

Access/Service Request Management Manual

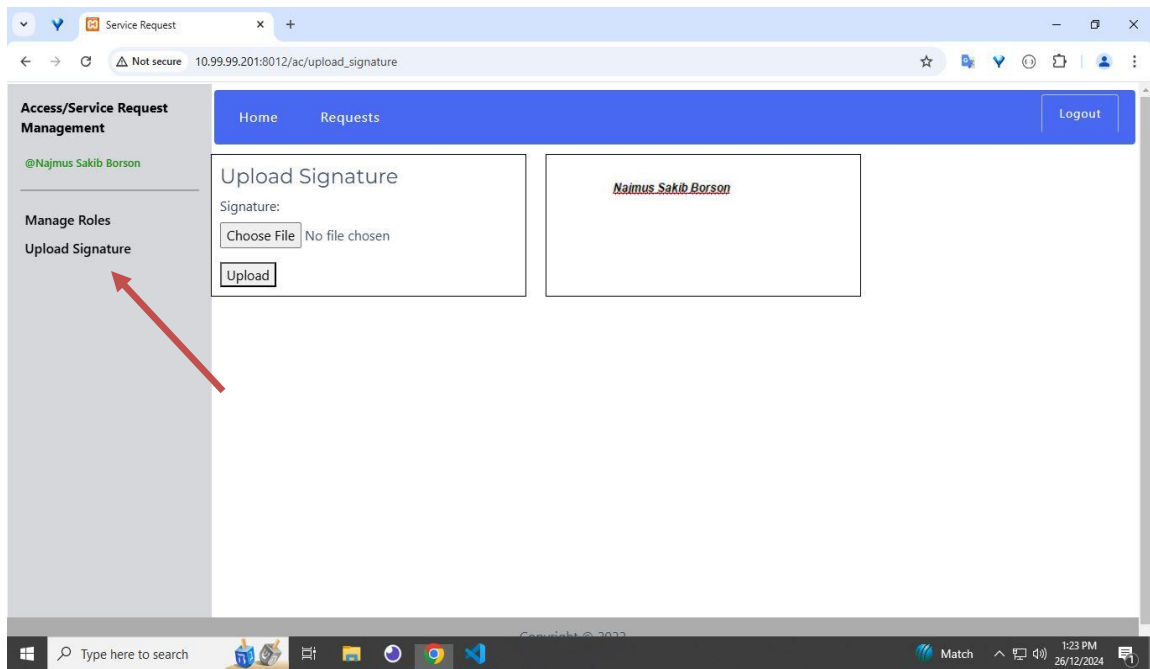
1. The designated link for the Access/Service Request Management is as follows:

<http://10.99.99.201:8012/ac/login>

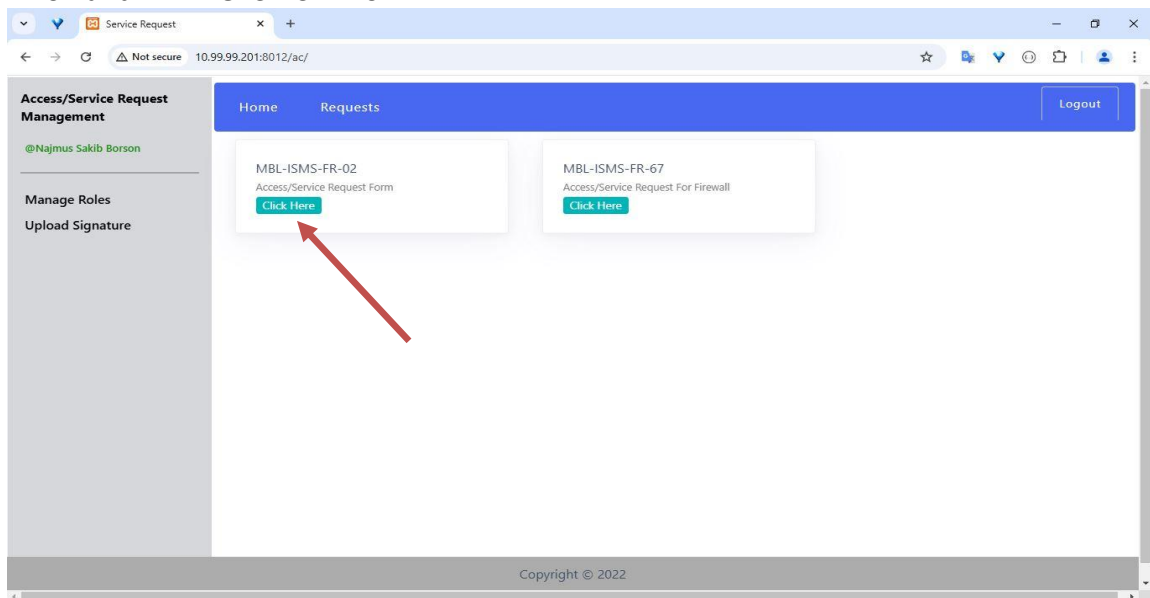
2. Go to this link and create a Profile with your Domain email, Domain password and Employee Id.

