

Enseva Support Portal

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Managing Preferences

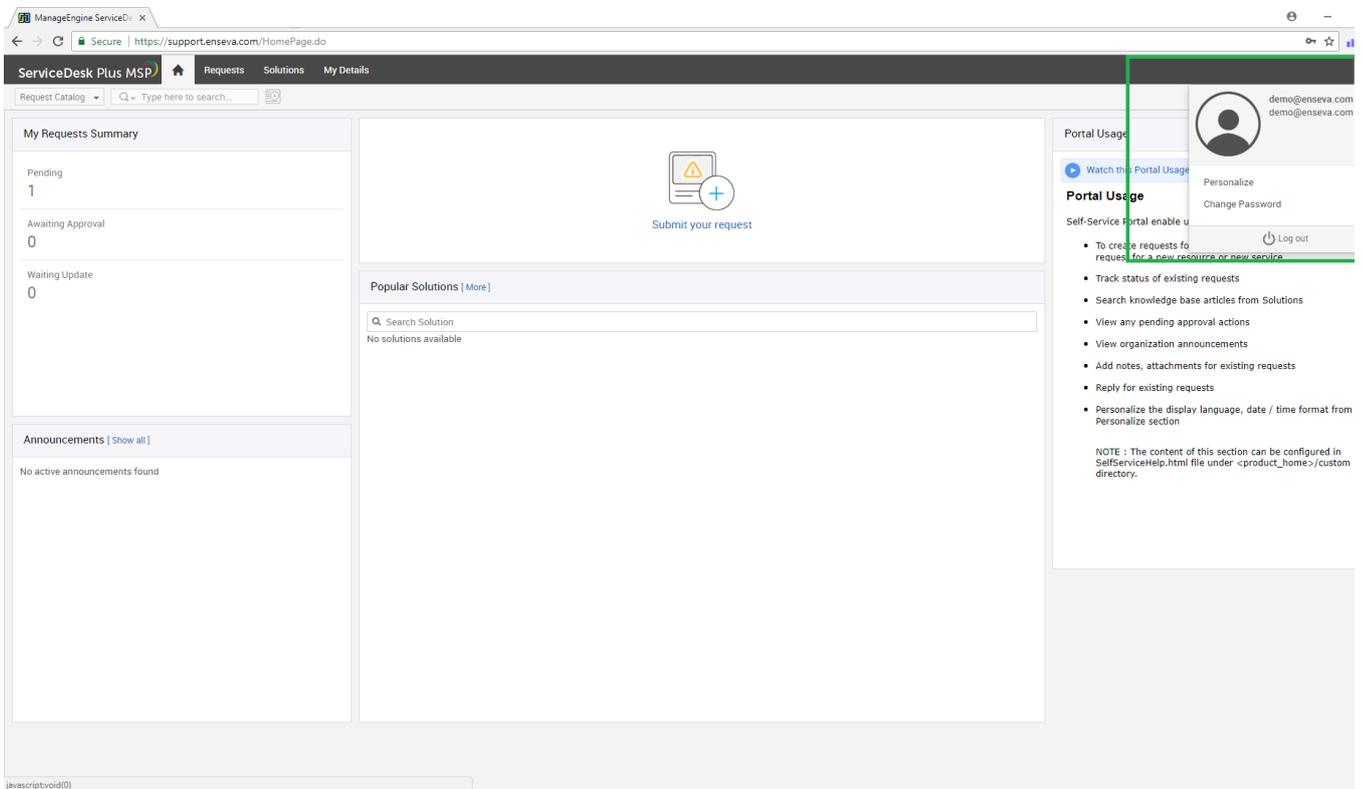
Changing Your Password

We recommend updating your password regularly to keep your account secure.

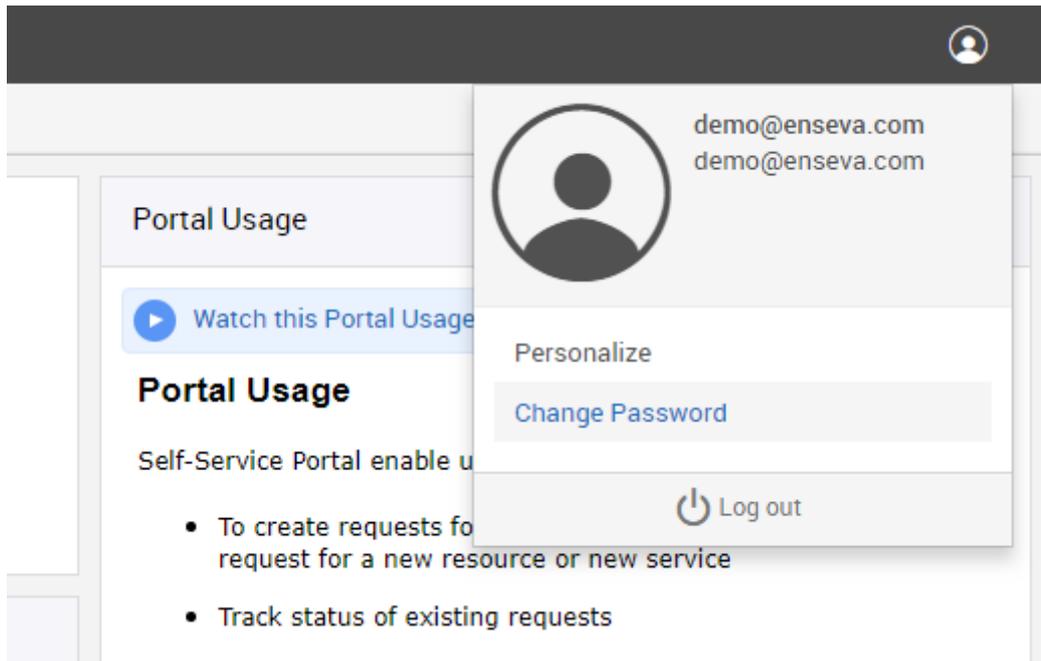
In this tutorial we will review how to update your password from your Enseva account.

Changing Your Password

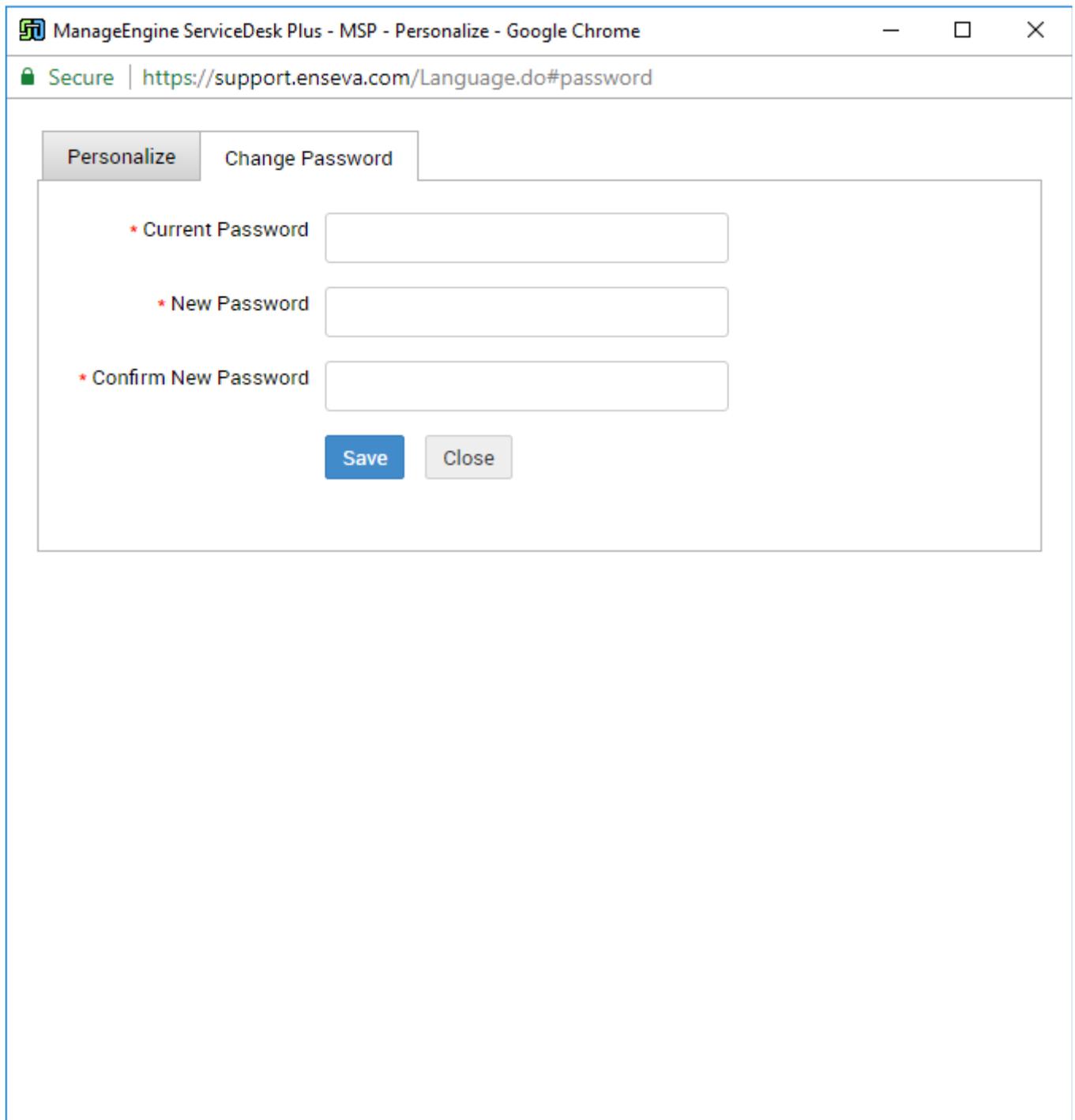
1. To change your password while logged in, click on your User Menu in the upper-right corner of your account home page.



