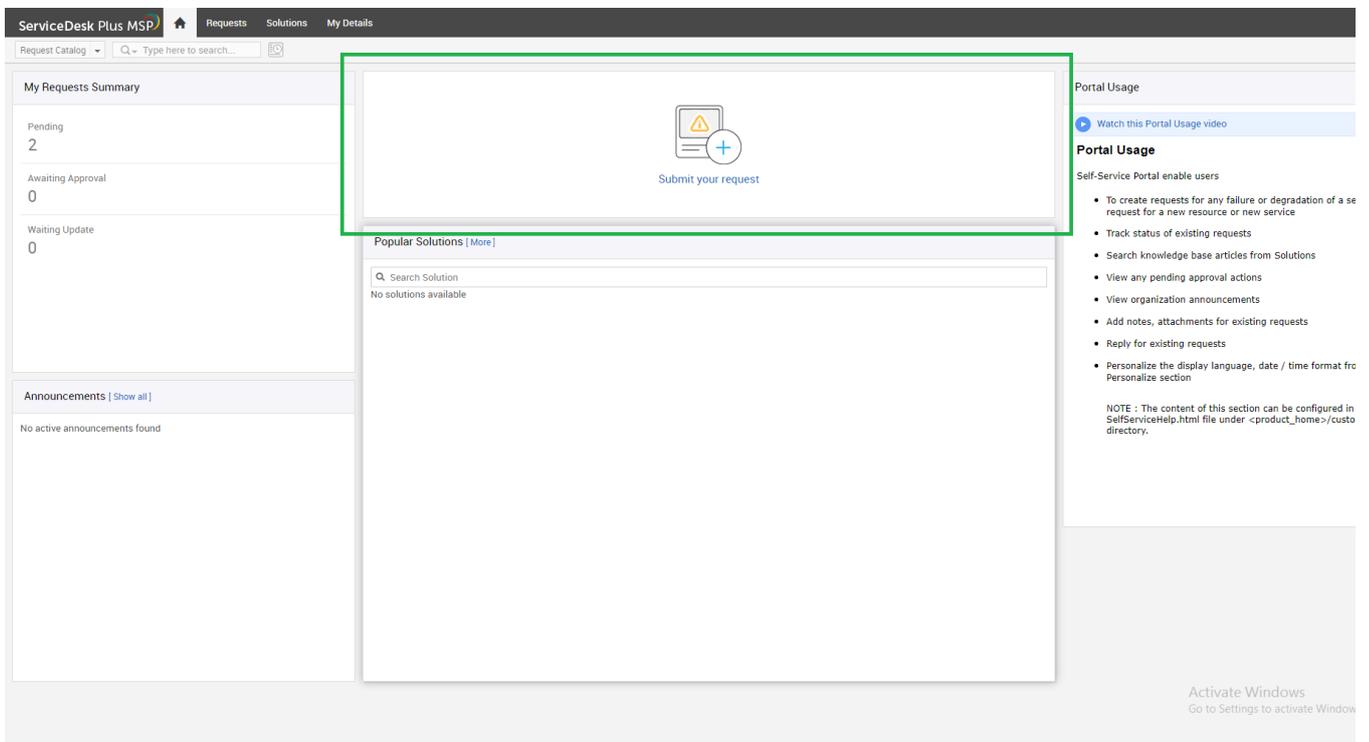


Removing a Support Requester

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 listed 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. At the top, there are navigation tabs for 'Requests', 'Solutions', and 'My Details'. Below the navigation 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; 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, there are buttons for '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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