

# #332272 Access to Warranty Claims

Submitted		Received via	Requester	
16 March 2022 at 09:55		Web Form	Michaela Reynolds <michaela.reynolds@goughcat.co.nz>	
Status	Type	Priority	Group	Assignee
Open	-	Normal	Service Desk	Jess Beattie

Category  
NAXT

**Jess Beattie** March 16, 2022 at 09:55  
Hi Team,

I need access to the Warranty Claims side of Naxt for some tasks I have been asked to carry out for the Sales Admin team, are you able to copy Jennie McMath's profile for this, also am I able to be changed from 26A to 26B?

Cheers,

**Michaela Reynolds**  
**Branch Administrator - Terra Cat**  
20 Bennett Street, PO Box 1141, Palmerston North, 4440  
**DDI:** +6469533645  
**E:** [Michaela.Reynolds@terraecat.co.nz](mailto:Michaela.Reynolds@terraecat.co.nz) | **W:** [terraecat.co.nz](http://terraecat.co.nz) |  





Kind regards,  
Jess Beattie

Service Desk Analyst - Terra Cat  
24 Amyes Road, PO Box 16168, Christchurch, 8042  
P: 08000 95 95 98 E: [Jess.Beattie@terraecat.co.nz](mailto:Jess.Beattie@terraecat.co.nz) W: [terraecat.co.nz](http://terraecat.co.nz)

**Jess Beattie** March 16, 2022 at 12:59 Internal note  
[Bradley Harrison](#) do we need approval from her manager for this?

**Bradley Harrison** March 16, 2022 at 13:00 Internal note  
Yup

**Bradley Harrison**  
**Business Systems Manager - Terra Cat**  
24 Amyes Road, Hornby, PO Box 16168, Christchurch, 8441  
**M:** +6421589126 | **DDI:** +6439433122  
**E:** [Bradley.Harrison@terraecat.co.nz](mailto:Bradley.Harrison@terraecat.co.nz) | **W:** [terraecat.co.nz](http://terraecat.co.nz) |  



**From:** Jess Beattie (IT Service Desk) <itsd@terraecat.co.nz>  
**Sent:** Wednesday, 16 March 2022 12:59 pm  
**Cc:** Bradley Harrison <Bradley.Harrison@terraecat.co.nz>  
**Subject:** Access to Warranty Claims

**Jess Beattie (ITSD - Terra Cat)**

Mar 16, 2022, 12:59 GMT+13

**Private note**

[Bradley Harrison](#) do we need approval from her manager for this?

---

**Jess Beattie (ITSD - Terra Cat)**

Mar 16, 2022, 9:55 GMT+13

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P: 08000 95 95 98 E: [Jess.Beattie@terraecat.co.nz](mailto:Jess.Beattie@terraecat.co.nz) W: [terraecat.co.nz](http://terraecat.co.nz)

[itsdterraecat.zendesk.com/agent/tickets/332272](https://itsdterraecat.zendesk.com/agent/tickets/332272)

---

You are an agent. Add a comment by replying to this email or [view ticket in Zendesk Support](#).

**Ticket #** 332272

**Status** Open

**Requester** Michaela Reynolds

**CCs** -

**Followers** Bradley Harrison

**Group** Service Desk  
**Assignee** Jess Beattie  
**Priority** Normal  
**Type** Ticket  
**Channel** Web Form

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[RKWXM4-RKQ5G]Ticket-Id:332272Account-Subdomain:itsdterracat

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**Jess Beattie** March 16, 2022 at 13:05

Hey Michaela,

For you to gain access to the warranty claims area, we just need an approval email from your manager please :)  
Also, how long will you need this access for?