2. Click on Change Password.

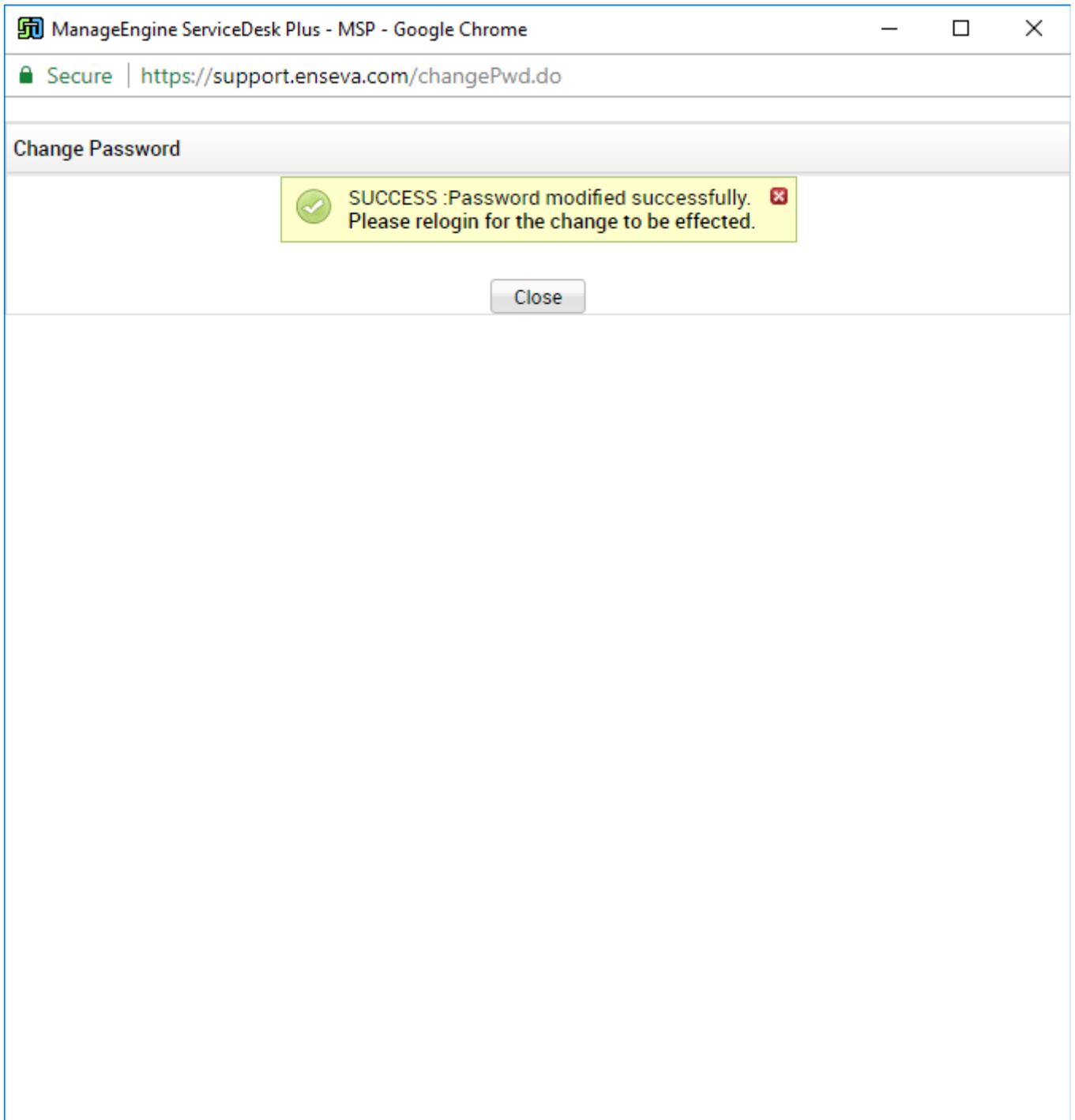


3. You'll see a pop-up window as shown below.



The screenshot shows a web browser window titled "ManageEngine ServiceDesk Plus - MSP - Personalize - Google Chrome". The address bar displays "Secure | https://support.enseva.com/Language.do#password". The page content features two tabs: "Personalize" and "Change Password". The "Change Password" tab is active and contains a form with three input fields, each preceded by a red asterisk: "Current Password", "New Password", and "Confirm New Password". Below the input fields are two buttons: a blue "Save" button and a grey "Close" button.

4. After you click Save you'll see a success screen confirming you've updated your password.



Resetting a Forgotten Password

We all forget our passwords sometimes, but it's easy to reset if you do. Follow the tutorial below to reset your forgotten password.

Changing Your Password (Forgot Password)

1. If you've forgotten your password, start by visiting [Enseva Support](#) and click the Forgot Password link.



2. On the Forgot Password screen, enter your Login/User Name and choose Not in Domain in the For Domain field. Then click Send Email.

ManageEngine
ServiceDesk Plus MSP

Forgot Password?

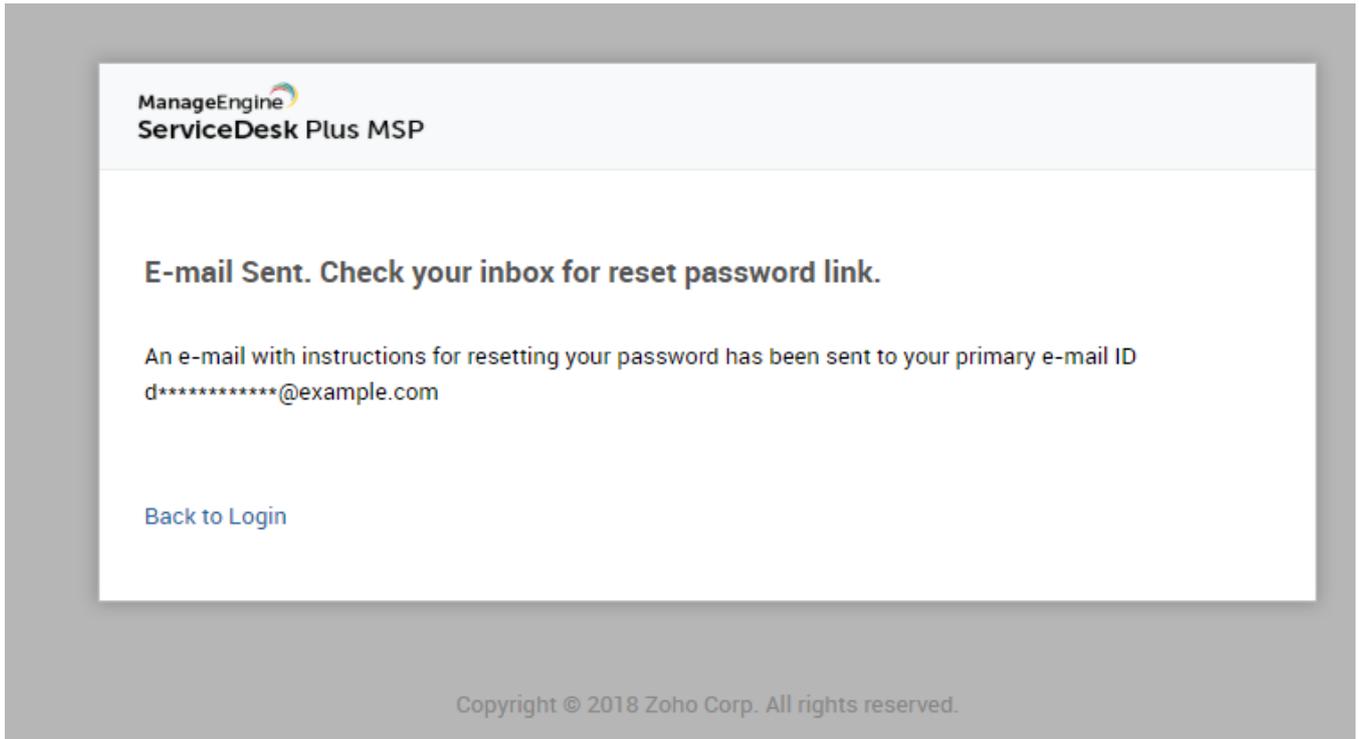
Please enter the Login Name and Domain Name used to login to the account. A link to reset your password will be sent to your primary e-mail ID. Password can be reset only for local Authentication.

* Login Name

* For Domain

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- You'll receive a confirmation that an email will be sent to the address on file and that you will need to open this email to continue the password reset process.



- Open this email and click the link provided.

Reply Reply All Forward IM



Tue 5/8/2018 5:56 PM

Support

Password Reset Assistance

To User Name

Dear User Name,

To reset the password for the user associated with this e-mail id, click the link below:

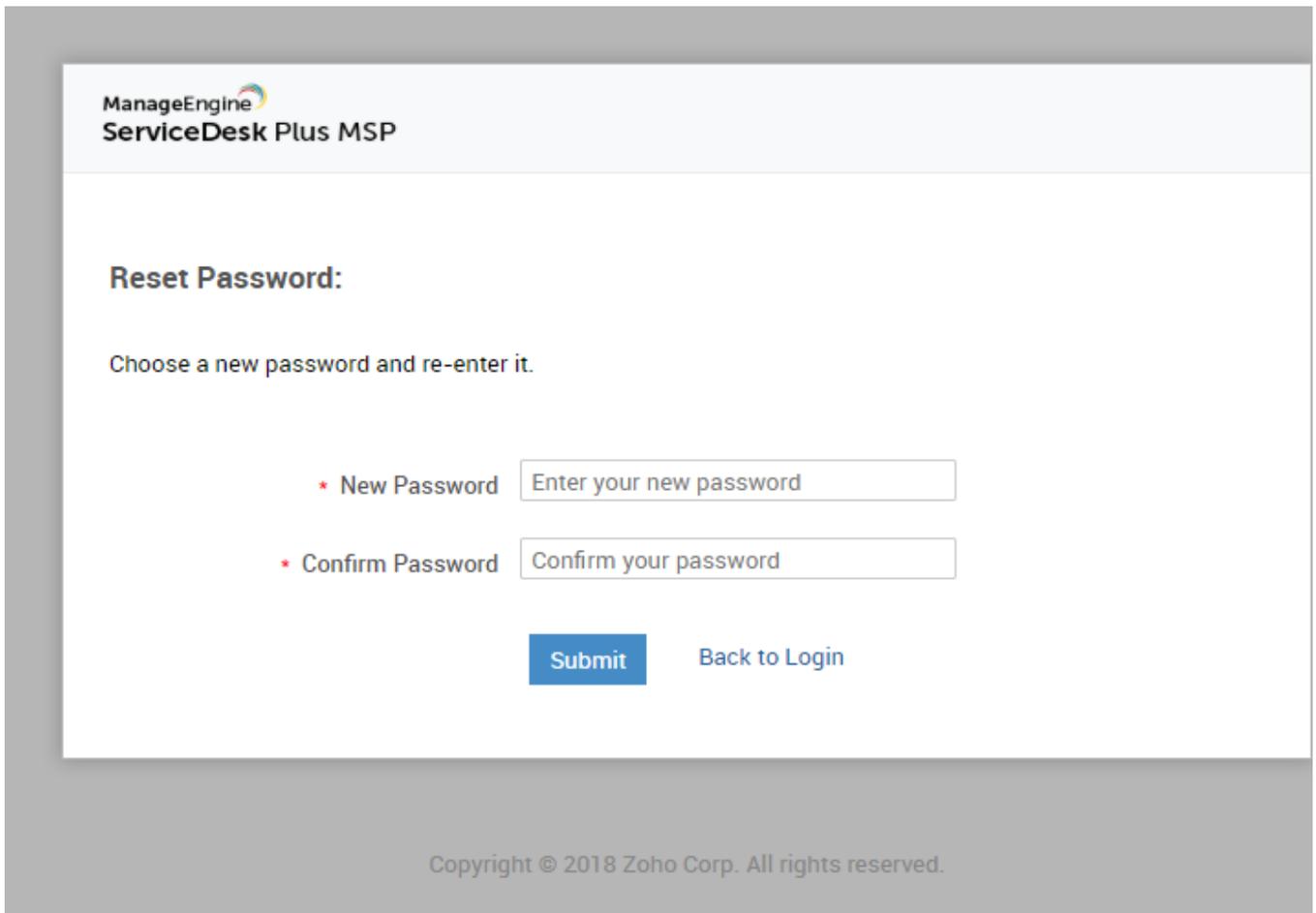
<https://support.enseva.com/ResetPassword.sdmsp?uuid=c91e1507-11b3-4ce6-1234-ac56174f00a0>

Note:The link will expire in 30 minutes from the time of receiving this mail.

Thanks and Regards,
IT Admin

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5. You will be taken to a page where you can now set a new password. Enter the new password, then repeat it in the next field to confirm. Click Submit.



The screenshot shows a web page for password reset. At the top left is the logo for ManageEngine ServiceDesk Plus MSP. Below the logo, the heading "Reset Password:" is displayed. Underneath the heading, the instruction "Choose a new password and re-enter it." is shown. There are two input fields: the first is labeled "* New Password" and contains the placeholder text "Enter your new password"; the second is labeled "* Confirm Password" and contains the placeholder text "Confirm your password". Below the input fields are two buttons: a blue "Submit" button and a "Back to Login" link. At the bottom of the page, the copyright notice "Copyright © 2018 Zoho Corp. All rights reserved." is visible.

6. You'll receive confirmation that you've reset your password. You should now be able to return to the Enseva Support page at <https://support.enseva.com> and login with your new password.

Setting Time Zone and Date/Time Formats

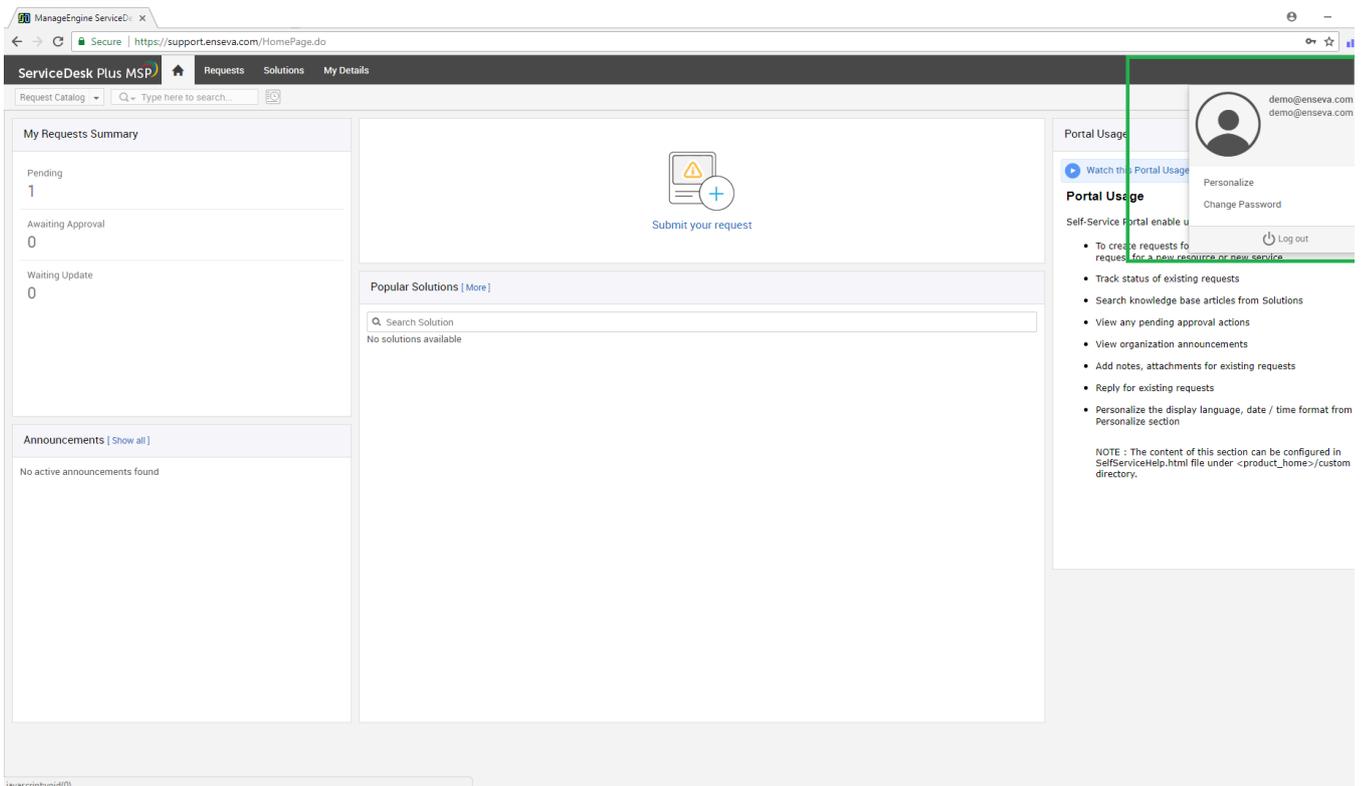
To make your account easier to manage it is important to be able to properly recognize date and time where it is displayed across the account.

For example, when making a service request, the time stamp shown for the due date and creation date can be formatted to your preference and based on your region.

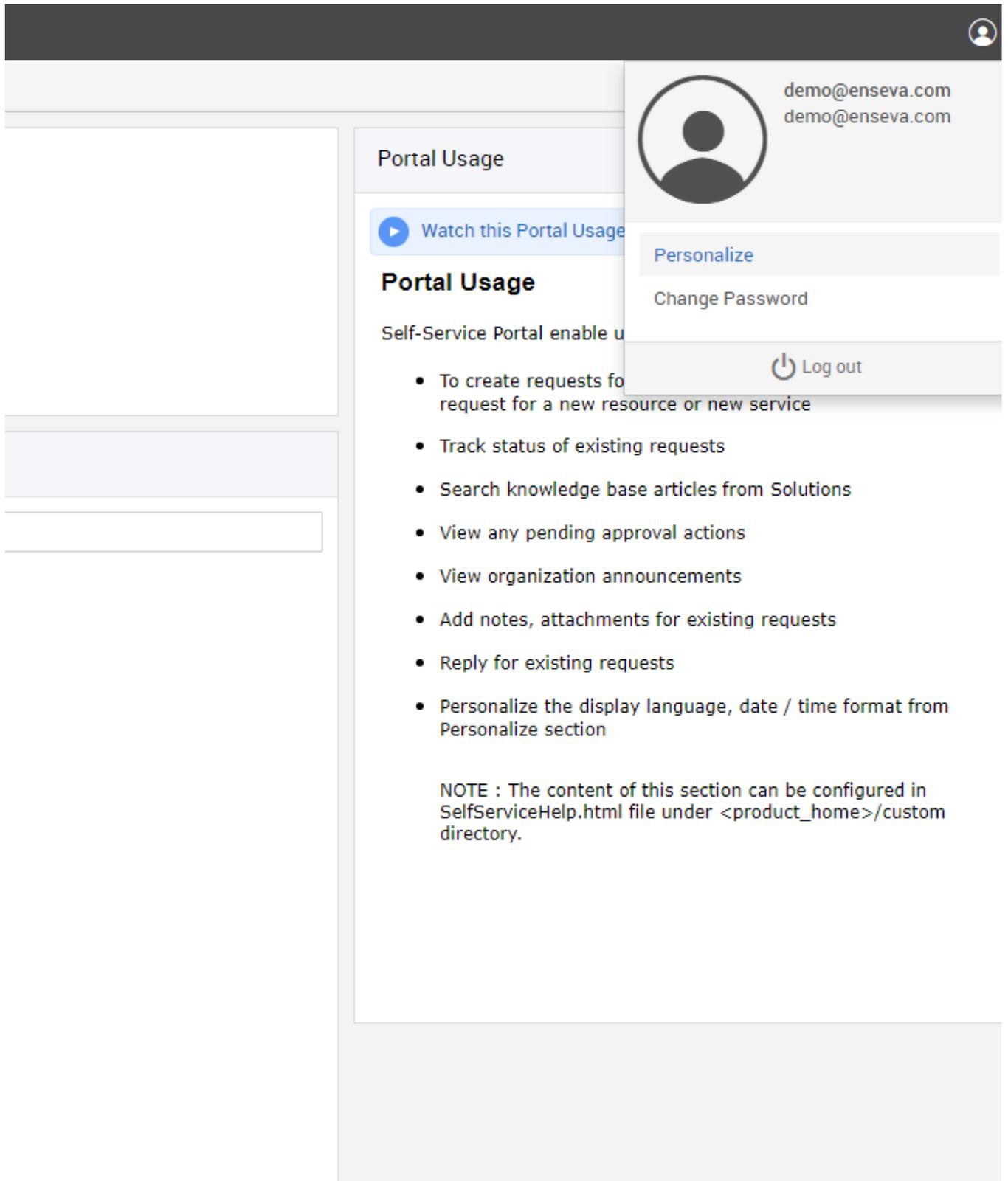
We will discuss how to modify these settings in this tutorial.

