

How to create a ticket for new access



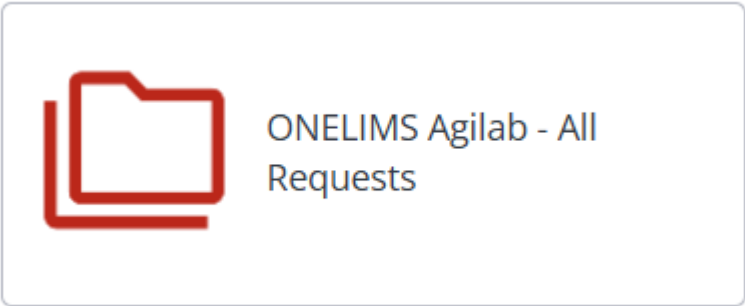
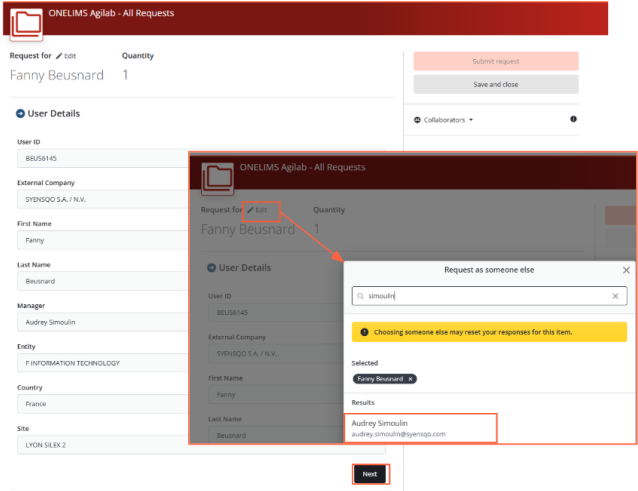
Useful links :

- ★ [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:

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

STEP 3 >

Select :

- ONELIMS Agilab Access request for the Syensqo users

or

- ONELIMS Agilab Access request for customers

The screenshot displays the 'ONELIMS Agilab - All Requests' interface. At the top, there is a header bar with the ONELIMS logo and the text 'ONELIMS Agilab - All Requests'. Below the header, the main content area shows a table with columns for 'Request for' and 'Quantity'. The first row contains 'Fanny Beusnard' and '1'. To the right of the table, there are two buttons: 'Submit request' (orange) and 'Save and close' (grey). Below the table, there are two tabs: 'User Details' (green) and 'Request Details' (blue). The 'Request Details' tab is active, showing a dropdown menu for 'Type of Request (required)'. The dropdown menu is open, displaying a list of request types: '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', and 'ONELIMS Agilab account reactivation for customer'. On the right side of the interface, there is a 'Collaborators' section with a plus sign and a dot.

STEP 4 >

Complete all the mandatory fields

Then click on "Submit request"

Add the Agilab expert (Marianne Labet) as collaborator

ONELIMS Agilab - All Requests

Request for Edit Quantity

Fanny Beusnard 1

User Details

Request Details

Type of Request (required)
ONELIMS Agilab Access request for the Synergo users

This request is for a new user that don't have access to ONELIMS Agilab
- For customer (email not @synergo.com): please use the other form "ONELIMS Agilab Access request for customer"
- If you already have an account and can't access today, use the form "ONELIMS reactivation Agilab account for customer" for customer and "ONELIMS reactivation Agilab account for Synergo users" for Synergo users
- If you want to modify your access (location, role or organization), please use the "ONELIMS AGILAB modification access request"
- If you want to delete an access, please use "ONELIMS AGILAB delete a user"
- If you have another request related to ONELIMS AGILAB, please use the "ONELIMS 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/17yUuAUPz8eEPQDCH1uZu7uTeFPLZiE_8d4k4edTg9d891286267#gid=91286267

Organization(s) (required)
(please check this link and copy/paste the good organization(s))
list link:
<https://docs.google.com/spreadsheets/d/1e5v8v8xSTjorTQk1MA1u8T1CgS6364vbwvWfY7e8t9d891286267#gid=91286267>

Role(s) (required)
Select

Other(s) Role(s)

For temporary account (trainee, contractors...) please indicate the end date:
Example: jul 1, 2025

Additional Information

Submit request
Save and close

Collaborators

ONELIMS Agilab - All Requests

Request for Edit Quantity

Fanny Beusnard 1

User Details

Request Details

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Role(s) (required)
Select

Other(s) Role(s)

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Additional Information

Submit request
Save and close

Collaborators

Collaborators

labet

Selected (1/20)

Marianne Labet

Results

Marianne Labet
marianne.labet@synergo.com