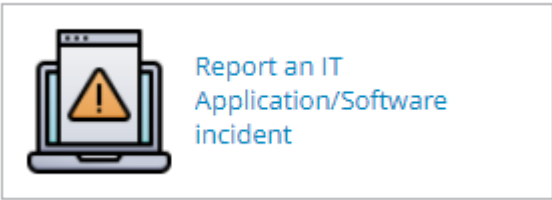
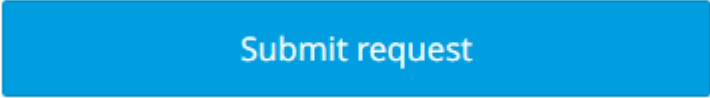


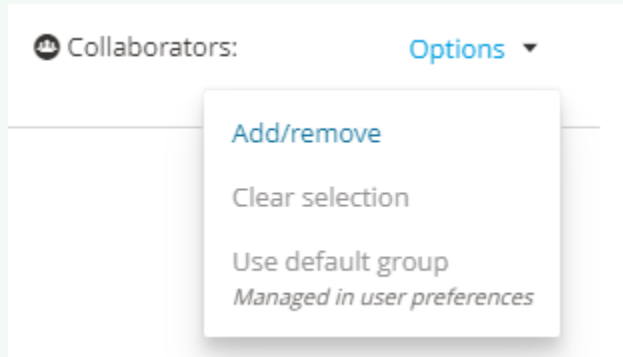
How do I get support for DynaSys?

- 1- Report an incident
- 2- Request for a Workorder / Evolution
- 3- Request for a DynaSys access

1- Report an incident

<p>1) Once you have reached Digital workplace website, click on "Submit your request"</p>	 <p>The image shows a laptop with a warning triangle icon on the screen. To the right of the laptop, the text reads "Report an IT Application/Software incident" in blue.</p>
<p>2) Select DynaSys DP or DiP-PP application</p> <p>Note : For BW report (SAP BW for SCMS), the incident will be affected to BW reporting support team. DynaSys support team won't see the tickets.</p> <p>If the issue concerns the data consistency, either register your ticket under DynaSys DP application for Demand/Budget Review reports and Forecast Accuracy report or add our team in copy of the ticket.</p> <p>(See tips below on to add a collaborator in the ticket)</p>	<p>Affected Application (required) Please select the application you are having issues with.</p> <div data-bbox="540 758 1474 993"><p>Select</p><input type="text" value="DynaSys"/> ×</div> <p>Filtered to 2</p> <ul style="list-style-type: none">Dynasys DiP-PPDynasys DP
<p>3) Provide the details of the incident</p>	<p>To facilitate the analysis and get a better/faster answer :</p> <ul style="list-style-type: none">> Share screen copies and precise the Workspace on which you identified the issue> Provide as much details as possible about the issue including the Material codes, Customer codes, Plant codes... <p>If the issue concerns BW reports :</p> <ul style="list-style-type: none">> Provide your report name, selection criteria and if possible attach your report to the ticket> Share screen copies of the issue you identified
<p>4) After having full-filled all mandatory fields, click on "Submit Request"</p>	 <p>A large blue button with the text "Submit request" in white.</p>

✓ After creation the ticket, you can Add some collaborators in copy of the ticket :



2- Request for a Workorder / Evolution / Service (including DynaSys BW report evolution)

Please note that if you are not identified as a DynaSys Key Users for your GBU/DynaSys module, your request will be submitted for Approval to the GBU Key Users.

1) Search for DynaSys services

Then click on "Request now" or on the corresponding catalog item.

Search for Dynasys in the top hits choose **Demand Planning for DP** or **Distribution & Production Planning for DIP**

The screenshot shows the Service ONE search interface with the search term 'dynasys'. The 'Top Hits' section contains the following items:

- Demand Planning - DynaSys** (Supply Chain, Sales & Operations) with a 'Request Now' button.
- Service One - Do you need access to applications** (CRM, iCare CRM, Dynasys, LIMS Labware (Composites), LIMS Labware (non Composites) and many others) with 'Preview' and 'View Article' buttons.