Setting Time Zone and Date/Time Formats

1. Start by clicking on the User Menu in the upper-right corner of your account home page.



2. Click on Personalize.



The screenshot shows a user profile menu in a self-service portal. The menu is open, displaying the user's email address, a 'Personalize' button, a 'Change Password' link, and a 'Log out' button. The 'Personalize' button is highlighted, indicating it is the selected option.

demo@enseva.com
demo@enseva.com

Portal Usage

▶ Watch this Portal Usage

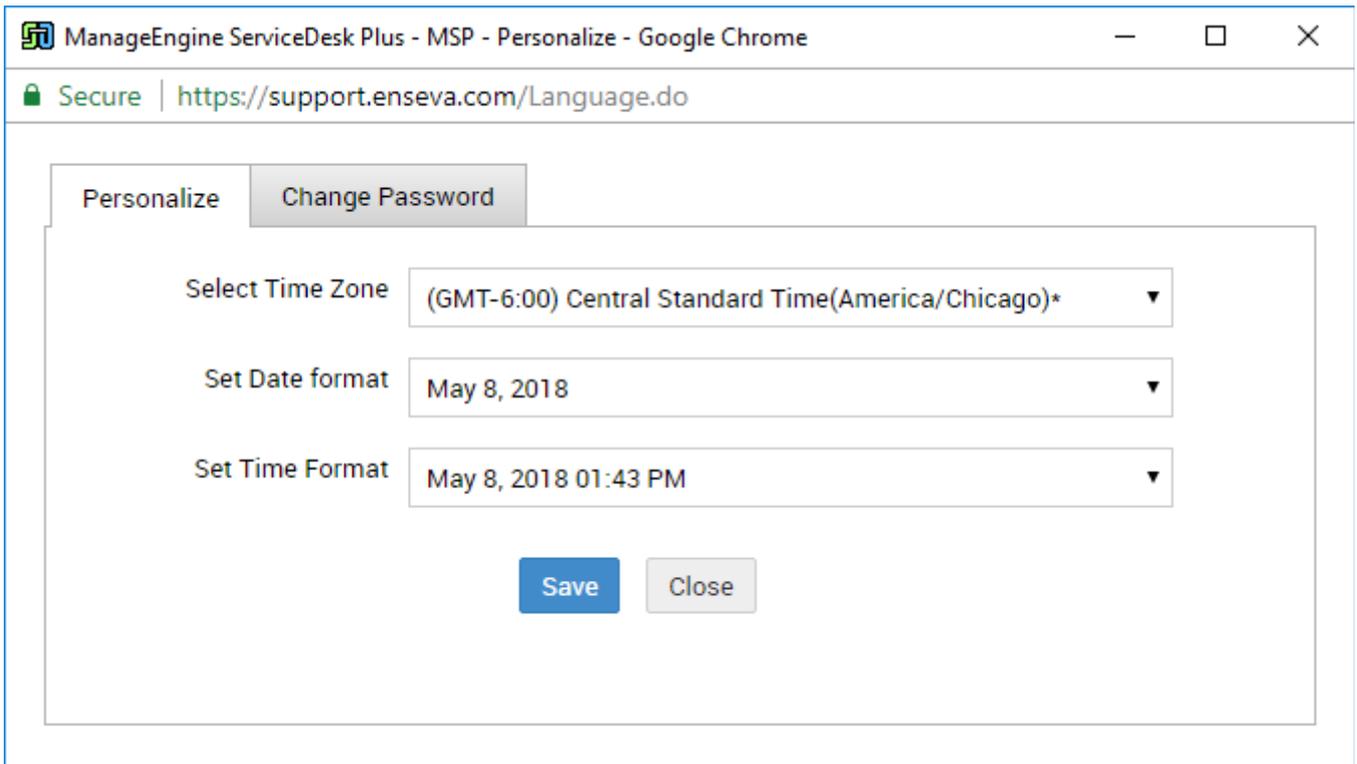
Portal Usage

Self-Service Portal enable u

- To create requests for a new resource or new service
- Track status of existing requests
- Search knowledge base articles from Solutions
- View any pending approval actions
- View organization announcements
- Add notes, attachments for existing requests
- Reply for existing requests
- Personalize the display language, date / time format from Personalize section

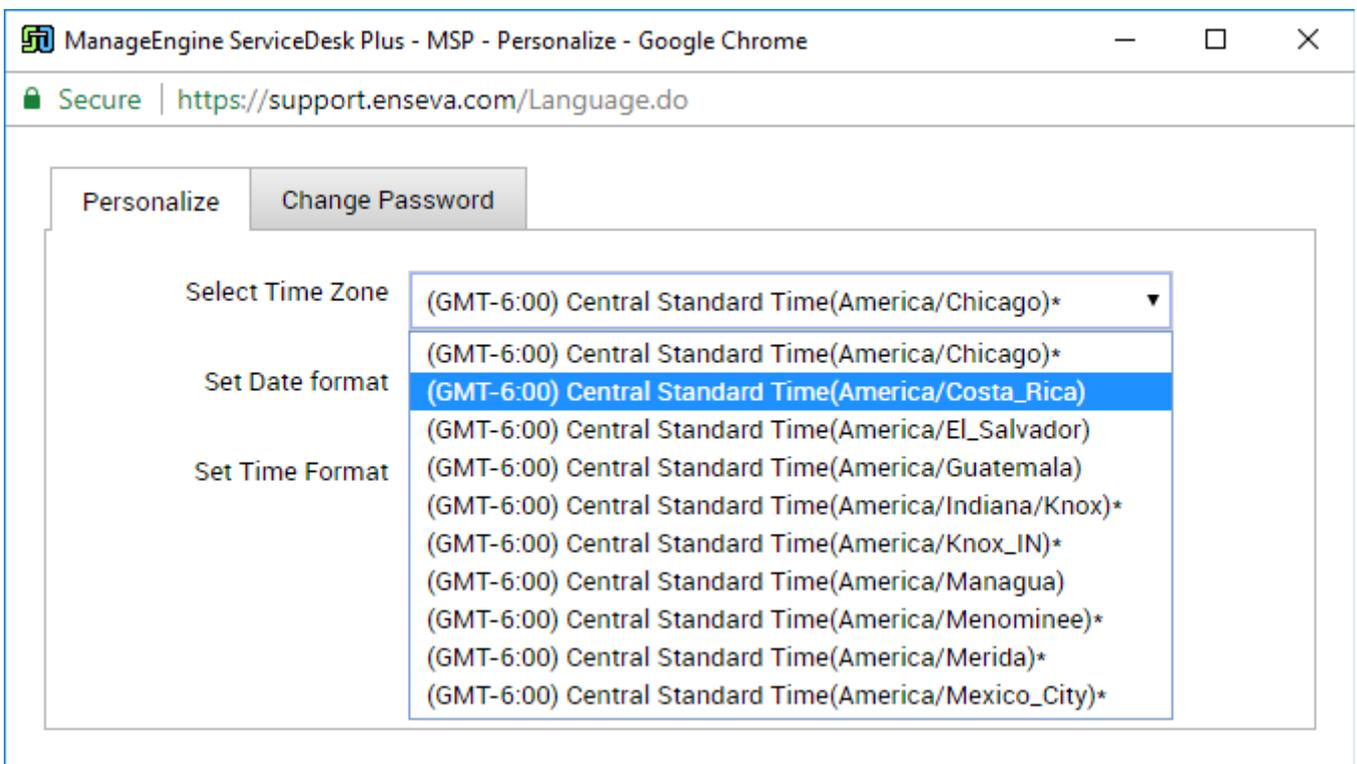
NOTE : The content of this section can be configured in SelfServiceHelp.html file under <product_home>/custom directory.

