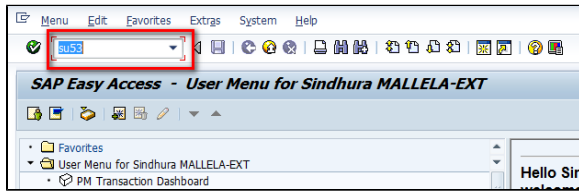
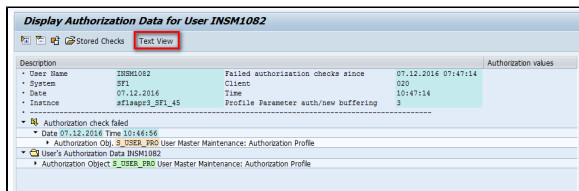


How to request authorizations in Freshdesk

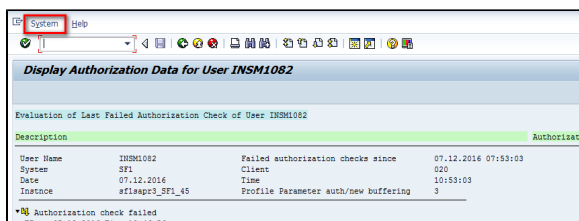
- Login to SAP and execute Transaction code "SU53".



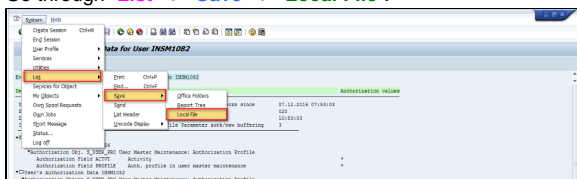
- In the "Display Authorization Data screen (SU53)" click on "Text View" button.



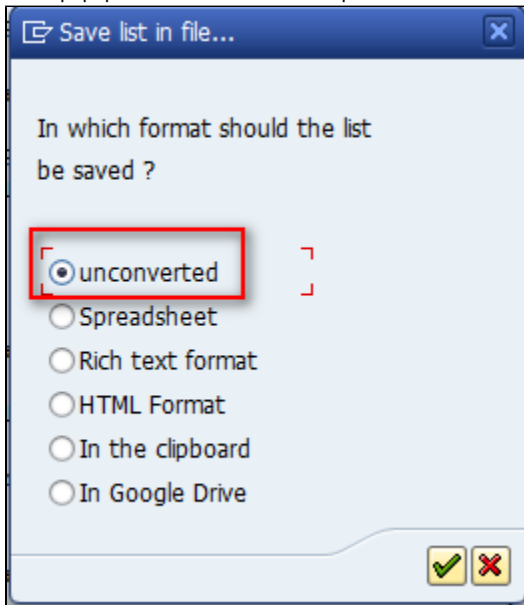
- Click **System** button in Text view screen



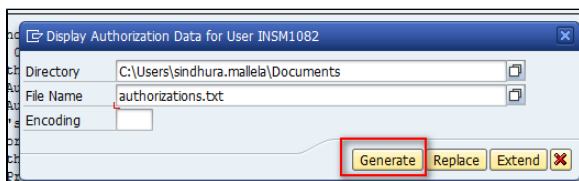
- Then in System drop-down select
 - Go through "List" -> "Save" -> "Local File".



- In the popup to save file Choose the option "Unconverted" .



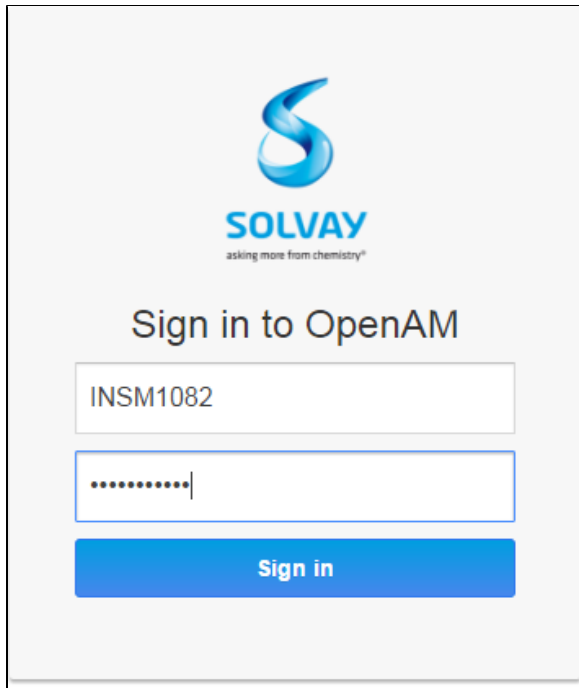
- Change directory to the preferred one and click "Generate".



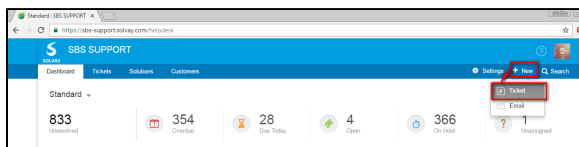
- Allow the creation of the ".txt" file in the previously chosen directory.



- Now you have the ".txt" file with the authorizations of your user.
- Access Freshdesk with the following link <https://sbs-support.solvay.com/helpdesk>
- Enter the Freshdesk with your Credentials.



- Click on "New" button and select "Ticket" button in drop-down.



- Fill the fields with the options shown in the image below.
- The fields Sub type, IS-Category and Application must be filled with the options correspondent to the stream of the user that is requesting the authorizations.
- Attach the .txt file with the authorizations to the description of the ticket

The image shows the "Create a new ticket" form in the SBS SUPPORT system. The form includes the following fields and values:

- Requester ***: Give the requester name here
- Subject ***: STELLAR | Authorization missing
- Type ***: IS Request
- Subtype ***: ...
- Functional Area ***: Authorizations (S&D Auth)
- IS-Process ***: IS S&D
- IS-Subprocess ***: Authorization
- IS-Category ***: ...
- Application ***: ...

GBU / Function * ALL GBU's / FUNCTIONS

Site

Impact * Low

Urgency/Severity * ...

Partner priority ...

Change

Change description

Rework

Description *

B I U ...

Mention the description here and attach the file.

+ Attach a file (Total File size <= 15 MB)

Agent ...

Priority * Low

Status * Open

Group * IS-SD-Authorization

- After Filling all the details Click on Submit button and submit it.

Dashboard Tickets Solutions Customers

Create a new ticket Select a template

Cancel Submit