will receive a response within 24 hours confirming your request has been completed.

**Submit Request**   **Reset**   **Cancel**