The 'Catalog items' section contains the following items:

- Distribution & Production Planning - DynaSys** (Supply Chain, Sales & Operations) with a 'Request Now' button.
- BW DynaSys Interfaces: change scope** (Data, Analytics & AI services, Reporting) with 'Request Now' and 'Details' buttons.
- BW DynaSys Reporting: change distribution lists for BW update** (Data, Analytics & AI services, Reporting) with 'Request Now' and 'Details' buttons.

Or directly click -> catalog items -> **Demand Planning for DP** or **Distribution & Production Planning for DIP**

The screenshot shows the Service ONE search interface with the search term 'DynaSys'. The 'Top Hits' section contains the following items:

- Demand Planning - DynaSys** (Supply Chain, Demand Planning -) with a 'Request Now' button.

The 'Catalog items' section contains the following item:

- Distribution & Production Planning - DynaSys** (Supply Chain, Sales & Operations) with a 'Request Now' button.


or Browse in the catalog :

The screenshot shows the Service ONE catalog navigation menu. The 'Browse categories' dropdown is open, showing a list of categories. The 'Supply Chain' category is expanded, showing a sub-menu with the following items:

- Application Evolution (non-SAP)
- Customs and Trade Compliance
- Customs Services
- Inventory Material Management (RM, SF, FP, Packaging)
- Logistics Execution
- Operational Planning and scheduling - Non SAP
- Operational Planning and scheduling - SAP
- Sales & Operations Planning (S&OP) & Demand Planning** (with a sub-menu containing 'Demand Planning - DynaSys' and 'Distribution & Production Planning - DynaSys')

<p>2) Select the Request Type</p>	<p>Request Type <i>(required)</i></p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Select ▼</p> <p>None</p> <p>Request for Mass Data upload</p> <p>Request for DynaSys evolution</p> <p>Request for Interface update</p> <p>Request for BW/Qlikview Report update</p> </div>
<p>3) After having full-filled all mandatory fields, click on "Submit Request"</p>	<div style="background-color: #0070c0; color: white; text-align: center; padding: 10px; border: 1px solid #0070c0;"> <p>Submit request</p> </div>

3- Request for a DynaSys Access

<p>1) Click on "Application Access Request (Generic)"</p>	<div style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;">  <p>Application Access Request (Generic)</p> </div> <p>If you are requesting access for an other user, click on 'Edit' and select the user :</p> <div style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;"> <p style="text-align: right;">QTY: 1</p> <div style="background-color: #0070c0; color: white; text-align: center; padding: 5px; margin-bottom: 5px;"> ✓ Request Now </div> <div style="background-color: #f0f0f0; text-align: center; padding: 5px; margin-bottom: 5px;"> 🛒 Add to Cart </div> <p>Request for: Laure Plasse Edit</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>Request for someone else ✕</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> <input type="text" value="meghraoui"/> ✕ </div> <p>Selected</p> <div style="background-color: #0070c0; color: white; text-align: center; padding: 2px; margin-bottom: 5px; border-radius: 5px;"> Laure Plasse </div> <p>Results</p> <p>Laura MEGHRAOUI-LABBADI laura.labbadi@solvay.com</p> </div> </div> <p>Then click on 'Request Now'</p>
---	--

2) Select the Request Type

Request Type (required)

User Creation

None

User Creation

User Modification

Reactivation

Deactivation

3) Select the Application

Please select the system (required)

Q Dynasys|

Dynasys DiP-PP

Dynasys DP

4) Provide the Request Access details

For DynaSys DP :

- User role
- User scope

(Refer to your GBU Wiki page on User role/scope for more details or to your DynaSys referent)

For DynaSys DiP-PP :

- User role
- User scope

4) After having full-filled all mandatory fields, click on "Submit Request"

Submit request