

Submitted	Received via	Requester		
3 May 2021 at 08:51	Mail	Roger Capil <roger.capil@goughcat.co.nz>		
CCs				
Bradley Harrison <bradley.harrison@goughgroup.co.nz>, IT Service Desk <is_sd@goughgroup.co.nz>				
Status	Type	Priority	Group	Assignee
Open	Problem	Normal	Service Desk	Jess Beattie

Category
NAXT

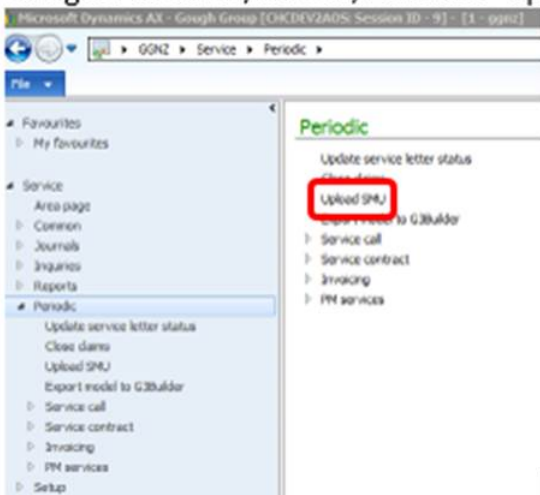
Roger Capil May 3, 2021 at 8:51 AM

Good Morning

Am I able to get access to the upload SMU function in Naxt to Upload OGL, weekly hours? Please.

Upload to NAXT

1. Navigate to GGNZ/Service/Periodic > Upload SMU



2. From the form that opens

Roger Capil
Mining Support Representative - Terra Cat
24 Teviot St, PO Box 543, Dunedin, 9054
M: +6421329256 |
E: Roger.Capil@terra.cat.co.nz | W: terra.cat.co.nz |  



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Jess Beattie May 3, 2021 at 9:20 AM

Internal note

[Bradley Harrison](#) is this something you can approve?

Roger Capil May 4, 2021 at 2:14 PM

Hi

Following up on below request.

Roger Capil
Mining Support Representative - Terra Cat
24 Teviot St, PO Box 543, Dunedin, 9054
M: +6421329256 |
E: Roger.Capil@terraecat.co.nz | **W:** terraecat.co.nz |  



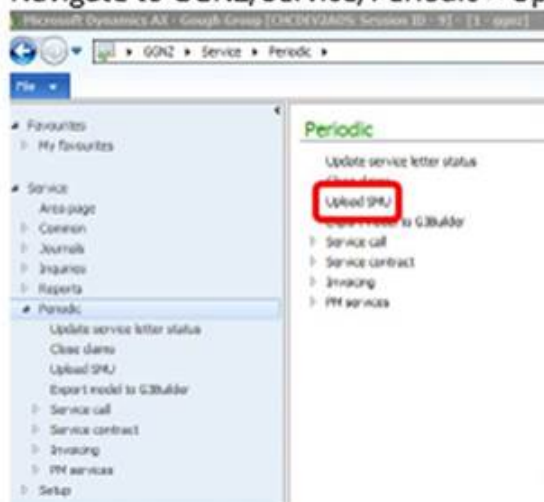
From: Roger Capil
Sent: Monday, 3 May 2021 8:51 am
To: ITHD <ITHD.ITHD@goughgroup.co.nz>
Cc: David Baillie <David.Baillie@terraecat.co.nz>
Subject: Next

Good Morning

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Jess Beattie May 4, 2021 at 2:40 PM

Hey Roger,
Sorry about the delay. There has only been me and Blair yesterday, today and again tomorrow and we are very swamped with calls and tickets. Because this is a security role related ticket, we can't just hand out access, we actually need to get approval from the segregation of duties team to see whether you are actually allowed to have this access. This can take a bit of a process so I will let you know once I have an update.

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 W: terraecat.co.nz

test

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 | W: terracat.co.nz |  



From: Blair Doherty (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Monday, 3 May 2021 8:55 am

To: Jess Beattie <Jess.Beattie@terracat.co.nz>

Subject: [IT Service Desk] Assignment: Naxt

You have been assigned to this ticket ([#311024](#)).

