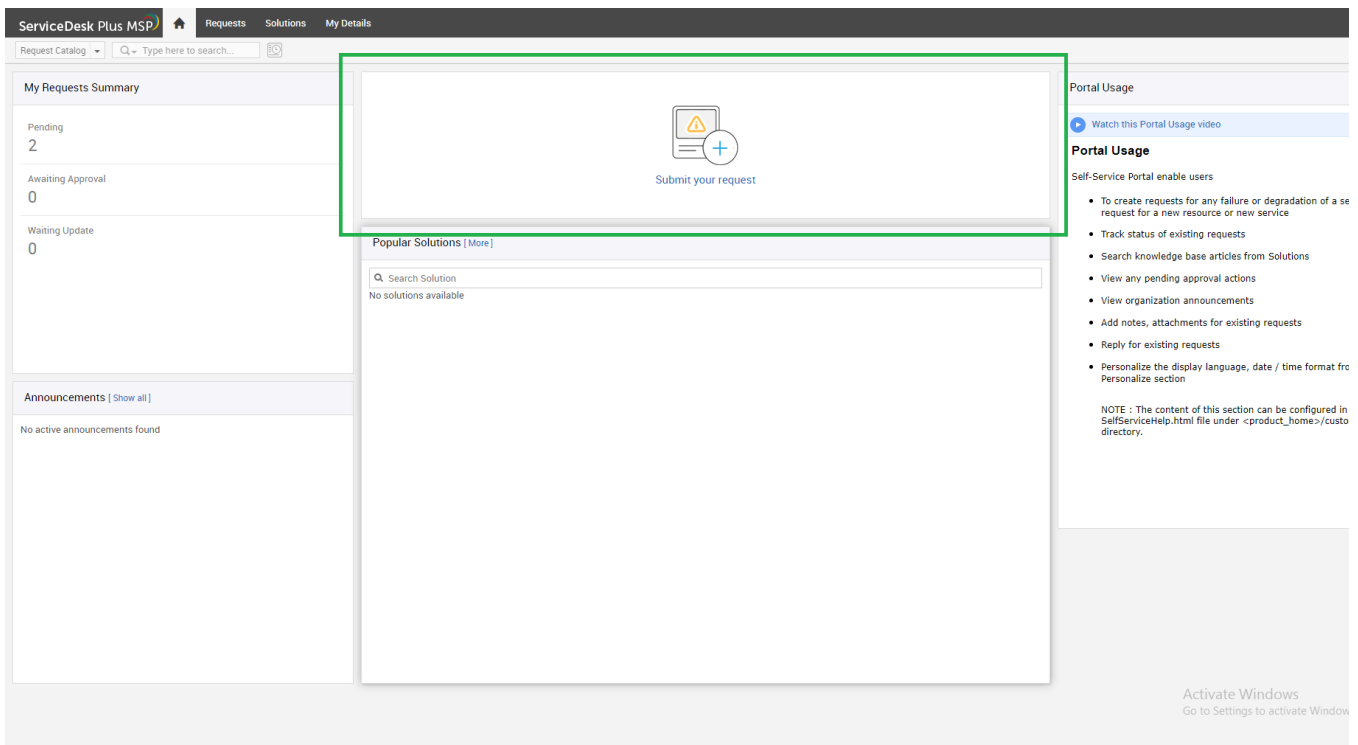


Removing a Support Requester

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"

ServiceDesk Plus MSP

RequestsSolutionsMy Details

Request Catalog

Type here to search...

All Templates

Search

New Issue

Account Management

Colocation Services: Physical Access

Colocation Services: Shipments

Colocation Services: Virtual Hands

Support: Add Support Requester or Manager to Account

Support: Remove Support Requester from Account

Support: Update Existing Support Account

- Account Management
- Colocation Services: Physical Access
- Colocation Services: Shipments
- Colocation Services: Virtual Hands

- Support: Add Support Requester or Manager to Account
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.
- Support: Remove Support Requester from Account
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.
- Support: Update Existing Support Account

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

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 contains three text input fields: 'First Name', 'Last Name', and 'Primary E-Mail Address'. Each field is currently empty.

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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