3. On the pop-up window you will see where you can adjust the following settings



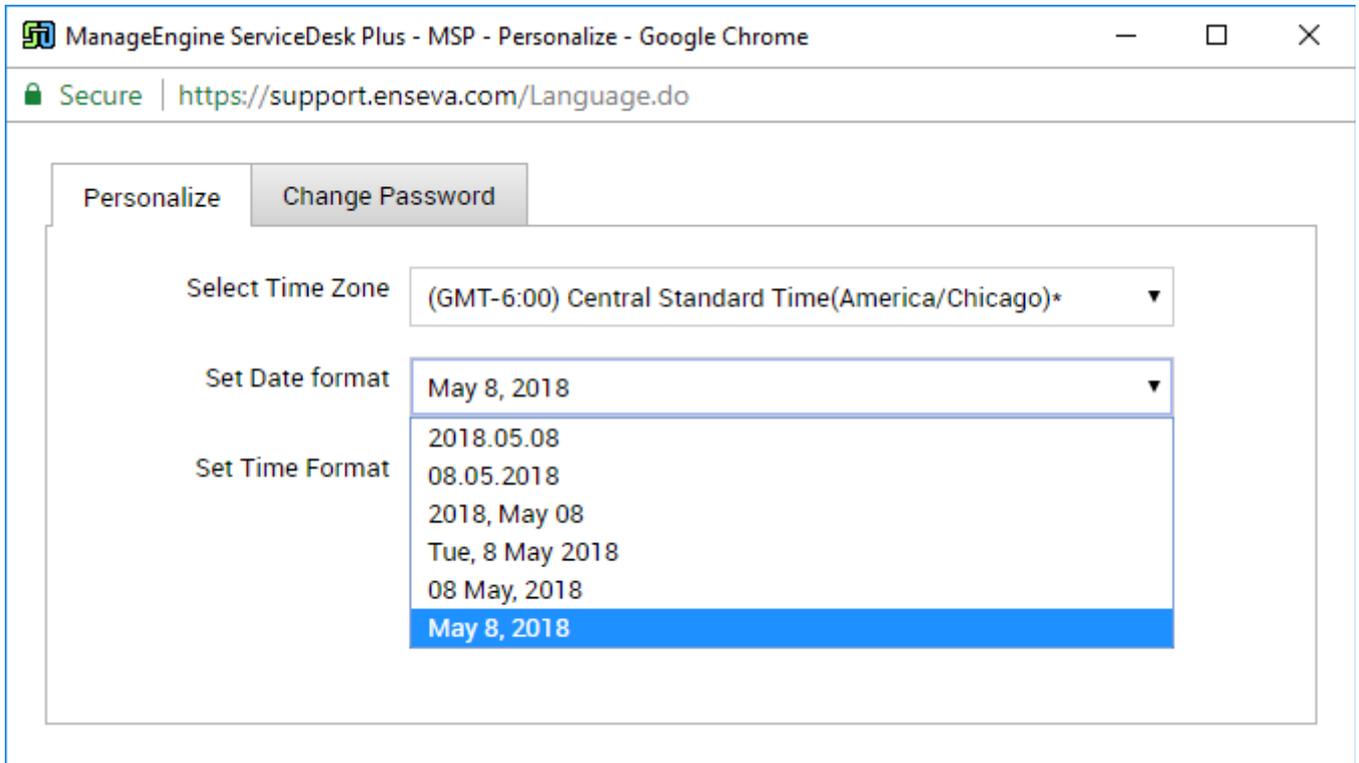
4. Time Zone

Set the value for your region



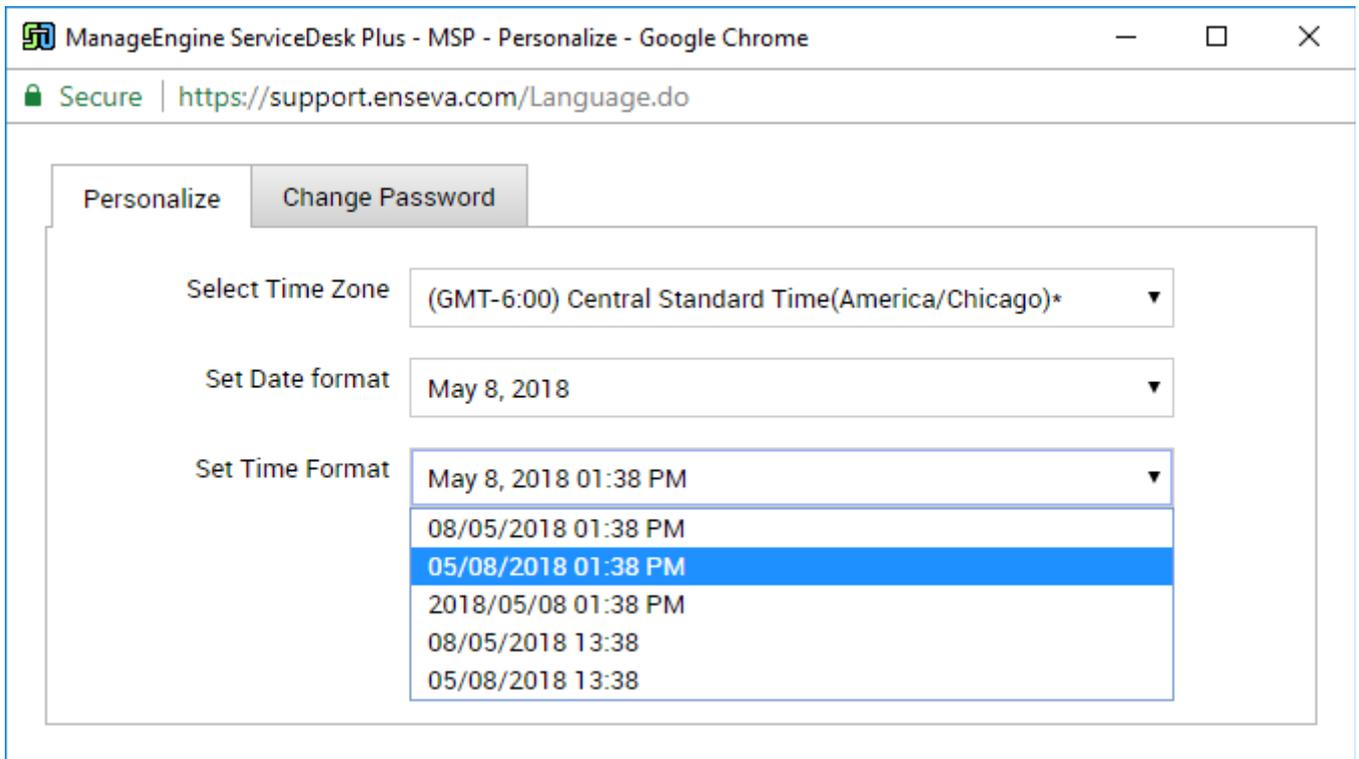
5. Date Format

This will adjust the appearance of dates across your account (exa. 5 May, 2018 vs. May 5th, 2018)



6. Time Format

This will adjust the appearance of date and time across your account. In most cases, this will take precedence over the Date Format setting



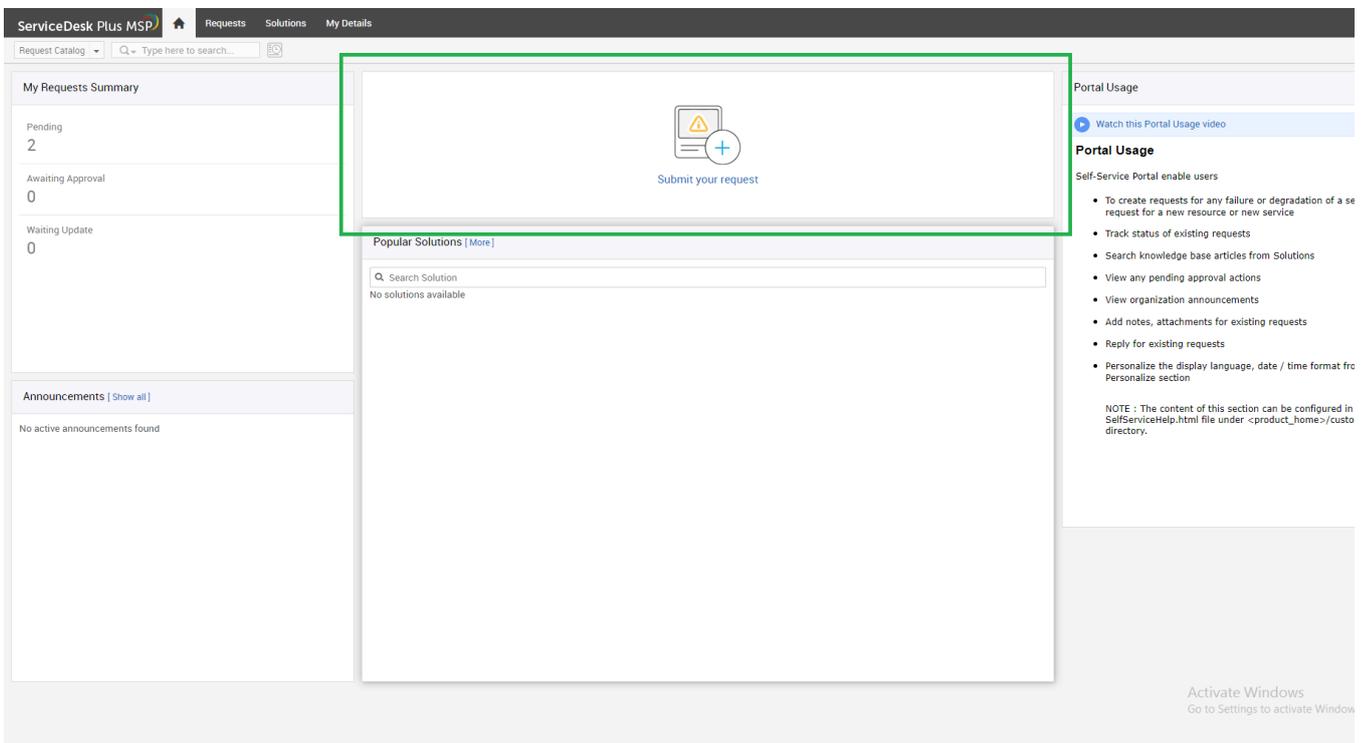
Managing Requesters

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 .



