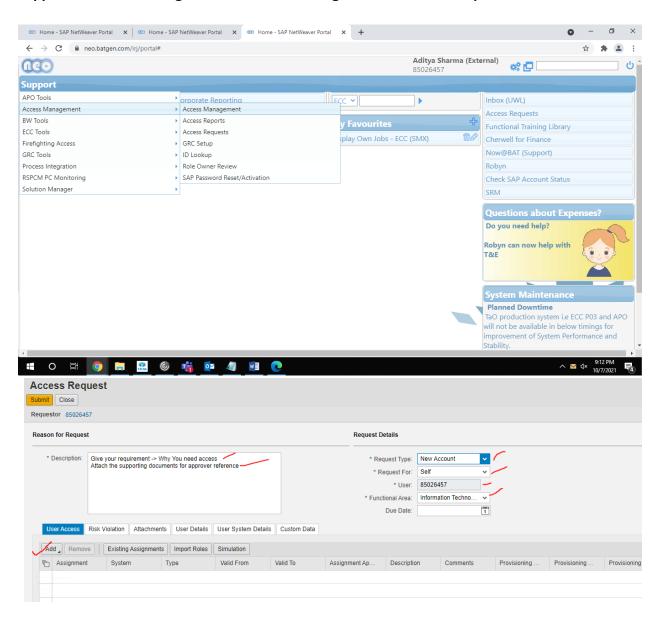
: CUP Guide:

- 1. Go to Neo Production portal (https://neo.batgen.com) for Production systems and Neo Test(https://neotest.batgen.com) for Non Production systems.
- 2. Select Access request -> My profile -> Access request creation in Quick Links or select support -> Access Management -> Access Management -> Access Request.



In the above screen, you can fill all the required details.

1. Request Type:

4 Types of requests will be there for user.

New Account: If the user need to be created in the system.

Change account: If user want to extend the role access or include new roles or role

removal or Validity extension

Lock Account : Validity Change and Lock user.

Unlock account : You can unlock the account.

2. Request For:

Self: You can raise Cup request for your self **Other:** You can raise CUP for other users.

Multiple: You can raise CUP for more than 1 users.

3. Mandatory Fields:

Functional Area: Your area of Working should be selected **Description:** Why do you need access to be explained here

Add (User access tab): System: Select system you would like to create ID Role: Select role which you would like to get or remove the access.

Attachment: You can add any approvals or requesting access related mails.

User Details tab: Verify the user details, Manager & Select Company.

User System details: Verify the system and User group name, You can request for

new user group by changing the user group here.

4. Approvals:

CUP request for **User Lock**, **Unlock**, **User group change**, **Validity change** can be approved by Line manager only.

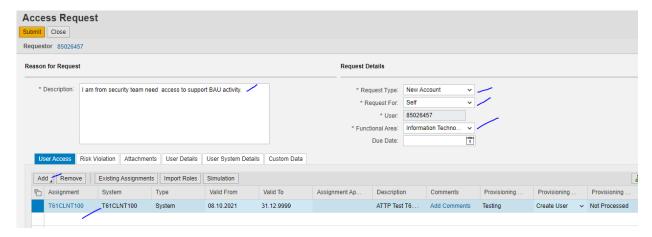
Only one approval involved (Line manager), Once the approver approves the request in GRC then automatically user will get the requested access in backend system.

CUP request for New role addition, Existing role deletion, Role validity change will be having 2 approver levels.