I have changed your warehouse default to 26B - you will need to close and reopen next for that change to take effect

Kind regards,  
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Service Desk Analyst - Terra Cat  
24 Amyes Road, PO Box 16168, Christchurch, 8042  
P: 08000 95 95 98 E: [Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz) W: terracat.co.nz

**Jess Beattie** March 16, 2022 at 14:41

Internal note

Awesome, thank you for that.  
I will get that sorted for you 😊

Kind regards,

**Jess Beattie**  
**Service Desk Analyst - Terra Cat**  
24 Amyes Road, PO Box 16168, Christchurch, 8042  
**DDI:** 0800 95 95 98  
E: [Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz) | W: [terracat.co.nz](http://terracat.co.nz) |  



**From:** Stephen Frayle <[stephen.frayle@terracat.co.nz](mailto:stephen.frayle@terracat.co.nz)>  
**Sent:** Wednesday, 16 March 2022 2:19 pm  
**To:** Michaela Reynolds <[Michaela.Reynolds@terracat.co.nz](mailto:Michaela.Reynolds@terracat.co.nz)>  
**Cc:** Jess Beattie <[Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz)>  
**Subject:** RE: [IT Service Desk] Re: Access to Warranty Claims

Approved ... indefinitely at this stage please.

**Stephen Frayle**  
**National Finance and Sales Support Manager - Terra Cat**  
24 Amyes Rd, Hornby, PO Box 16-168, Christchurch, 8441  
**M:** +64212877744 | **DDI:** +6439832491  
E: [Stephen.Frayle@terracat.co.nz](mailto:Stephen.Frayle@terracat.co.nz) | W: [terracat.co.nz](http://terracat.co.nz) |  



**From:** Michaela Reynolds <[Michaela.Reynolds@terracat.co.nz](mailto:Michaela.Reynolds@terracat.co.nz)>  
**Sent:** Wednesday, 16 March 2022 2:04 pm

**To:** Stephen Frayle <[stephen.frayle@terracat.co.nz](mailto:stephen.frayle@terracat.co.nz)>  
**Cc:** Jess Beattie <[Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz)>  
**Subject:** FW: [IT Service Desk] Re: Access to Warranty Claims

Hi Stephen,

Would you please provide the info Jess has requested?

Many thanks,

**Michaela Reynolds**  
**Branch Administrator - Terra Cat**  
20 Bennett Street, PO Box 1141, Palmerston North, 4440  
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---

**From:** Jess Beattie (IT Service Desk) <[itsd@terracat.co.nz](mailto:itsd@terracat.co.nz)>  
**Sent:** Wednesday, 16 March 2022 1:05 pm  
**To:** Michaela Reynolds <[Michaela.Reynolds@terracat.co.nz](mailto:Michaela.Reynolds@terracat.co.nz)>  
**Subject:** [IT Service Desk] Re: Access to Warranty Claims

Your request (332272) has been updated. To add additional comments, reply to this email.

---

**Jess Beattie** (ITSD - Terra Cat)

16/03/2022, 13:05 NZDT

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[\[redacted\]](#)

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[RKWXM4-RKQ5G]

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---

**Jess Beattie** March 16, 2022 at 14:48

Internal note

[Bradley Harrison](#) [Stephanie Lister](#) so Jennie McMath still has GGH roles but Michaela has asked to match her access with Jennie..

Michaela's Current roles



File ▾

User



Edit



Delete



User



Import



Options



Relations



Profiles



Log

Online  
time

Attachments

Maintain

New

Set up

Related inform...

Attachments

Michae10

## General

User ID:

Michae10

Default company:

ggnz

User name:

Michaela Reynolds

Enabled:



Network domain:

ad.ggh.co.nz

Current partition is default partition:



Alias:

MichaelaReyn

External:



Account type:

Active Directory user

## User's roles

Assign roles

Remove

Assign organisations

Edit role

Roles



ExFlow web user role



GGH Rental Admininstrator



GGH Sales CRM Coordinator



SDI Purchase Order Approver



SDI Purchase Order Creator V2



SDI Purchasing Approver



SDI Time Approval



System user



TC Employee User Role



TC Payment Journal Creator



TC Service Call Closing Summary



TC Service End 2 End



TC Service Module Advanced Functions



TC Service Module Basic Functions



TC Service Quotation



TC Service Time Entry

Jennie's roles

User (1) - User ID: JennieM, Jennie McMath

File

User

Edit

Delete

User

Import

Options

Relations

Profiles

Log

Online time

Attachments

Maintain

New

Set up

Related inform...

