

# How do I get support for DynaSys?

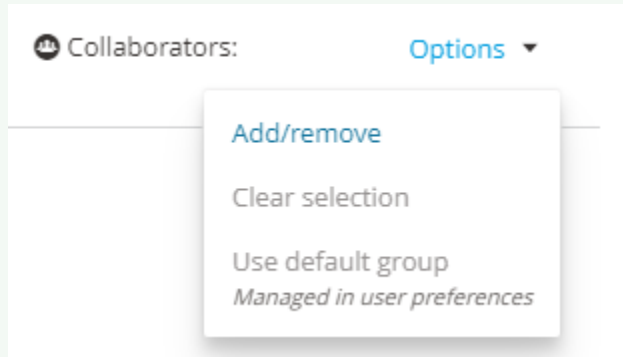
- 1- Report an incident
- 2- Request for a Workorder / Evolution
- 3- Request for a DynaSys access

## 1- Report an incident

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| <p>1) Once you have reached Digital workplace website, click on "Submit your request"</p>                                                                                                                                                                                                                                                                                                                                                                                                | <div><p>Report an IT<br/>Application/Software<br/>incident</p></div>                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <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 <b>(required)</b></p> <p>Please select the application you are having issues with.</p> <div><div>Select</div><div><div>Q DynaSys</div><div>Filtered to 2</div><div>Dynasys DiP-PP</div><div>Dynasys DP</div></div></div>                                                                                                                                                                                                                                                                                                                                                |
| <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"><li>&gt; Share screen copies and precise the Workspace on which you identified the issue</li><li>&gt; Provide as much details as possible about the issue including the Material codes, Customer codes, Plant codes...</li></ul> <p>If the issue concerns BW reports :</p> <ul style="list-style-type: none"><li>&gt; Provide your report name, selection criteria and if possible attach your report to the ticket</li><li>&gt; Share screen copies of the issue you identified</li></ul> |
| <p>4) After having full-filled all mandatory fields, click on "Submit Request"</p>                                                                                                                                                                                                                                                                                                                                                                                                       | <div>Submit request</div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |



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, you 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 results for the query 'dynasys'. The top navigation bar includes 'Service ONE', 'Home', 'My Activity', 'Catalog', and 'Chat Bot'. The search bar shows 'Close dynasys' and a 'Clear' button. Below the search bar, there are tabs for 'Top Hits', 'Catalog Items', 'Articles', 'Requests', 'Approvals', and 'Users'. The 'Top Hits' tab is active, displaying a list of search results. The first result is 'Demand Planning - DynaSys' with a sub-description 'Supply Chain, Sales & Operations' and a 'Request Now' button. The second result is 'Service One - Do you need access to applications' with a sub-description 'CRM, iCare CRM, Dynasys, LIMS Labware (Composites), LIMS Labware (non Composites) and many others' and buttons for 'Preview' and 'View Article'. Below the 'Top Hits' section, there is a 'Catalog items' section with a 'See more >' link. The first catalog item is 'Distribution & Production Planning - DynaSys' with a sub-description 'Supply Chain, Sales & Operations' and a 'Request Now' button. The second catalog item is 'BW DynaSys Interfaces: change scope' with a sub-description 'Data, Analytics & AI services, Reporting' and buttons for 'Request Now' and 'Details'. The third catalog item is 'BW DynaSys Reporting: change distribution lists for BW update' with a sub-description 'Data, Analytics & AI services, Reporting' and buttons for 'Request Now' and 'Details'.

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

The screenshot shows the Service One catalog items for the query 'DynaSys'. The top navigation bar includes 'Service ONE', 'Home', 'My Activity', 'Catalog', and 'Chatbot'. The search bar shows 'Close DynaSys' and a 'Clear' button. Below the search bar, there are tabs for 'Top Hits', 'Catalog Items', 'Articles', 'Requests', 'Approvals', and 'Users'. The 'Top Hits' tab is active, displaying a list of search results. The first result is 'Demand Planning - DynaSys' with a sub-description 'Supply Chain, Demand Planning -' and a 'Request Now' button. Below the 'Top Hits' section, there is a 'Catalog items' section with a 'See more >' link. The first catalog item is 'Distribution & Production Planning - DynaSys' with a sub-description 'Supply Chain, Sales & Operations' and a 'Request Now' button.

or Browse in the catalog :

The screenshot shows the Service One catalog browsing interface. The top navigation bar includes 'Service ONE', 'Home', 'My Activity', 'Catalog', and 'Chatbot'. The search bar shows 'Search for self-help articles or services...'. On the left side, there is a 'Browse categories' dropdown menu. The menu is open, showing a list of categories: 'Access & Applications', 'Customer Management Services', 'Data services', 'Digital & Ideation', 'Financial Services', 'Industrial', 'IT Foundation', 'On/Offboarding', 'Procurement', 'Security and compliance', 'Supply Chain', 'T&E', and 'Workplace Services'. The 'Supply Chain' category is selected, and a sub-menu is open, showing a list of sub-categories: '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', 'Demand Planning - DynaSys', and 'Distribution & Production Planning - DynaSys'. The 'Sales & Operations Planning (S&OP) & Demand Planning' sub-category is selected, and a sub-menu is open, showing a list of sub-sub-categories: 'Demand Planning - DynaSys' and 'Distribution & Production Planning - DynaSys'.

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| 2) Select the Request Type                                                  | <div> Request Type <span>(required)</span> <div> Select <div> None Request for Mass Data upload Request for DynaSys evolution Request for Interface update Request for BW/Qlikview Report update </div> </div> </div> |
| 3) After having full-filled all mandatory fields, click on "Submit Request" | <div>Submit request</div>                                                                                                                                                                                             |

### 3- Request for a DynaSys Access

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| 1) Click on "Application Access Request (Generic)" | <div>  <div>Application Access Request (Generic)</div> </div> <p>If you are requesting access for an other user, click on 'Edit' and select the user :</p> <div> <div>QTY: 1</div> <div> <div>✓ Request Now</div> <div>🛒 Add to Cart</div> </div> </div> <div> Request for: Laure Plasse <a href="#">Edit</a> <div> <div>Request for someone else</div> <div> <input type="text" value="meghraoui"/> </div> <div> <div>Selected</div> <div>Laure Plasse</div> </div> <div> <div>Results</div> <div> Laura MEGHRAOUI-LABBADI<br/> laura.labbadi@solvay.com </div> </div> </div> </div> <p>Then click on 'Request Now'</p> |
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| 2) Select the Request Type                                                  | <p><b>Request Type (required)</b></p> <div> <div>User Creation</div> <div>None</div> <div>User Creation</div> <div>User Modification</div> <div>Reactivation</div> <div>Deactivation</div> </div>                                                                                                                                |
| 3) Select the Application                                                   | <p><b>Please select the system (required)</b></p> <div> <input type="text" value="Dynasys"/> <div> <div>Dynasys DiP-PP</div> <div>Dynasys DP</div> </div> </div>                                                                                                                                                                 |
| 4) Provide the Request Access details                                       | <p>For DynaSys DP :</p> <ul style="list-style-type: none"> <li>• User role</li> <li>• User scope</li> </ul> <p>(Refer to your GBU Wiki page on User role/scope for more details or to your DynaSys referent)</p> <p>For DynaSys DiP-PP :</p> <ul style="list-style-type: none"> <li>• User role</li> <li>• User scope</li> </ul> |
| 4) After having full-filled all mandatory fields, click on "Submit Request" | <div>Submit request</div>                                                                                                                                                                                                                                                                                                        |