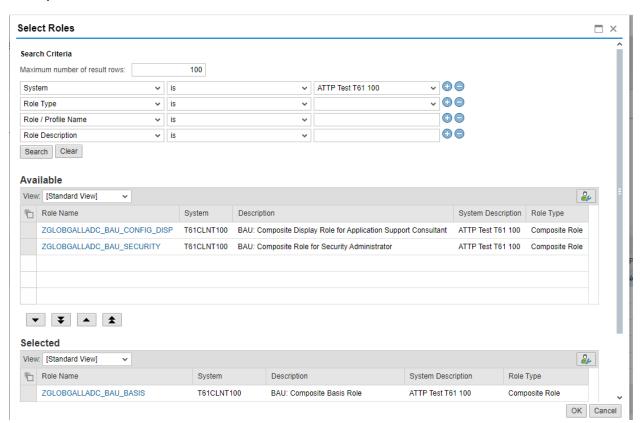
- 1. Line manager
- 2. Role owner

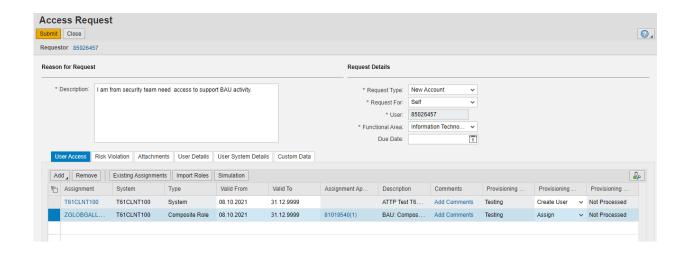
New User Creation:

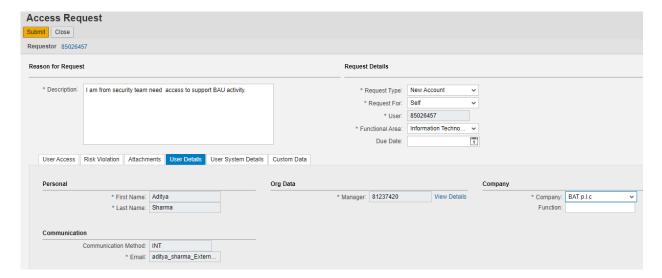
Go to neo portal and open access request as per the above steps.



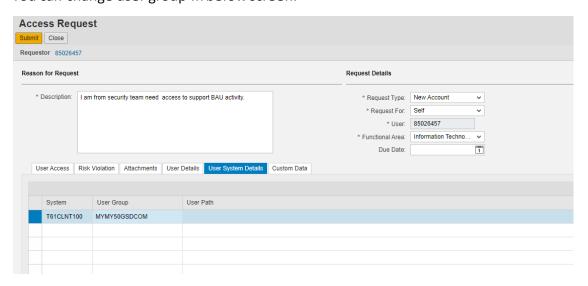
Add system and Role details:







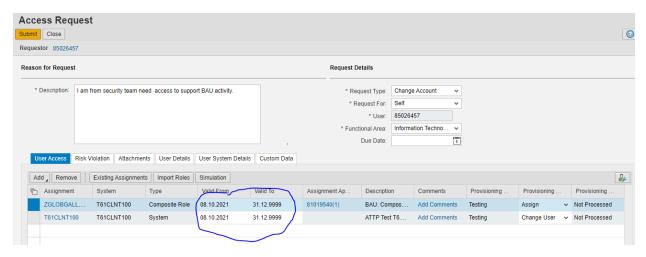
You can change user group in below screen.



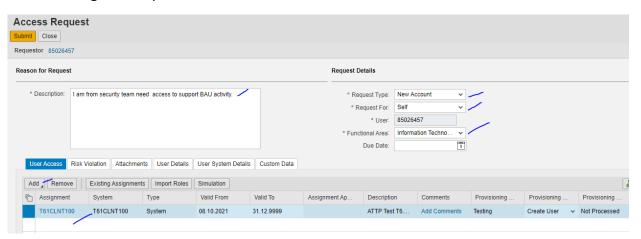
Click on Submit, You will get a CUP request number.

Change Account:

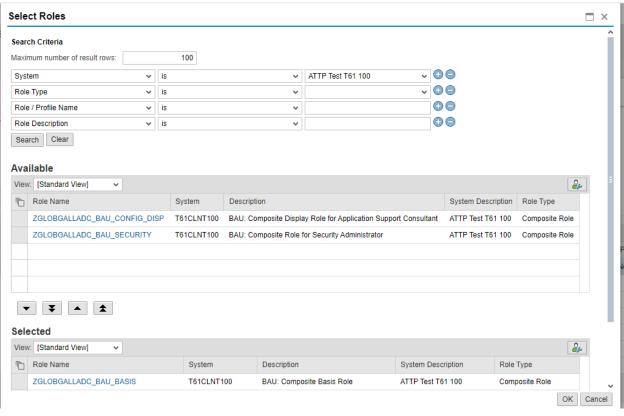
Go to neo portal and open access request as per page 1 steps.

