

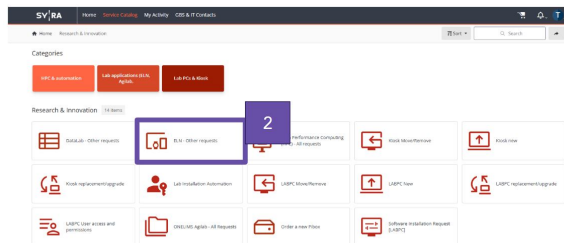
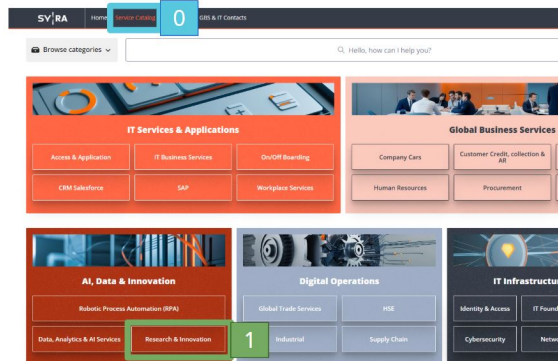
# Modification request: How to create a SYRA ticket ?

## How to raise a ELN change request:

This tickets should be raised when you want to modify something in your ELN (data deletion, data migration, new folder creation, template creation, template modification etc).

Please create a SYRA ticket on the **SYRA** portal.

- 0 & 1. Simply click on "Service Catalog" and then "Research & Innovation".



- 2. Click on "ELN - Other requests"



Then fill in the ticket :

- 3. If needed, you can change the field "Request for" at the bottom 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.*

- 4. Click on "Request Now"

- 5. Select the category of the element you wish to modify in your ELN

*Data deletion, data migration, New folder creation, Template creation, Template update etc.*

- 6. Short description  
Indicate a short description of your issue with the name of the application impacted.

Nice to have : "ELN // XXX" with XXX being the topic of your ticket.

- 7. Detailed description

Please note that to increase the answer time and relevance, your ticket should provide, if relevant:

- a precise description of the element you wish to modify, including links to the concerned resources
- one or several screen shots in step 10

- 8. Import **attachments** if needed (Screenshot of the ELN folder you wish to move for example)

- 9. Submit request

The screenshot shows the 'ELN - Other requests' form. Step 5 points to the 'Type of Request (required)' dropdown menu. Step 6 points to the 'Short description (required)' text field. Step 7 points to the 'Detailed description (required)' text area. Step 8 points to the 'Attachments' section, which includes a file upload button and a note about maximum file size (500 MB) and count (3). Step 9 points to the 'Submit request' button at the top right of the form.

## Examples of ticket Description

### 1. Archive or move item (project, trainee's folder, experiments...)

Short description: ELN // Move Items

| Information        | Description |
|--------------------|-------------|
| Source Item(s)     |             |
| Destination Folder |             |

### 2. Create a new "high level entity" item (Cluster, PROJECTS\_CLUSTER, Projects...) within the hierarchy

Indicate which type of item you would like to create + where do you want to create it within the hierarchy.

Add your Lab Manager and [ELN Coordinator](#) to validate this creation in the hierarchy.

In case you do not know the exact name of the high level entity, you can refer to [this article](#) or you can indicate the link to a similar entity in the ticket.

### 3. To delete an experiment

Users and Key users cannot delete ELN experiment on their own. They need to create a Service one ticket.

In the Service one ticket description, please indicate the link of the ELN experiment to be deleted.

**WARNING** = deletion is a definitive action.