Attachments

JennieM

General

User ID:

JennieM

Default company:

GGNZ

User name:

Jennie McMath

Enabled:

☒

Network domain:

ad.ggh.co.nz

Current partition is default partition:

☒

Alias:

JennieM

External:

☐

Account type:

Active Directory user

User's roles

Assign roles

Remove

Assign organisations

Edit role

Roles

Employee

ExFlow web user role

GGH Client Access Log

GGH Employee

GGH Manager

GGH PO Confirmation

GGH Project Subject Matter Expert

GGH Rental Administrator

GGH Sales Administrator

GGH Sales CRM Coordinator

GGH Sales Representative

GGH Service Call Creator

GGH Service Parts Order Fulfilment

SDI Parts Inventory Controller Plan Order

System user

TC Employee User Role

TC Freight Estimator Assistant

TC Parts Item Creator

Stephanie Lister March 16, 2022 at 15:27

Internal note

Hey Jess,

Those GGH roles shouldn't be an issue.  
Its just those parts ones we don't want to use 😊

Cheers,

**Stephanie Lister**  
**Business Systems Engineer - Terra Cat**  
24 Amyes Road, PO Box 16 168, Christchurch, 8042  
**M:** +64273068466 | **DDI:** +6439832911  
**E:** [Stephanie.Lister@terracat.co.nz](mailto:Stephanie.Lister@terracat.co.nz) | **W:** [terracat.co.nz](http://terracat.co.nz) |  



**From:** Jess Beattie (IT Service Desk) <itsd@terracat.co.nz>

**Sent:** Wednesday, 16 March 2022 2:49 pm

**Cc:** Stephanie Lister <stephanie.lister@terracat.co.nz>; Bradley Harrison <Bradley.Harrison@terracat.co.nz>

**Subject:** Access to Warranty Claims

You are a follower on this request (332272). Reply to this email to add an internal note to the request.

---

**Jess Beattie (ITSD - Terra Cat)**

16 Mar 2022, 14:48 GMT+13

**Private note**

[Bradley Harrison](#) [Stephanie Lister](#) so Jennie McMath still has GGH roles but Michaela has asked to match her access with Jennie..

Michaela's Current roles



User (1) - User ID: Michae10, Michaela Reynolds

File

User

Edit

Delete

User

Import

Options

Relations

Profiles

Log

Online time

Attachments

Maintain

New

Set up

Related inform...

Attachments

Michae10

General

User ID:	<input type="text" value="Michae10"/>	Default company:	<a href="#">ggnz</a>
User name:	Michaela Reynolds	Enabled:	<input checked="" type="checkbox"/>
Network domain:	ad.ggh.co.nz	Current partition is default partition:	<input checked="" type="checkbox"/>
Alias:	MichaelaReyn	External:	<input type="checkbox"/>
Account type:	Active Directory user		

User's roles

Assign roles

Remove

Assign organisations

Edit role

Roles


- ExFlow web user role
- GGH Rental Admininstrator
- GGH Sales CRM Coordinator
- SDI Purchase Order Approver
- SDI Purchase Order Creator V2
- SDI Purchasing Approver
- SDI Time Approval
- System user
- TC Employee User Role
- TC Payment Journal Creator
- TC Service Call Closing Summary
- TC Service End 2 End
- TC Service Module Advanced Functions
- TC Service Module Basic Functions
- TC Service Quotation
- TC Service Time Entry


Jennie's roles


User (1) - User ID: JennieM, Jennie McMath


File


User


 Edit


 Delete


 User


 Import


 Options

 Relations

 Profiles

 Log

 Online time

 Attachments

Maintain

New

Set up

Related inform...


