

How to create a ticket for new access



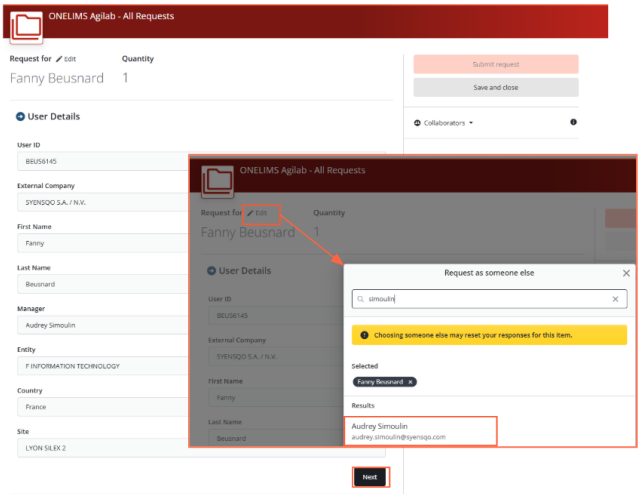
Useful links :

- ★ [ONELIMS Agilab - All Requests](#)
- ★ [Support OneLims AGILAB](#)

WHO:

- The champion (or trained assistant) creates the request for the end-user -
- END-USERS ARE NOT PERMITTED TO CREATE A NEW ACCESS BY THEMSELVES

HOW:

STEP 1 >	Connect on Syra, and create a Service One ticket “ONELIMS Agilab - All Requests”	 ONELIMS Agilab - All Requests
STEP 2 >	Change the "Request for" if you want to do this request for someone else Then click on "Next"	

STEP 3 >

Select :

- ONELIMS Agilab Access request for the Syensqo users

or

- ONELIMS Agilab Access request for customers

ONELIMS Agilab - All Requests

Request for  Edit

Quantity

Fanny Beusnard

1

User Details

Request Details

Type of Request (required)

Select

None

ONELIMS Agilab Access request for the Syensqo users

ONELIMS Agilab Access request for customers

Onelims Agilab delete a Syensqo user

Onelims Agilab delete a customer

ONELIMS Agilab modification access request

ONELIMS Agilab Change request form

ONELIMS Agilab account reactivation for the Syensqo users

ONELIMS Agilab account reactivation for customer

Submit request

Save and close

Collaborators +

STEP 4 >

Complete all the **mandatory** fields

Then click on "Submit request"

Add the Agilab expert (Marianne Labet) as collaborator

ONEIMS Agilab - All Requests

Request for Edit Quantity

Fanny Beusnard 1

User Details

Request Details

Type of Request (required)

ONEIMS Agilab Access request for the Synergo users

This request is for a new user that don't have access to ONEIMS Agilab

- For customers (email not @synergo.com): please use the other form "ONEIMS Agilab Access request for customers"

- If you already have an account and can't access today, use the form "ONEIMS reactivation Agilab account for customer" for customer and "ONEIMS reactivation Agilab account for the Synergo users" for Synergo users

- If you want to modify your access (location, role or organisation), please use the "ONEIMS AGILAB modification access request"

- If you want to delete an access, please use "ONEIMS AGILAB delete a user"

- If you have another request related to ONEIMS AGILAB, please use the "ONEIMS AGILAB change request"

Complete the following information

Location(s) (required)

(please check this link and copy/paste the good location(s))

location list link:

https://docs.google.com/spreadsheets/d/1TyuAuPzdsEPQDCh1uZduTeHPLZlZa__gId4/edit?gid=891286267&gid=891286267

Organization(s) (required)

(please check this link and copy/paste the good organisation(s))

list link:

<https://docs.google.com/spreadsheets/d/1dGvghVjTjprTqK1A1tsd1CgSd3d-wbvwvF7/edit?gid=891286267&gid=891286267>

Role(s) (required)

Select

Other(s) Role(s)

For temporary account (trainees, contractors,...) please indicate the end date:

Example: Jul 1, 2025

Additional Information

Submit request

Save and close

Collaborators

ONEIMS Agilab - All Requests

Request for Edit Quantity

Fanny Beusnard 1

User Details

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Select

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Additional Information

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Save and close

Collaborators

Collaborators

Q, labet

X

Selected (1/20)

Marianne Labet

Results

Marianne Labet
marianne.labet@synergo.com