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

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' tabs. 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

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

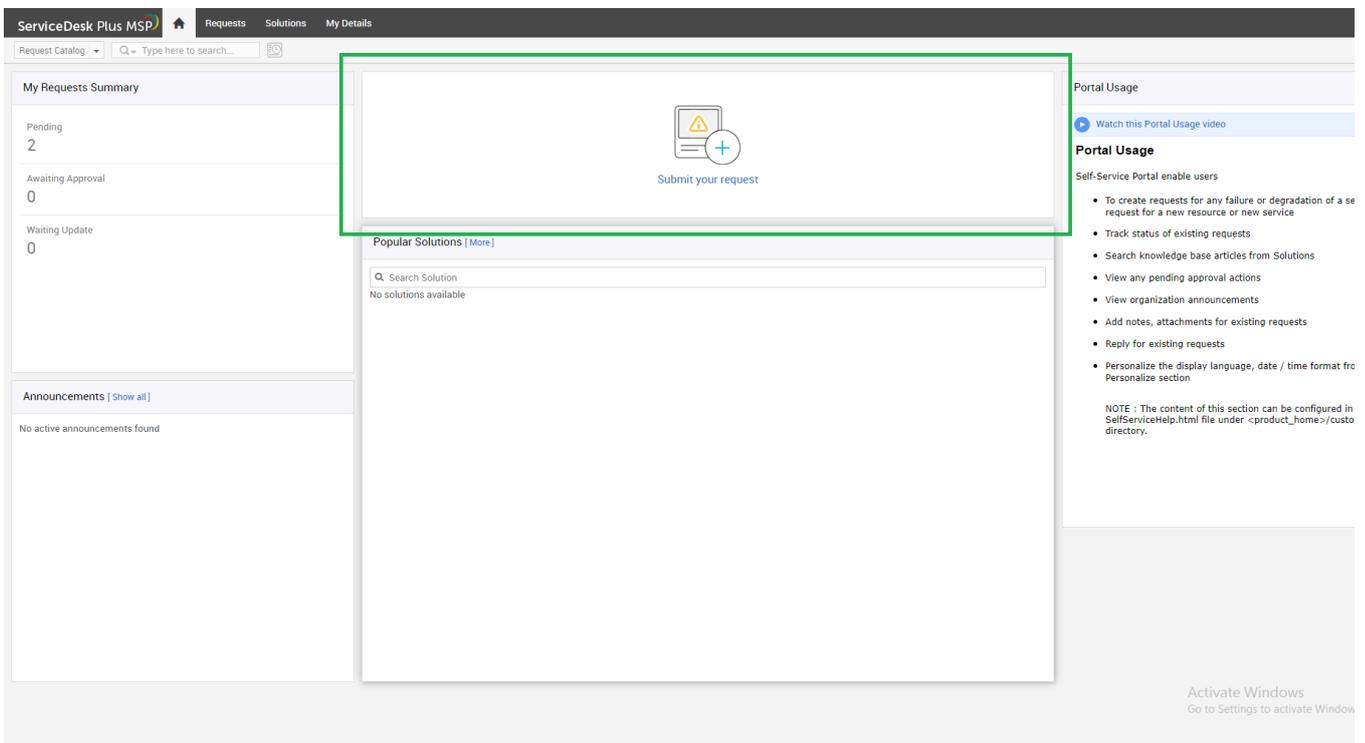
8. When you are finished, click Submit Request at the bottom.
You will receive a response within 24 hours confirming your request has been completed.

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



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

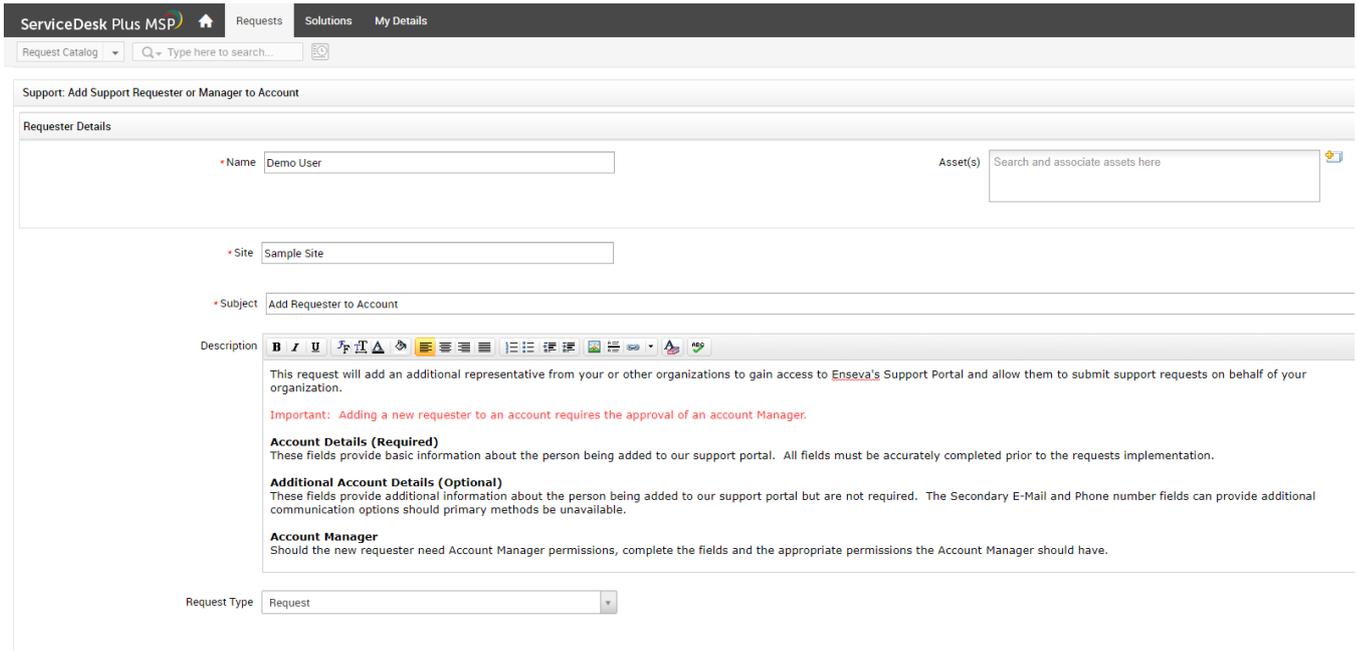
Asset Details

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 --- Select Item ---	Service Request Approver --- Select Item ---
Account Manager Permissions <input type="checkbox"/> Changes <input type="checkbox"/> Problems <input type="checkbox"/> Work Logs	Purchase Approver --- Select Item ---

Attachments:

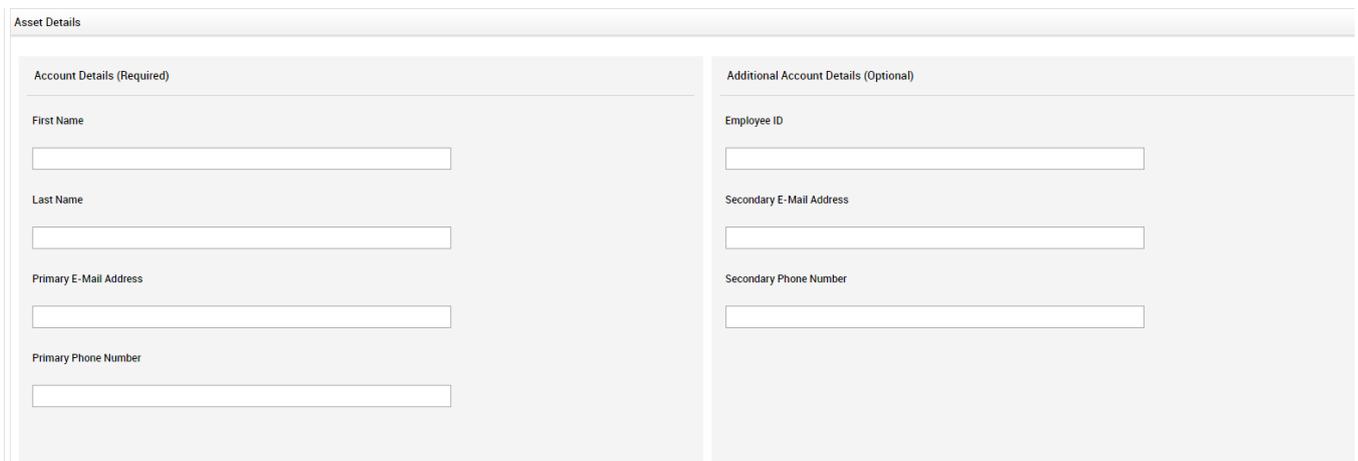
4. At the top of the request form you will see basic instructions on how to use this form. You do not need to edit information in this area.



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'.

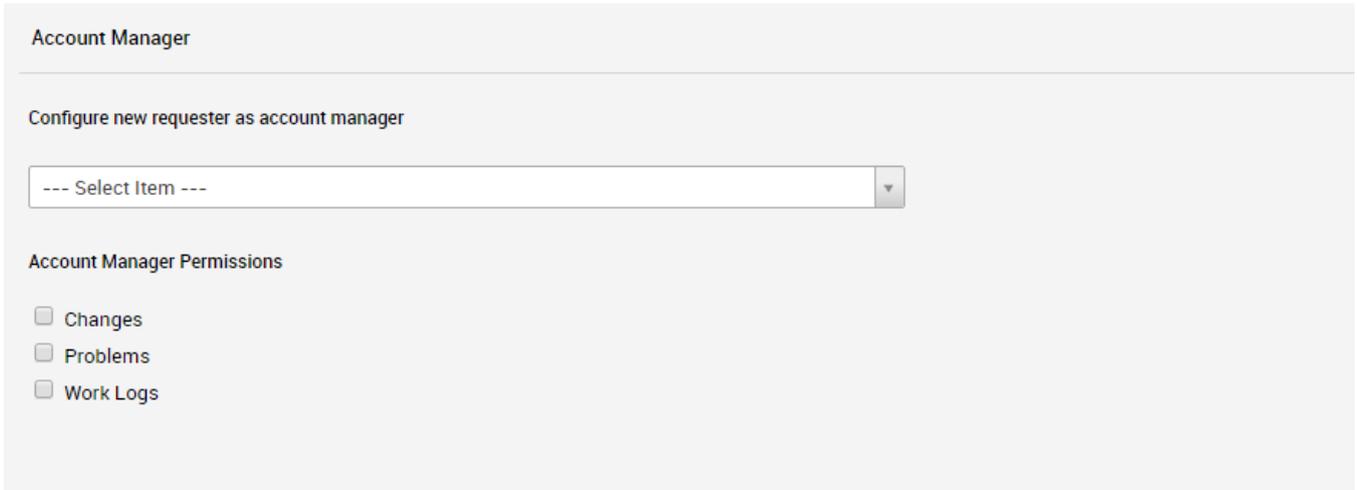
5. Under Account Details and Additional Account Details, provide the relevant information about the new Account Manager you would like to add. Note the fields marked as Required and Optional.



