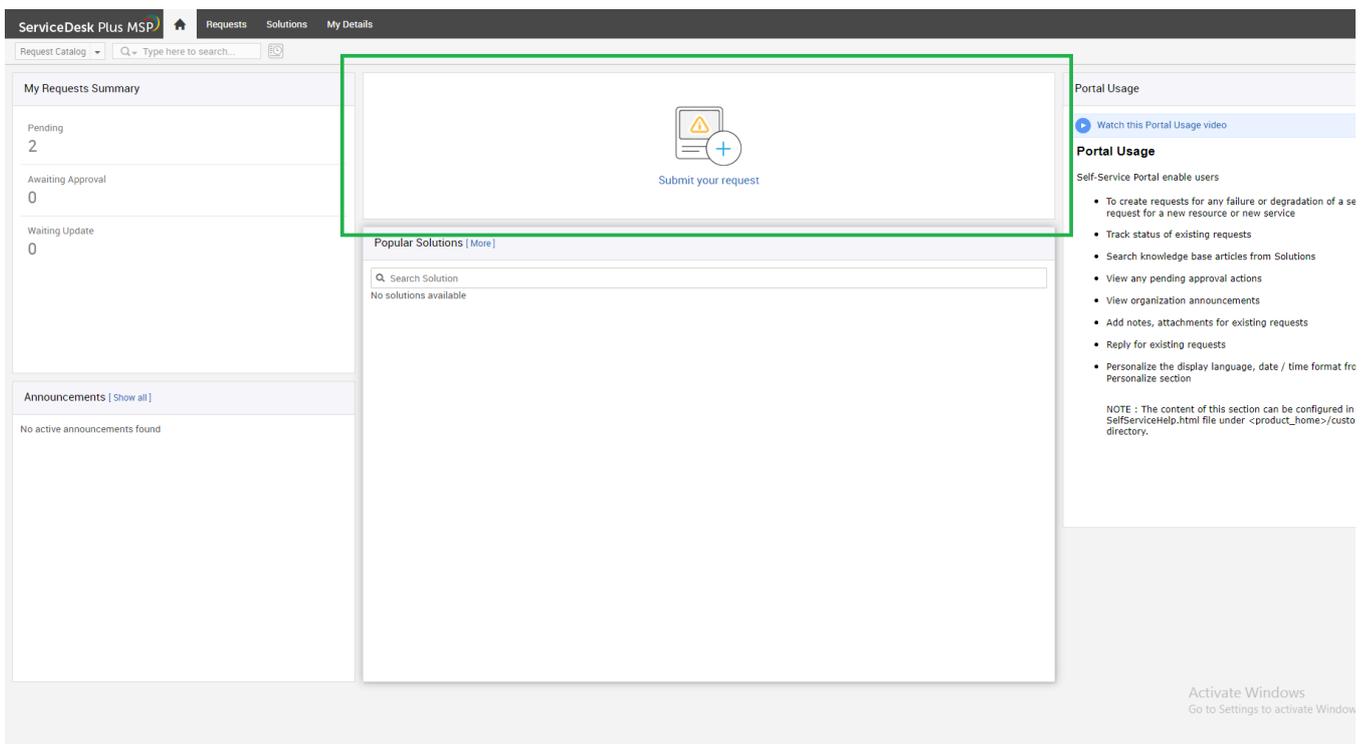


Adding a Support Requester

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', 'Requests', 'Solutions', and 'My Details'. Below the navigation bar, there is a search bar and a 'Request Catalog' dropdown. 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 warning icon and a plus sign, highlighted with a green box.
- Portal Usage:** A section with a 'Watch this Portal Usage video' link and a list of 'Self-Service Portal enable users'.

The 'Submit your request' button is the primary focus of the tutorial, as indicated by the green box.

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.
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

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 ---
--- 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.