Attachments


## JennieM


### General


User ID:	JennieM	Default company:	GGNZ
User name:	Jennie McMath	Enabled:	<input checked="" type="checkbox"/>
Network domain:	ad.ggh.co.nz	Current partition is default partition:	<input checked="" type="checkbox"/>
Alias:	JennieM	External:	<input type="checkbox"/>
Account type:	Active Directory user		

### User's roles

 Assign roles

 Remove

 Assign organisations

 Edit role

#### Roles

- Employee
- ExFlow web user role
- GGH Client Access Log
- GGH Employee
- GGH Manager
- GGH PO Confirmation
- GGH Project Subject Matter Expert
- GGH Rental Administrator
- GGH Sales Administrator
- GGH Sales CRM Coordinator
- GGH Sales Representative
- GGH Service Call Creator
- GGH Service Parts Order Fulfilment
- SDI Parts Inventory Controller Plan Order
- System user
- TC Employee User Role
- TC Freight Estimator Assistant
- TC Parts Item Creator

## Jess Beattie (ITSD - Terra Cat)

16 Mar 2022, 14:41 GMT+13

### Private note

Awesome, thank you for that.  
I will get that sorted for you 😊

Kind regards,

**Jess Beattie**

**Service Desk Analyst - Terra Cat**

24 Amyes Road, PO Box 16168, Christchurch, 8042

**DDI:** 0800 95 95 98

**E:** [Jess.Beattie@terraecat.co.nz](mailto:Jess.Beattie@terraecat.co.nz) | **W:** [terraecat.co.nz](http://terraecat.co.nz) |  



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**Sent:** Wednesday, 16 March 2022 2:19 pm

**To:** Michaela Reynolds <[Michaela.Reynolds@terraecat.co.nz](mailto:Michaela.Reynolds@terraecat.co.nz)>

**Cc:** Jess Beattie <[Jess.Beattie@terraecat.co.nz](mailto:Jess.Beattie@terraecat.co.nz)>

**Subject:** RE: [IT Service Desk] Re: Access to Warranty Claims



Approved ... indefinitely at this stage please.

**Stephen Frayle**

**National Finance and Sales Support Manager - Terra Cat**

24 Amyes Rd, Hornby, PO Box 16-168, Christchurch, 8441

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**E:** [Stephen.Frayle@terraecat.co.nz](mailto:Stephen.Frayle@terraecat.co.nz) | **W:** [terraecat.co.nz](http://terraecat.co.nz) |  



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**From:** Michaela Reynolds <[Michaela.Reynolds@terraecat.co.nz](mailto:Michaela.Reynolds@terraecat.co.nz)>

**Sent:** Wednesday, 16 March 2022 2:04 pm

**To:** Stephen Frayle <[stephen.frayle@terraecat.co.nz](mailto:stephen.frayle@terraecat.co.nz)>

**Cc:** Jess Beattie <[Jess.Beattie@terraecat.co.nz](mailto:Jess.Beattie@terraecat.co.nz)>

**Subject:** FW: [IT Service Desk] Re: Access to Warranty Claims

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**From:** Jess Beattie (IT Service Desk) <[itsd@terraecat.co.nz](mailto:itsd@terraecat.co.nz)>

**Sent:** Wednesday, 16 March 2022 1:05 pm

**To:** Michaela Reynolds <[Michaela.Reynolds@terraecat.co.nz](mailto:Michaela.Reynolds@terraecat.co.nz)>

**Subject:** [IT Service Desk] Re: Access to Warranty Claims

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**Jess Beattie (ITSD - Terra Cat)**

| 16/03/2022, 13:05 NZDT

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Service Desk Analyst - Terra Cat  
24 Amyes Road, PO Box 16168, Christchurch, 8042  
P: 08000 95 95 98 E: [Jess.Beattie@terracat.co.nz](mailto:Jess.Beattie@terracat.co.nz) W: terracat.co.nz