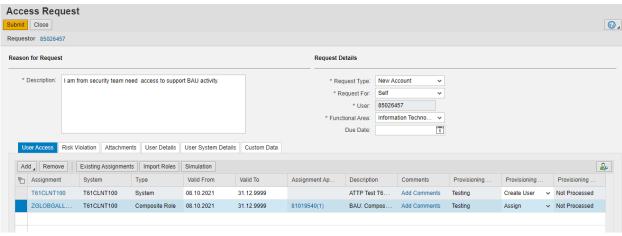


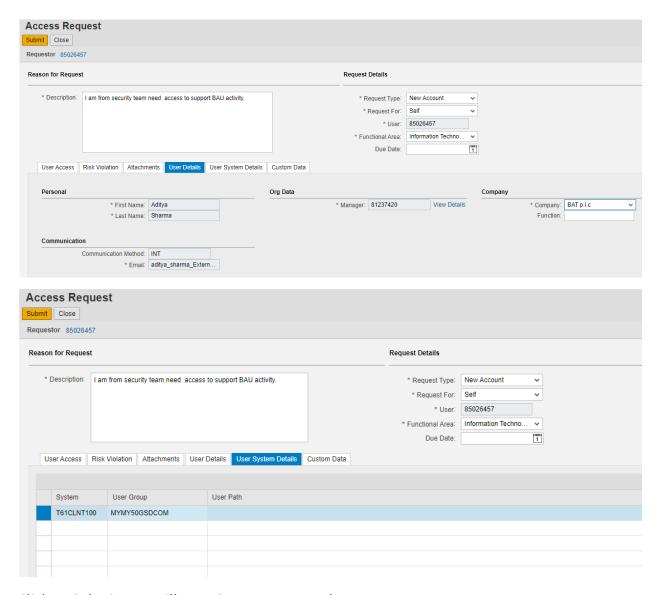
You can change validity here.



Add system and Role details:





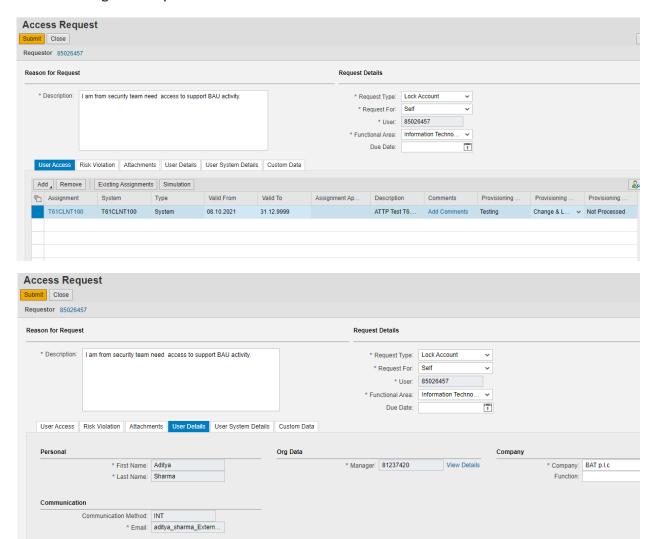


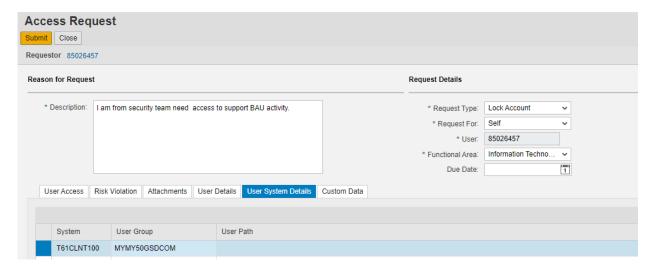
Click on Submit, You will get a CUP request number.