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

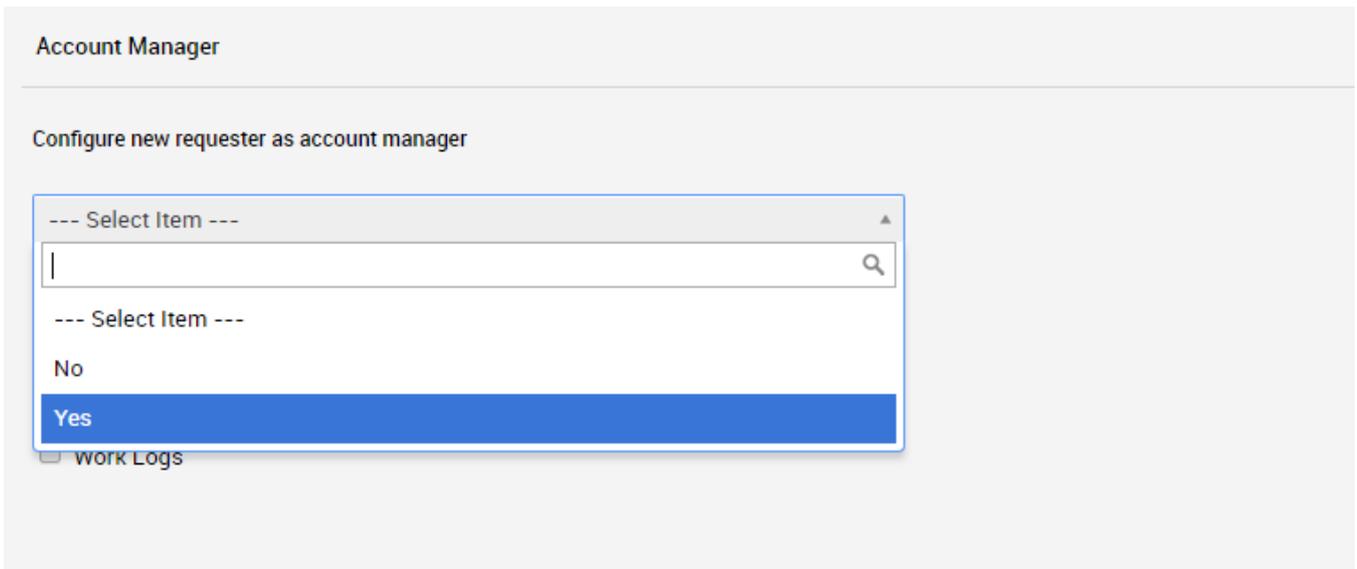
- Account Details (Required):**
 - First Name: Text input field.
 - Last Name: Text input field.
 - Primary E-Mail Address: Text input field.
 - Primary Phone Number: Text input field.
- Additional Account Details (Optional):**
 - Employee ID: Text input field.
 - Secondary E-Mail Address: Text input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



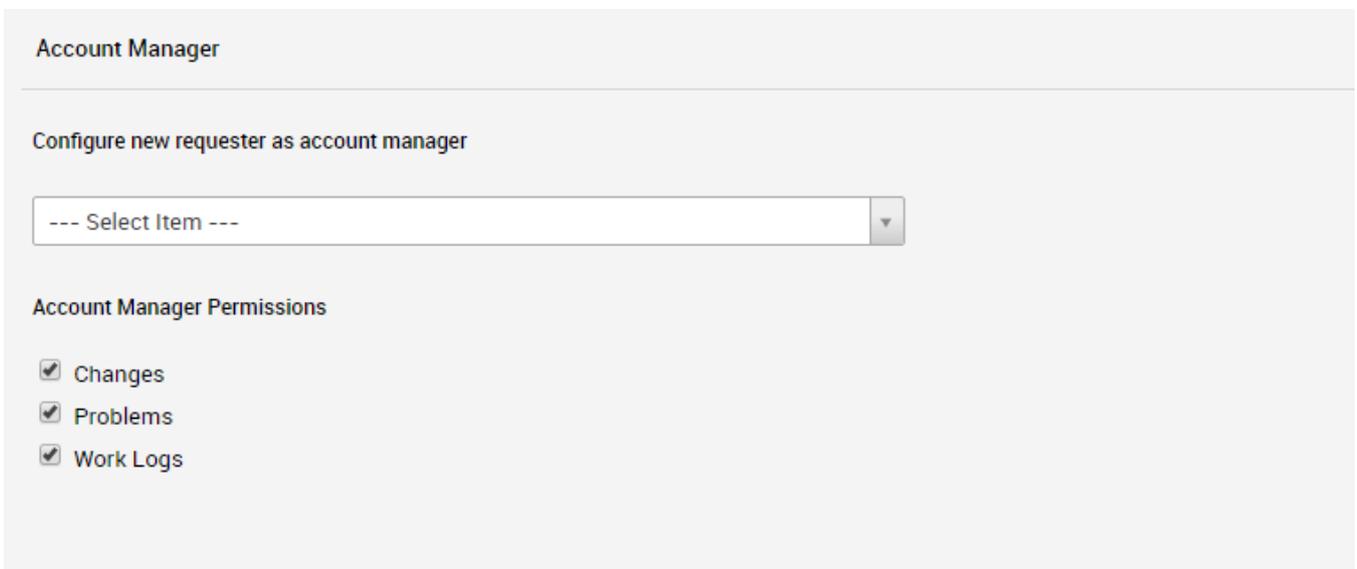
The screenshot shows the 'Account Manager' section. Under the heading 'Configure new requester as account manager', there is a dropdown menu with the text '--- Select Item ---'. Below this, under the heading 'Account Manager Permissions', there are three unchecked checkboxes: 'Changes', 'Problems', and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

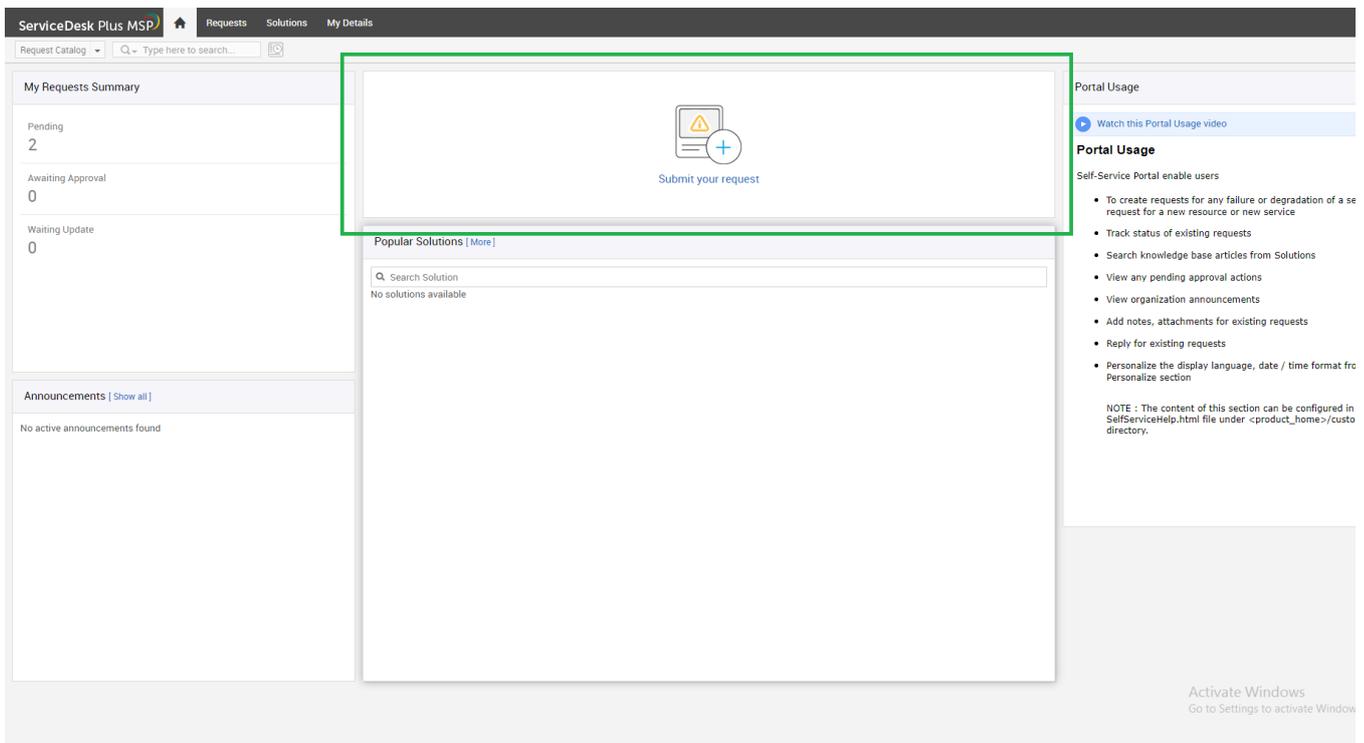
Cancel

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' 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 list of templates. The template 'Support: Remove Support Requester from Account' is highlighted with a green box. The other templates listed are 'Support: Add Support Requester or Manager to Account', 'Support: Update Existing Support Account', and 'Support: Add Support Requester or Manager to Account' (repeated). The description for the highlighted 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.'

