

# MSP: User Access Creation

- Pre-requisites
- Process Definition
- Procedure

## Pre-requisites

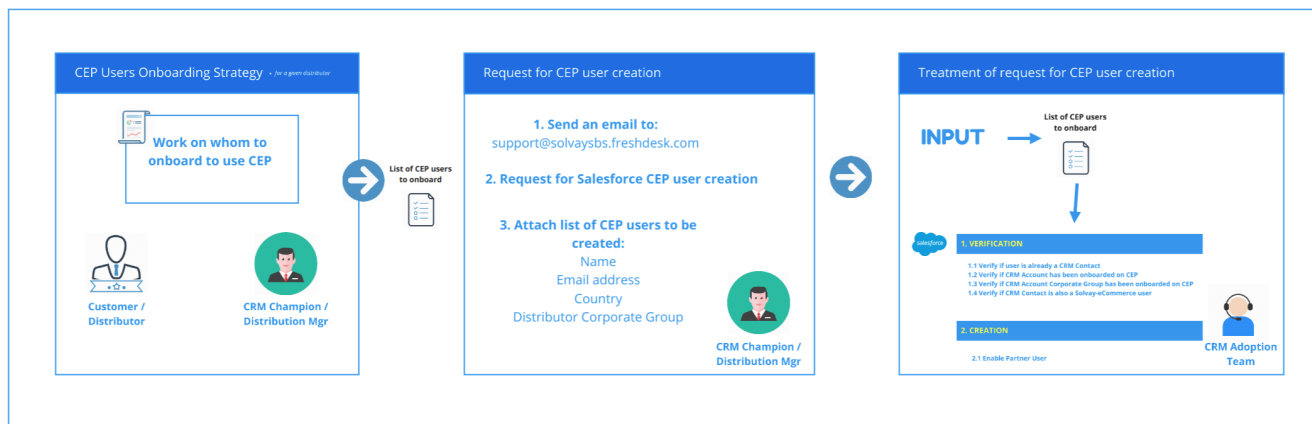
### PRE-REQUISITES

- **Input:** List of users to be created
- Access to Salesforce Core CRM to perform User Access Management
- Access to [User Creation Template](#)

CEP User Creation Template

| Corporate Group | Account Name              | PRS ID  | RCS ID  | Contact Account | Contact Account ID | Contact email | Customer type | Related GBU | Country | Language | Access |
|-----------------|---------------------------|---------|---------|-----------------|--------------------|---------------|---------------|-------------|---------|----------|--------|
| 1 AZELIS        | AZELIS CORPORATE SERVICES |         |         |                 | 003240000eDBq5     |               | Distributor   | Novocare    | Belgium | English  | CEP    |
| 2 AZELIS        | AZELIS DEUTSCHLAND GMBH   | 1036510 | 2022386 |                 | 0031p00001awcry    |               | Distributor   | Novocare    | Germany | German   | CEP    |

## Process Definition



## Procedure

**Action:** Proceed to "New CRM Contact creation procedure"

**Action:**

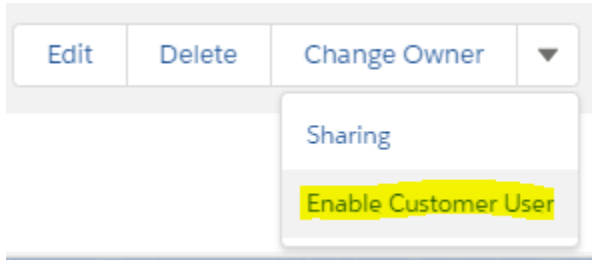
- Feedback to requestor
- Provide all records found for a given user
- Ask him/her to select which contact to use

**Action:**

- Copy CRM values into User Creation Template
- Fields to be copied:
  - Name
  - Email address
  - Country

- Language
- Related GBU
- CRM Contact ID (found in the URL)

**Action:** Proceed to "New Account activation procedure"



 Once Distributer/Customer Account has been activated, proceed to User Creation step.

**Action:**

- Copy CRM values into User Creation Template
- Fields to be copied:
  - Account name
  - PRS ID
  - RCS ID

**Action:** Proceed to "How to attach CRM Account to a Corporate Group procedure"

 Once CRM Account has been attached to a Corporate Group, follow Partner Account activation step

**Action:**

- Copy CRM values into User Creation Template
- Fields to be copied:
  - Corporate Group

 Check with SAP solvay-e-commerce team (Arthur)

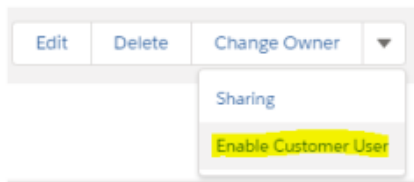
**No action require.**

**Action:**

- Get same user's solvay-e-commerce userid
- Copy value into User Creation Template
- Fields to be copied:
  - Federation ID

**Action:**

- Based on all fields in User Creation Template, enter/update for the given user.
- On the "Manage user" button, click and select "Enable Customer User"



For **Distributors** use the following profile:

|              |                                      |
|--------------|--------------------------------------|
| User License | Customer Community Plus              |
| Profile      | MSP Customer Community Plus User ▼ ⓘ |

For **Customers** use the following profile:

|              |                           |
|--------------|---------------------------|
| User License | Customer Community Plus   |
| Profile      | MSP Digital Assistant ▼ ⓘ |

- Click Save

Here is the complete guide: [MSP/Digital Assist- Users Creation Guide](#)

Last modifications :