The image displays two screenshots of a web application interface. The top screenshot shows the 'Login' page, which has a blue header with the text 'Access/Service Request Management'. The main content area is white and contains a login form with fields for 'Email' and 'Password', a 'Submit' button, and a link that says 'Don't have an account ? [Create Profile](#)'. A red arrow points to the 'Create Profile' link. The bottom screenshot shows the 'Create User' page, which also has a blue header. The main content area is white and contains a form with fields for 'Domain Id' (with a sub-field 'Domain'), 'Password', 'EmployeeID:' (with a sub-field 'Employee ID'), and a 'Submit' button.

3. After creating your profile, Login with your Domain Email and Password.
4. After Logging in , Upload your signature in the system. If you don't have your signature follow these steps.
 - a. Take a picture of your signature with your mobile.
 - b. Send it to your Official email.
 - c. Download it in your computer.
 - d. Upload the image file in the system.



5. After uploading your signature, You can Request Access/Service with form **MBPLC-ISMS-FR-02** and **MBPLC-ISMS-FR-67**.



6. Fill up the form with your information and details of services. Then submit the form for approval .

The screenshot shows a web browser window with the URL `10.99.99.201:8012/ac/form/MBL-ISMS-FR-02/`. The page title is "Service Request". The left sidebar contains the text "Access/Service Request Management", the user name "@Najmus Sakib Borson", and links for "Manage Roles" and "Upload Signature". The main content area has a blue header with "Home" and "Requests" tabs, and a "Logout" button. Below the header, the Mercantile Bank PLC. logo and name are displayed, along with the document number "Doc. No : MBL-ISMS-FR-02". The form is titled "(Access/Service Request Form)". It contains two columns of input fields. The first column includes "Request No:" (None), "Employee Name:" (Najmus Sakib Borson), "Department:" (None), "Designation:" (EXECUTIVE OFFICER), "Branch/Division Name:" (Head Office - Information Technology Division), and "PC IP Address:" (None). The second column includes "Date:" (dd/mm/yyyy), "Request For:" (Access), "Mobile No:" (01798599869, 01798-599869), "Employee ID:" (20211228037), "Branch Code:" (None), and "Email:" (najmus@mbibd.com). Below these are fields for "Requested For:" (radio buttons for Self, Self with Service, Service Provider, Team, Visitor), "Date Duration:" (From: dd/mm/yyyy, To: dd/mm/yyyy, Continuous checkbox), "Time Duration:" (From: --:--:--, To: --:--:--), and "Reason of Request:" (None). The Windows taskbar at the bottom shows the date and time as 1:24 PM on 26/12/2024.

7. You can check the status of your request on the **Requests** tab.

The screenshot shows the "Requests" tab selected in the "Access/Service Request Management" system. The left sidebar is the same as in the previous screenshot. The main content area has a blue header with "Home" and "Requests" tabs, and a "Logout" button. Below the header, a table displays the status of requests. A red arrow points to the "Requests" tab. The table has the following columns: Date, Employee ID, Form No., Details, HOB/HOD, CISO, CTO, Status, and Actions. The table contains one row of data.

Date	Employee ID	Form No.	Details	HOB/HOD	CISO	CTO	Status	Actions
Dec-19, 2024	20211228037	MBL-ISMS-FR-02	Access For VM 10.10.100.251	Yes	Yes	Yes	Approved	View Only

The Windows taskbar at the bottom shows the date and time as 1:25 PM on 26/12/2024.

For assistance, please contact
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