

ELN - SYRA / Contact the ELN Support team

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You should always try to contact the ELN support team through the [SYRA](#) portal first.

For now, you can submit **3 types of ELN tickets**:

1. for an ELN change request

ELN Daily action tickets should be raised when you want to modify something in your ELN (data deletion, data migration, new folder creation, template creation, template modification etc)

2. for an ELN incident

Incident tickets should be raised when something that was working before is not working anymore in the ELN (a module, an experiment, etc).

3. for an ELN access request:

Access request tickets should be used to request access granting / withdrawing for yourself or another user.

- Grant [ELN Access for new comers](#)
- Grant [ELN Specific access rights](#)
- Grant [ELN Key-user rights](#)
- [ELN reactivation](#) (of a deactivated account)
- [Withdraw ELN access rights](#)