Lock Account:

Go to neo portal and open access request as per PAGE 1 steps.

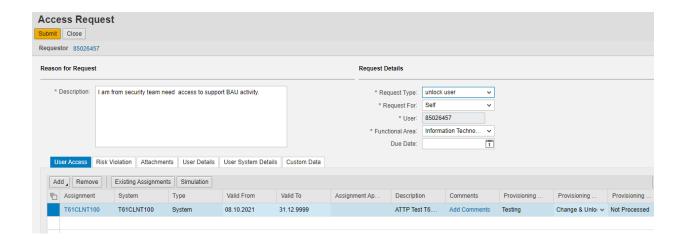
You can change validity Here.

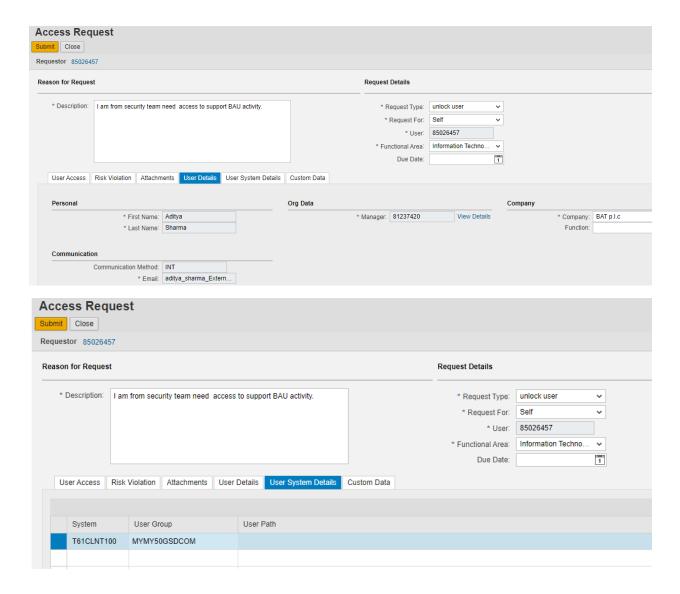




Click on submit to get the CUP Request number.

Unlock Account:

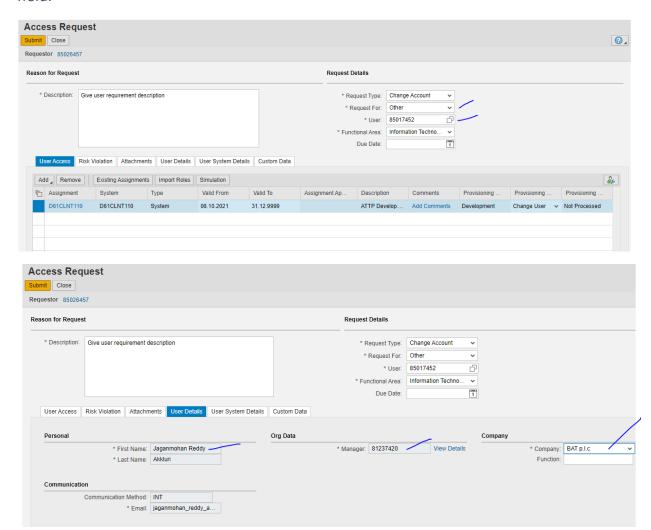


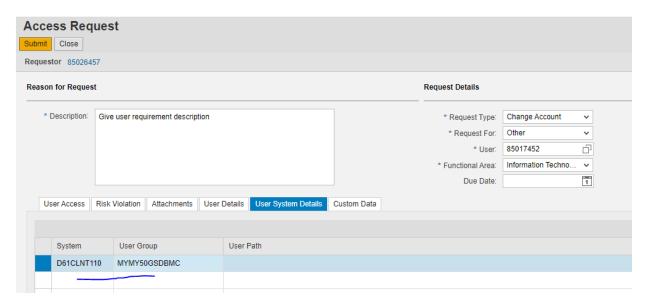


Click on submit to get the CUP Request number.

CUP Request For Other user:

Go to Neo (Production) or Neo test (for Non Production) Portal and select other in request for field.





 $Submit\,request.$