

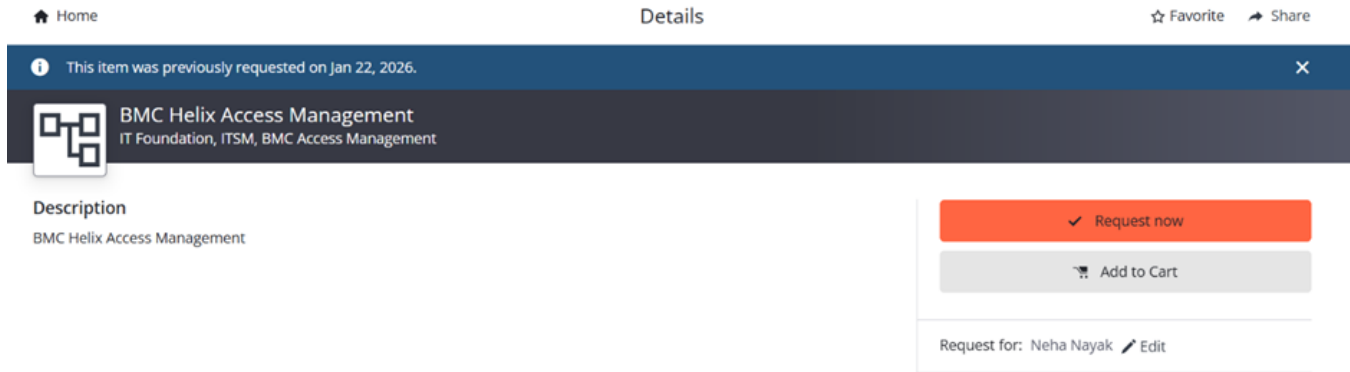
BMC Helix Access Management

BMC Helix Access Management is ticket management tool to check the status of tickets and to whom it is assigned

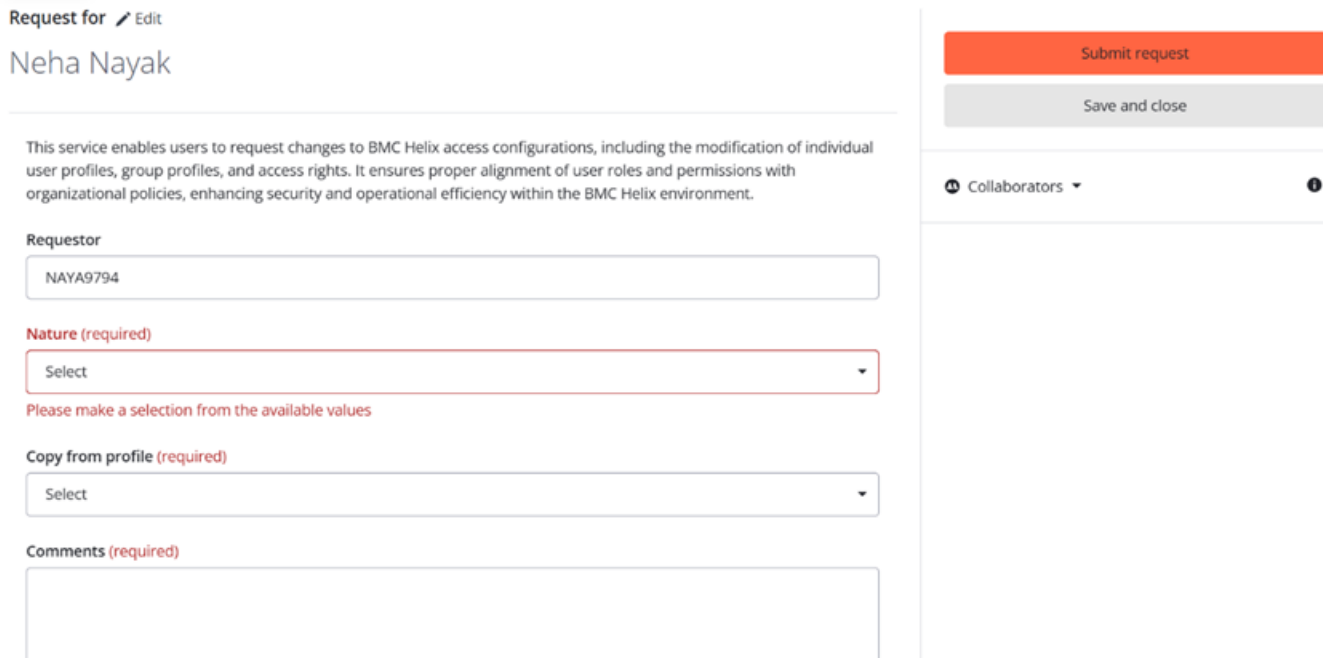
Syra Link - <https://syensqo-dwp.onbmc.com/dwp/rest/share/OJSXG33VOJRWKVDZOBST2U2CL5IFET2GJFGEKJTUMVXGC3TUJFSD2QKH5AUISZQGNCIDTBRJ5AVGN2JJ43VOUZXFHTOV2BHBKVEJTSMVZW65LSMNSUSZB5GE3TEMRGMNXW45DFPB2FI6LQMU6UGQKUIFGE6R27JBHU2RI=>

Steps to follow -

1. Once you click the above-mentioned link before page will appear



2. Click on Request now - Below page will appear, fill the required fields and if you want, you can add collaborator to share your request details to anyone (optional)



- **Requestor** - your AD account (automatically appears)
- **Nature** - Select "Add" from drop down.
- **Copy from profile** - mention - amol.ubale@syensqo.com or shubham.gupta1@syensqo.com
- **Comments** - Give proper comments like below - "I am joining Data Platform team (SySight Project) hence I need access for BMC Helix for ticket management."
- **Collaborators (Optional)**

The request usually takes 1-2 days for completion.

3. Validation – Once tickets is complete, please check of if you have access by clicking here - [BMC Helix ITSM 25.3.01 | Ticket Console](#)