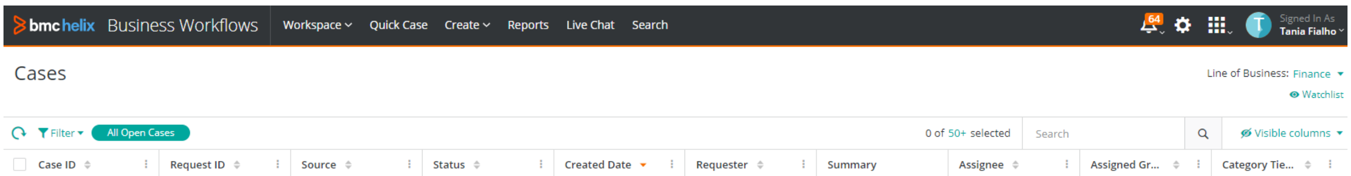
SyRa Business Workflow - Agent access

How to <u>ADD</u> a NEW AGENT?

After completing the Onboarding process **(?)**, all Syensqo users should be able to access SyRa Digital Workspace (End-user/Requester portal).

For Finance Service Lines teams handling service requests, it is necessary to request an **<u>Agent profile</u>** in order to access SyRa Business Workflow and see the Case Management console.

SyRa Business Workflow and see the Case Management console:



1. Select Application Access Request (Generic) service
2. Select Request Type
    a. " User Creation " if the user does not have access at all to the Business Workflow (newcomer)
    b. " User Modification " if the user changed the team and needs to be included in a different Support Group
3. Please select the system BMC Helix
4. In the Additional Information field indicate:
    a. You need Agent profile to Line of Business: Finance and indicate the Support Group you need access
    b. You can indicate the User ID or email address of someone in the team as reference

How to <u>REMOVE</u> an AGENT?

1. Same procedure as add an agent, with request type "deactivation"
2. In the Additional Information field indicate:
    a. Your agent profile to Line of Business: Finance and indicate the Support Group.