

MSP: User Access Creation

- Pre-requisites
- Process Definition
- Procedure

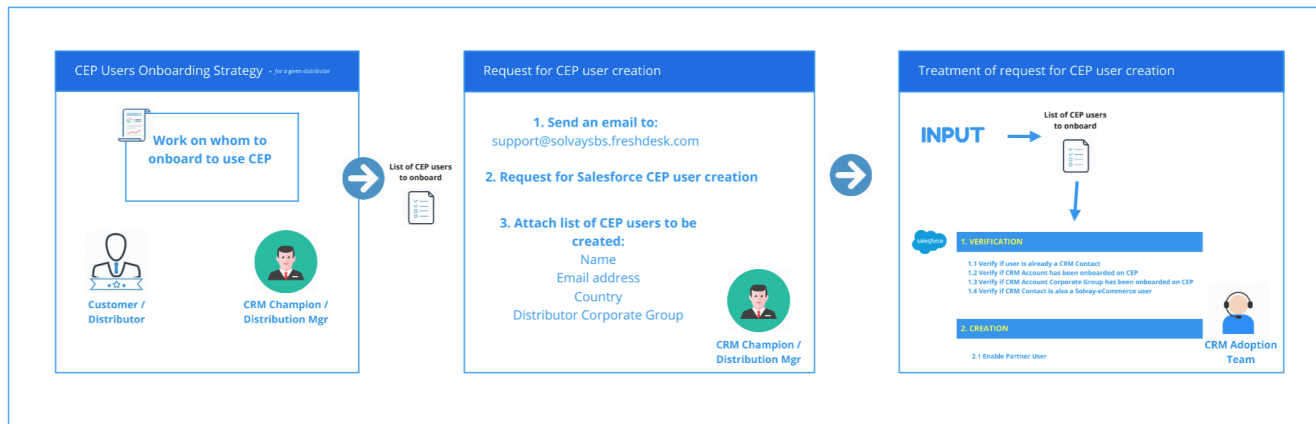
Pre-requisites

PRE-REQUISITES

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

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			Distributor	Novocare	Germany	German	CEP
3					0031p00001awcry						solv

Process Definition



Procedure

Action: Proceed to "New CRM Contact creation procedure"

Action:

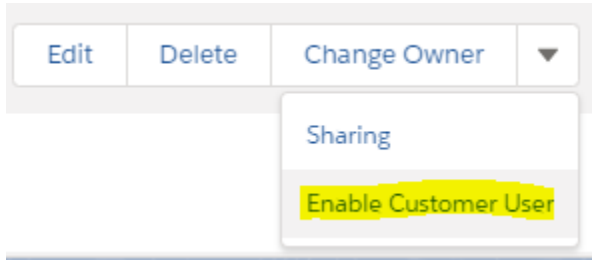
- Feedback to requestor
- Provide all records found for a given user
- Ask him/her to select which contact to use

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)

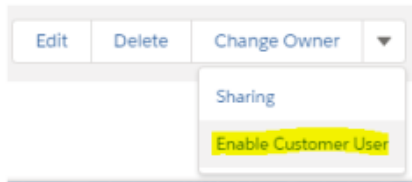
No action require.

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 :