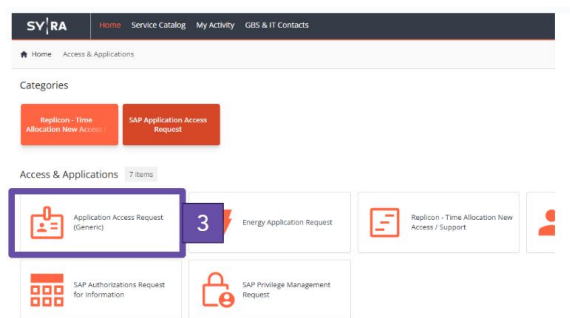
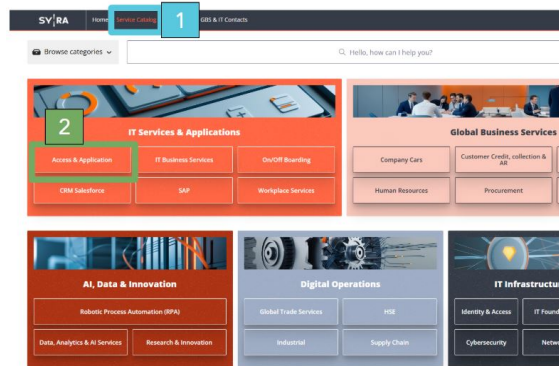


How to reactivate deactivated ELN account?

Access Requests tickets should be used to request access granting for yourself or another user.

First, connect to the [SYRA portal](#).

- 1 & 2. Simply click on "Service Catalog" & on "Access & Application" in the Home page. You can also find this request in the catalog tab or in the searching bar.



- 3. Click on "Application Access Request (Generic)."



- 4. If needed, you can change the field "**Request for**" at the right. By doing so, both the user and requestor will be notified of the ticket progress. No need to change that if you are the requestor !
In the example, the ticket will be created for Tiphaine COURTAUD.
- 5. Click on "**Request now**" , verify the user information & click on "**Next**" .

Then fill in the ticket :

- 6. Select the "**Type of Request**": Reactivation or deactivation

- 7. Select "**ELN (IBDS)**" as the System
- 8. Click on the **GForm**

- 9. Fill the GForm by clicking on "**Suivant**"

Request trigger

Please note that in the case of internal move, the departure lab is responsible for the user's old access rights withdrawing request. It should be addressed by filling the GForm "ELN // Standard Access Withdrawing": <https://forms.gle/mRlyStoVh6N9wNZR7>

Warning : In the case of account reactivation, ALL previous accesses will be enabled again (even for restricted folders).

Please select the request trigger: *

☐ New comer arriving at Syensqo / Solvay
☐ Internal Move
☒ Account reactivation

10

Retour Suivant Effacer le formulaire

N'envoyez jamais de mots de passe via Google Forms.

- 10. Fill the GForm by selecting "New comer arriving at Syensqo" & Click on "Suivant" to fill the request.

Application Access Request (Generic)

Requests for ✓ Len Quantity 13

Tiphaine Courtaud 1

User Details

Request Details

Type of Request (required)

Reactivation

Please select the application (required)

ELN (SOLV)

Please select this option if you want to reactivate a disabled account. (Option: ELN // Standard Access Withdrawing)

Please fill this 5 items (required)

Yes 11

Additional information (required)

12

13

Submit request

Date and time

Comments *

- 11. Once GForm is sent, go back to your SYRA page and Confirm by **ticking the checkbox**.
- 12. Add "Additional information" if needed
- 13. Click on **Submit request** to complete the service request