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[RKWXM4-RKQ5G]

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---

**Bradley Harrison (ITSD - Terra Cat)**

16 Mar 2022, 13:00 GMT+13

**Private note**

Yup

**Bradley Harrison**

**Business Systems Manager - Terra Cat**

24 Amyes Road, Hornby, PO Box 16168, Christchurch, 8441

M: +6421589126 |DDI: +6439433122

E: [Bradley.Harrison@terracat.co.nz](mailto:Bradley.Harrison@terracat.co.nz) |W: [terracat.co.nz](http://terracat.co.nz) |  



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**Sent:** Wednesday, 16 March 2022 12:59 pm

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Mar 16, 2022, 12:59 GMT+13

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[itsdterracat.zendesk.com/agent/tickets/332272](https://itsdterracat.zendesk.com/agent/tickets/332272)

---

You are an agent. Add a comment by replying to this email or [view ticket in Zendesk Support](#).

**Ticket #** 332272

**Status** Open

**Requester** Michaela Reynolds

**CCs** -

**Followers** Bradley Harrison

**Group** Service Desk

**Assignee** Jess Beattie

**Priority** Normal

**Type** Ticket

**Channel** Web Form

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**Jess Beattie (ITSD - Terra Cat)**

16 Mar 2022, 12:59 GMT+13

**Private note**

**Jess Beattie** March 17, 2022 at 07:41

Internal note

- GGH Client Access Log
- GGH PO Confirmation
- GGH Project Subject Matter Expert
- GGH Sales Admin
- GGH Sales Rep
- GGH Service Call Creator
- GGH Service Parts Order Fulfillment
- SDI Parts Inventory Controller PPlan Order
- TC Freight Estimator Assistant
- TC Parts Item Creator

File User

Edit Delete User Import Options Relations Profiles

Maintain New Set up

JennieM

#### General

User ID: JennieM

User name: Jennie McMath

Network domain: ad.ggh.co.nz

Alias: JennieM

Account type: Active Directory user

#### User's roles

Assign roles Remove Assign organisations

Roles

- Employee
- ExFlow web user role
- GGH Client Access Log
- GGH Employee
- GGH Manager
- GGH PO Confirmation
- GGH Project Subject Matter Expert
- GGH Rental Administrator
- GGH Sales Administrator
- GGH Sales CRM Coordinator
- GGH Sales Representative
- GGH Service Call Creator
- GGH Service Parts Order Fulfilment
- SDI Parts Inventory Controller Plan Order
- System user
- TC Employee User Role
- TC Freight Estimator Assistant
- TC Parts Item Creator

File User

Edit Delete User Import Options Relations Profiles Log Online time Attachmen

Maintain New Set up Related inform... Attachmen

Michae10

#### General

User ID: Michae10

User name: Michaela Reynolds

Network domain: ad.ggh.co.nz

Alias: MichaelaReyn

Account type: Active Directory user

Default company:

Enabled:

Current partition is default

External:

#### User's roles

Assign roles Remove Assign organisations Edit role

Roles

- ExFlow web user role
- GGH Client Access Log
- GGH PO Confirmation
- GGH Project Subject Matter Expert
- GGH Rental Administrator
- GGH Sales Administrator
- GGH Sales CRM Coordinator
- GGH Sales Representative
- GGH Service Call Creator
- GGH Service Parts Order Fulfilment
- SDI Parts Inventory Controller Plan Order
- SDI Purchase Order Approver
- SDI Purchase Order Creator V2
- SDI Purchasing Approver
- SDI Time Approval
- System user
- TC Employee User Role
- TC Freight Estimator Assistant
- TC Parts Item Creator
- TC Payment Journal Creator
- TC Service Call Closing Summary
- TC Service End 2 End
- TC Service Module Advanced Functions
- TC Service Module Basic Functions
- TC Service Quotation
- TC Service Time Entry

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