

# Labware Access Management

Mainly we have two environment

1. Production &
2. Validation

In labware we can create access by duplicating a reference user.

## Basic Steps for Access management.

- Initially send request for validation

Validators -Mark Reece( [mark.reece@solway.com](mailto:mark.reece@solway.com))or Bertrand ([bertrand.savournin@solway.com](mailto:bertrand.savournin@solway.com))

- Once the request is validated check, if it is for new access creation or reactivation
- For new access add a note in the ticket

Hi Team,

Good day!

Could you please provide Remote Desktop Connection access to the User XXXX for Connecting to Labware XXXX Application?

Note : This request is already approved by Mark.

Thanks & Regards,  
XXXXX

- then transfer the ticket to Application Hosting Technical Team (*IS Support GLOBAL->General Hosting Platform->Application Hosting Technical Team*)
- when the ticket come back to us do the procedures - [Labware - Account Creation for a New User](#)
- if it is for reactivation then check user access in respected environment and reactivate user access
- once the new access creation/reactivation completed send mail to the user

Reference ticket- <https://solway-smartit.onbmc.com/smartit/app/#/workorder/AGGAPX1FGGTUHARMC0CWRLCK11EAA0>