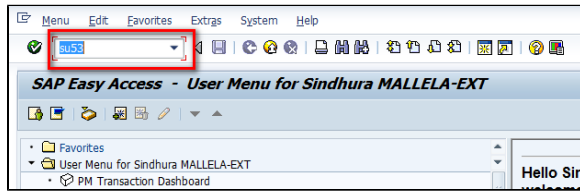
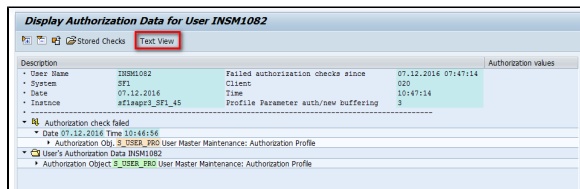


# How to request authorizations in Freshdesk

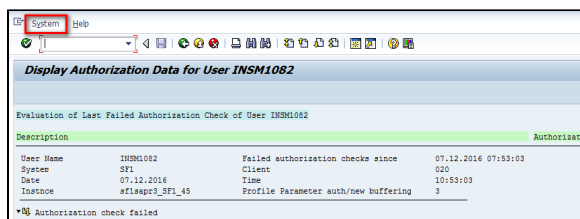
- Login to SAP and execute Transaction code "SU53".



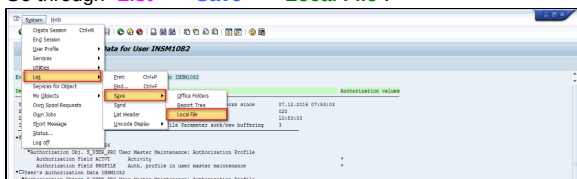
- In the "Display Authorization Data screen (SU53)" click on "Text View" button.



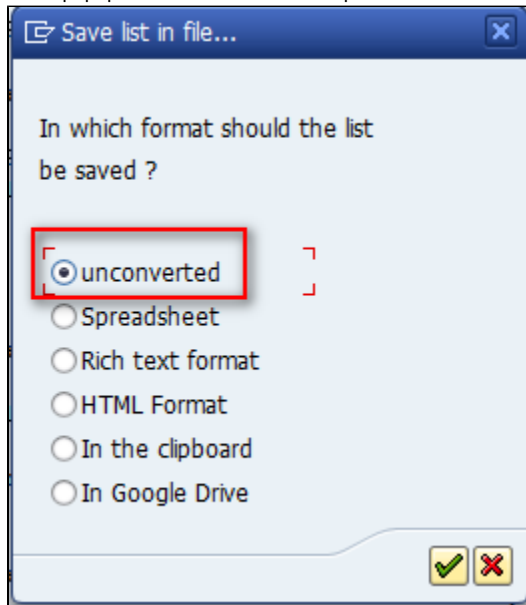
- Click **System** button in Text view screen



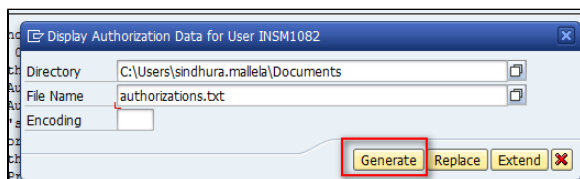
- Then in System drop-down select
  - Go through "List" -> "Save" -> "Local File".



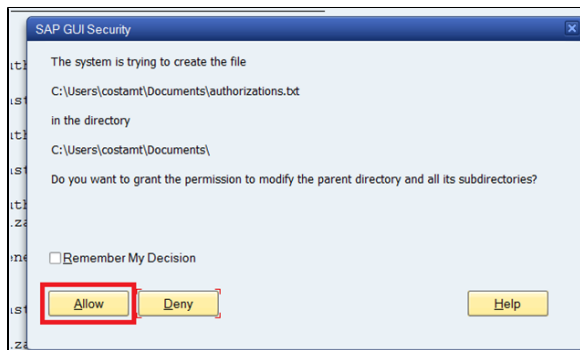
- In the popup to save file Choose the option "**Unconverted**".



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



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

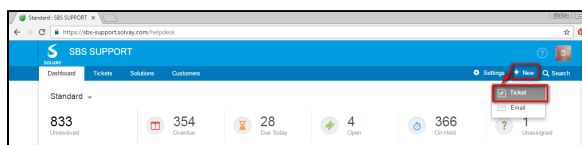


- Now you have the ".txt" file with the authorizations of your user.
- Access Freshdesk with the following link <https://sbs-support.solvay.com/helpdesk>
- Enter the Freshdesk with your Credentials.

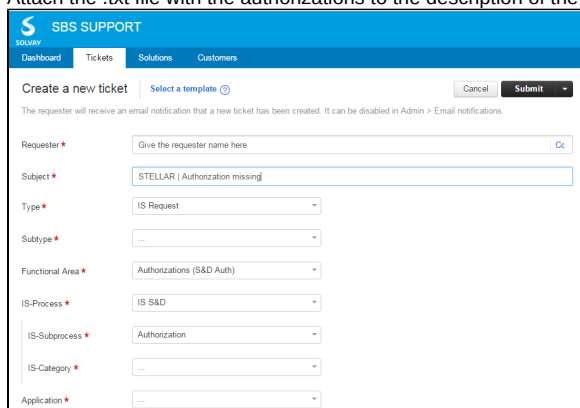


## Sign in to OpenAM

- 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



**SBS SUPPORT**

Dashboard Tickets Solutions Customers

Create a new ticket [Select a template](#) Cancel Submit

The requester will receive an email notification that a new ticket has been created. It can be disabled in Admin > Email notifications.

Requester \*  Cc

Subject \*

Type \*

Subtype \*

Functional Area \*

IS-Process \*

IS-Subprocess \*

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](#)