

# LW - Response to users

Scenario	Response
New Access creation Request via Labware access request form	<ul style="list-style-type: none"><li>• Check with AD.operations team for RDP Connection with respective server</li><li>• Once RDP Connection is implemented, Create the account with help of ref account in respective server</li><li>• Share the credentials with the user via separate e-mail keeping our team members in cc (<b>Template : e-mail format</b>) and reply in FD ticket as well (<b>Template 1</b>)</li></ul>
Account is active but server is not connecting	Check with AD.operations for RDP connection set up and reply to user ( <b>Template 2</b> )
Account is Disabled	Enable the account and reply to user ( <b>Template 3</b> )
Addition of Role	Please follow the procedure as per <a href="#">page</a> and reply to user ( <b>Template 4</b> )
Password Reset	Reset the password and share the credentials via separate e-mail keeping our team members in cc ( <b>Template : e-mail format</b> ) and reply in FD ticket ( <b>Template 4</b> )

## Template: e-mail format

Dear User,  
Good Day!  
We have provided the requested Labware Access in Production / Validation environment

Login Credentials:

UserId "**NT USERNAME**" and

Password **Solvay2018** (Case sensitive)

Could you please confirm us on successful login so that we can close this case?

Waiting for your feedback,

Regards,  
XXX

## Template 1 - Reply in FD after account creation

Hello Username,

Good Day!

We have created the requested access in Labware Production Environment and shared the credentials with the user (e-mail ID) via separate mail

Could you please check with the user and confirm us on successful login so that we shall proceed with the closure of this case?

We are waiting for your feedback

Thanks & Regards,  
XXX

## Template 2 (Always **Forward** the request to Ad.operations Team)

Hi Team,

Good day!

Could you please provide Remote Desktop Connection access to the User (**NT UserID**) for Production / Validation system for Connecting to Labware Application?

Please find attached form for your reference

Thanks & Regards,  
XXX

### **Template 3 - (Enable an Account)**

Hello Username,

Good Day!  
We have successfully enabled your account in Labware Production/Validation Environment.  
Could you please check and confirm us on successful login so that we shall proceed with the closure of this case?  
We are waiting for your feedback

Thanks & Regards,  
XXX

### **Template 4 - (Reset password)**

Hello Username,

Good Day!  
We have successfully reset the password in Labware Production/Validation Environment and shared the credentials with you via separate mail  
Could you please check and confirm us on successful login so that we shall proceed with the closure of this case?  
We are waiting for your feedback

Thanks & Regards,  
XXX