

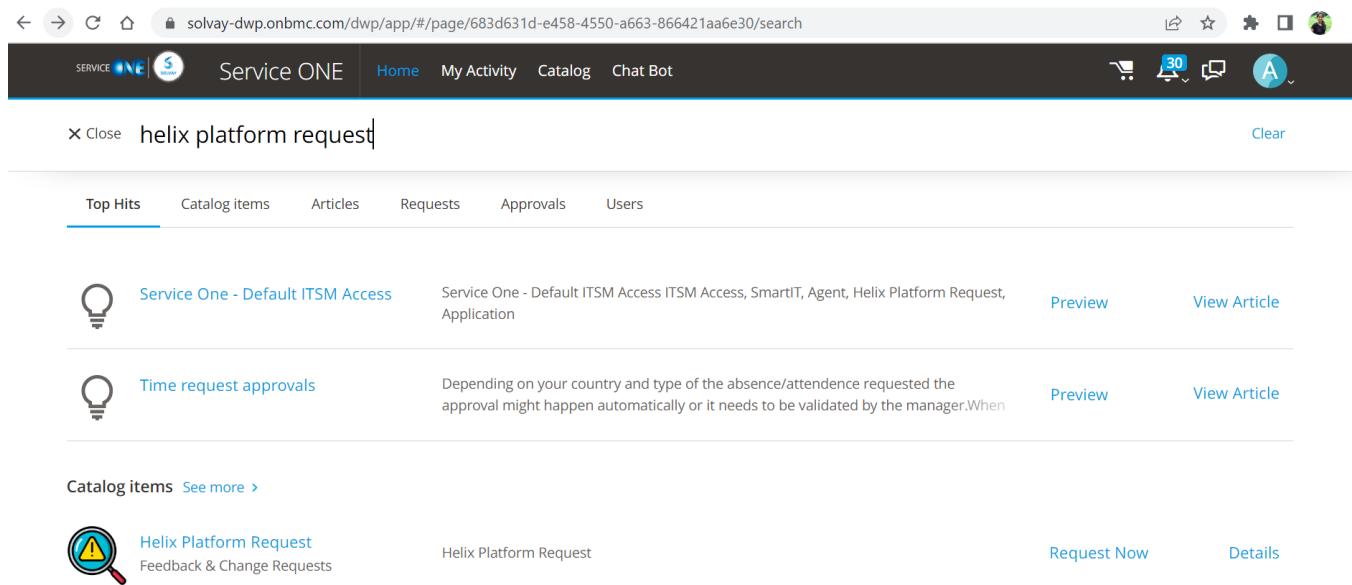
# How to change approvers in Helix for Corporate Access request form

There will be scenario's where the approver might change. The approver change needs to be done in Helix(Service One) tool as well so that manual approvals can be reduced.




To change the approvers, the action is taken care by Infosys team.

We need to guide the users who request this change to open a ticket.

1. Open a ticket in Service one with **HELIX PLATFORM REQUEST**



The screenshot shows the Service ONE user interface. At the top, there is a navigation bar with 'Service ONE' and links for 'Home', 'My Activity', 'Catalog', and 'Chat Bot'. A search bar contains the text 'helix platform request'. Below the search bar, there are tabs for 'Top Hits', 'Catalog items', 'Articles', 'Requests', 'Approvals', and 'Users'. The 'Top Hits' tab is selected. The search results are displayed in a table-like format with three rows. The first row is for 'Service One - Default ITSM Access', the second for 'Time request approvals', and the third for 'Helix Platform Request' (under the 'Catalog items' section). Each row includes a title, a brief description, and links for 'Preview' and 'View Article' or 'Request Now' and 'Details'.

Top Hits	Catalog items	Articles	Requests	Approvals	Users
	<a href="#">Service One - Default ITSM Access</a>	Service One - Default ITSM Access ITSM Access, SmartIT, Agent, Helix Platform Request, Application		<a href="#">Preview</a>	<a href="#">View Article</a>
	<a href="#">Time request approvals</a>	Depending on your country and type of the absence/attendance requested the approval might happen automatically or it needs to be validated by the manager.When		<a href="#">Preview</a>	<a href="#">View Article</a>
<b>Catalog items</b> <a href="#">See more &gt;</a>					
	<a href="#">Helix Platform Request</a> Feedback & Change Requests	Helix Platform Request		<a href="#">Request Now</a>	<a href="#">Details</a>

2. Under Module, choose as **Foundation data-ITSM**

< Back

### Checkout



NEW Platform Request

Request for **Anurekha VIJAYARA...**      Quantity **1**

Request Title *(required)*

Please do not use special character such as é, ô etc., in the 'Request Title'

Module *(required)*

Foundation Data - ITSM

Type of Request *(required)*

Select

Request Description *(required)*

Submit request

Save and close

**Note: Please fill the other relevant options available in the form. And the request will be routed to the correct team, who can help with the approver changes.**