Template Categories	All Templates	Search	Search	New Issue
Account Management	Support: Add Support Requester or Manager to Account			
Colocation Services: Physical Access	Support: Remove Support Requester from Account			
Colocation Services: Shipments	Support: Update Existing Support Account			
Colocation Services: Virtual Hands				

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. At the top, there is a navigation bar with 'Requests', 'Solutions', and 'My Details'. Below this is a search bar and a dropdown menu for 'Request Catalog'. The main content area is titled 'Support: Remove Support Requester from Account'. It contains several sections: 'Requester Details' with fields for Name (Demo User), Site (Sample Site), and Subject (Remove Support Requester from Account); an 'Asset(s)' field; and a 'Description' field with a rich text editor. The description contains 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.' Below the description is the 'Asset Details' section, which includes a sub-section 'Account Details (Required)' with three input fields: 'First Name', 'Last Name', and 'Primary E-Mail Address'. At the bottom of the form, there is an 'Attachments' section with an 'Attach file' button and a footer with 'Submit Request', 'Reset', and 'Cancel' buttons.

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

This is a close-up of the 'Account Details (Required)' section of the form. It features three input fields: 'First Name', 'Last Name', and 'Primary E-Mail Address'. Each field is currently empty and ready for text input.

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

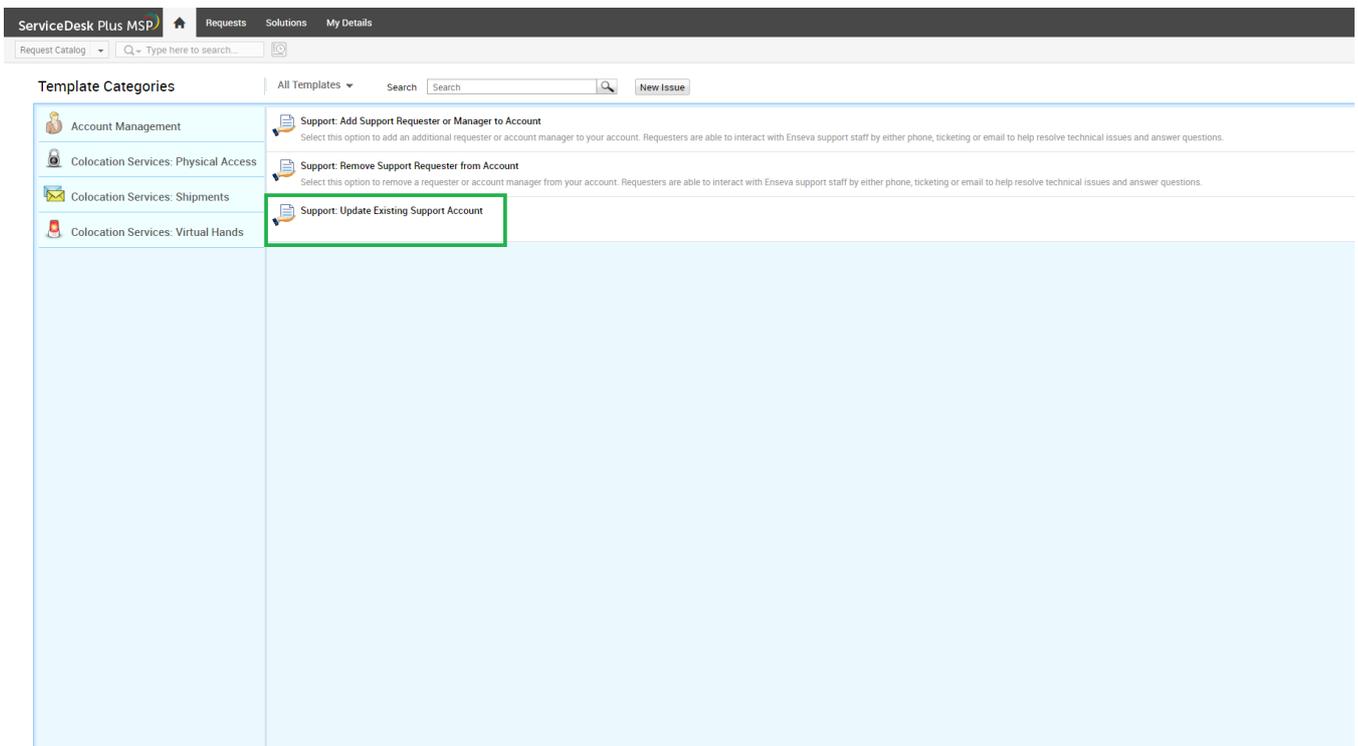
Cancel

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 Requests Solutions My Details

Request Catalog

Support: Add Support Requester or Manager to Account

Requester Details

Name Asset(s)

Site

Subject

Description **B I U**

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

Asset Details

<p>Account Details (Required)</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>Additional Account Details (Optional)</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>Account Manager</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>Approval Permissions</p> <p>Service Request Approver <input type="text" value="--- Select Item ---"/></p> <p>Purchase Approver <input type="text" value="--- Select Item ---"/></p>

Attachments

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 | Search: Type here to search...

Support: Update Existing Support Account

Requester Details

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

Site: Sample Site

Subject: Update existing requester information and/or permissions.

Description

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.

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

Asset Details

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

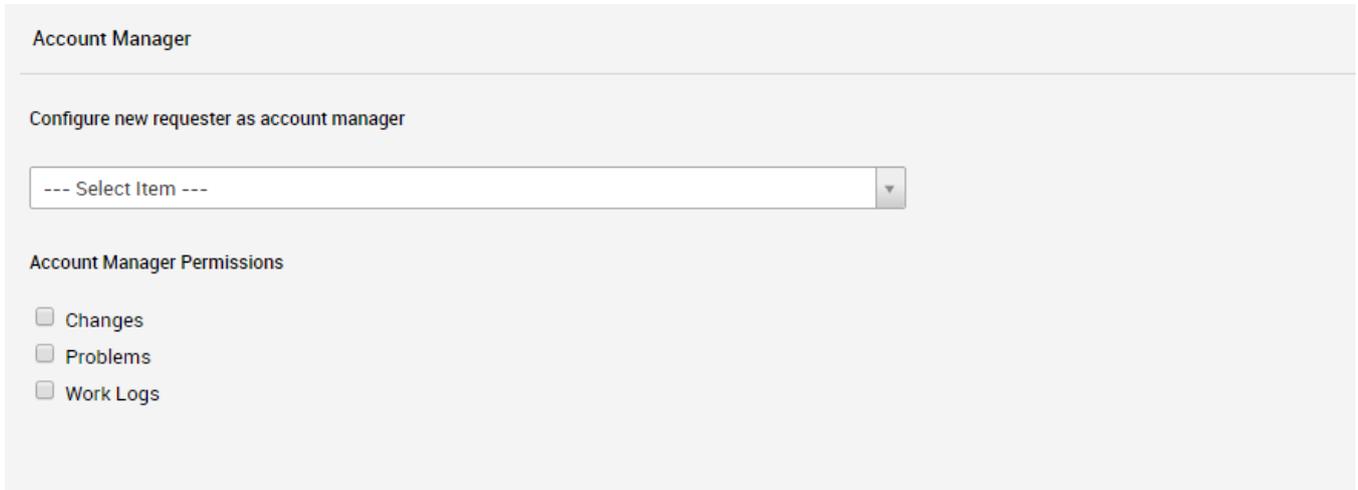
Activate Windows
Go to Settings to activate Windows

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.

Asset Details

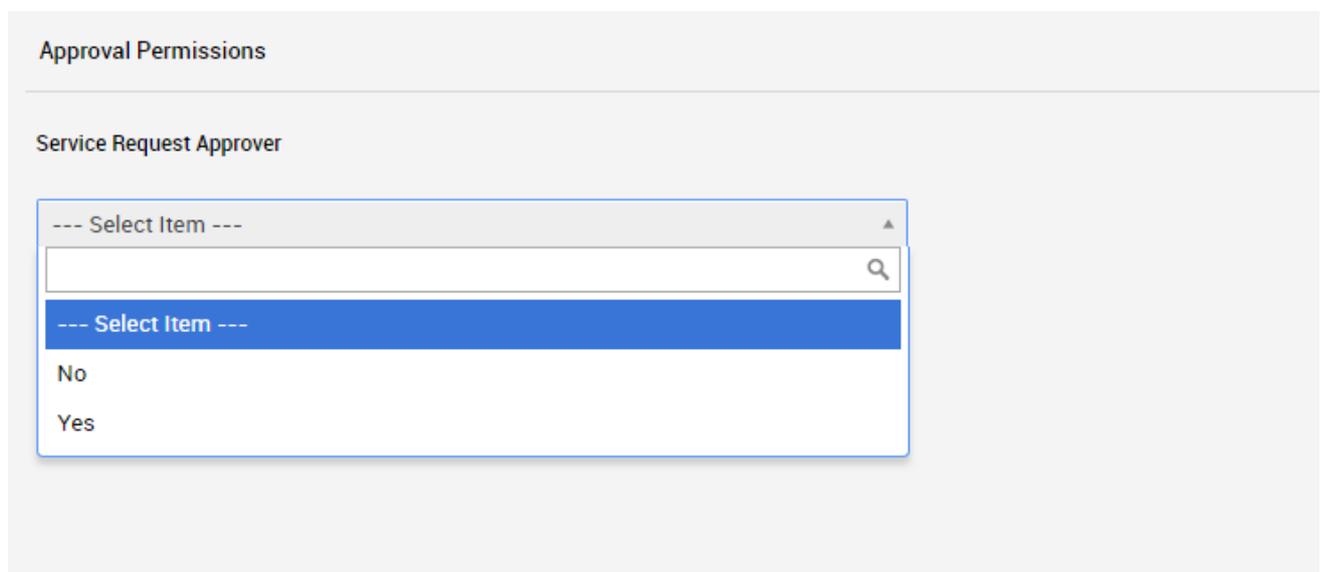
Account Details (Required)	Additional Account Details (Optional)
<p>First Name</p> <input type="text"/>	<p>Employee ID</p> <input type="text"/>
<p>Last Name</p> <input type="text"/>	<p>Secondary E-Mail Address</p> <input type="text"/>
<p>Primary E-Mail Address</p> <input type="text"/>	<p>Secondary Phone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

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.

7. 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

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.

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