Roger Capil

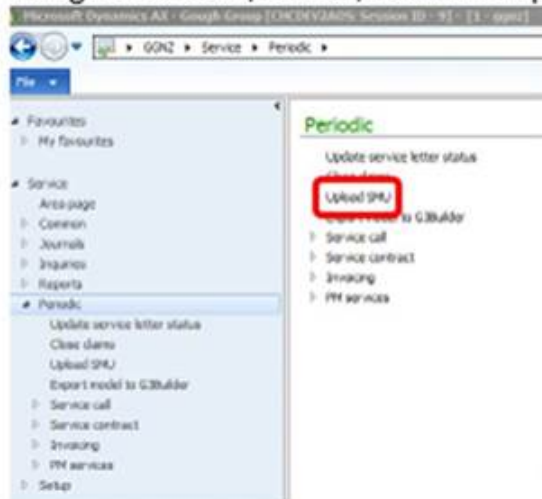
3 May 2021, 08:51 GMT+12

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Ticket # 311024
Status Open
Requester Roger Capil
CCs David Baillie, ITHD
Followers -
Group Service Desk
Assignee Jess Beattie
Priority -
Type Ticket
Channel By Mail

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Jess Beattie May 7, 2021 at 7:27 AM

Internal note

Hey Nathan,
Do you approve of this extra Naxt access for Roger?

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 | **W:** terracat.co.nz |  



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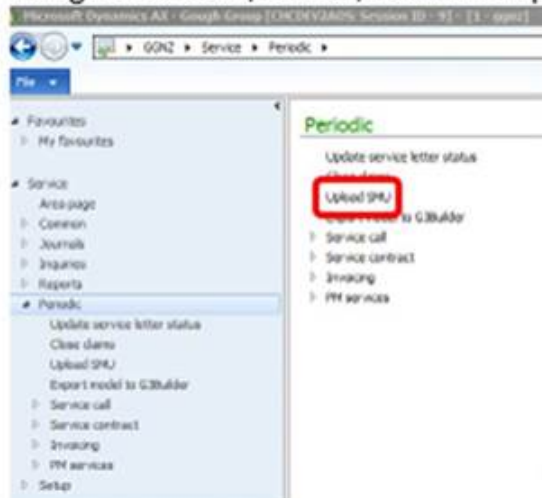
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Assignee Jess Beattie

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Nathan Welch May 7, 2021 at 7:32 AM

Internal note

Yes, but what role does he need to have to get it?

Thanks,
Nathan Welch
Service Development Manager - Terra Cat



From: Jess Beattie <Jess.Beattie@terra.cat.co.nz>
Sent: Friday, 7 May 2021 7:27 AM
To: IT Service Desk <support+idK7G5QV-4OQQ@itsdterra.cat.zendesk.com>
Cc: Nathan Welch <Nathan.Welch@terra.cat.co.nz>; Bradley Harrison <Bradley.Harrison@terra.cat.co.nz>; Jessica Macfarlane <Jessica.Macfarlane@terra.cat.co.nz>
Subject: RE: [IT Service Desk] Assignment: Naxt

Hey Nathan,
Do you approve of this extra Naxt access for Roger?

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@terra.cat.co.nz | W: terra.cat.co.nz |  



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Sent: Monday, 3 May 2021 8:55 am
To: Jess Beattie <Jess.Beattie@terra.cat.co.nz>
Subject: [IT Service Desk] Assignment: Naxt

You have been assigned to this ticket ([#311024](#)).

Roger Capil

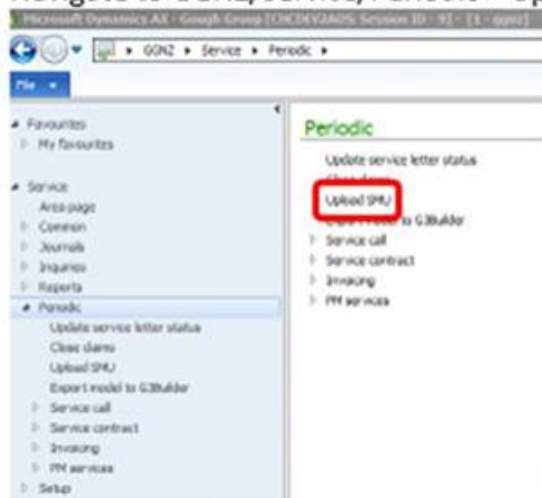
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Status Open
Requester Roger Capil
CCs David Baillie, ITHD
Followers -
Group Service Desk
Assignee Jess Beattie
Priority -
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Jess Beattie May 7, 2021 at 7:33 AM

Internal note

I'm not sure on that one, I would have to figure it out by doing some testing unless Jess M or Bradley knows?


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 | W: terracat.co.nz |  



From: Nathan Welch <Nathan.Welch@terracat.co.nz>
Sent: Friday, 7 May 2021 7:32 am
To: Jess Beattie <Jess.Beattie@terracat.co.nz>; IT Service Desk <support+idK7G5QV-4OQQ@itsdterracat.zendesk.com>
Cc: Bradley Harrison <Bradley.Harrison@terracat.co.nz>; Jessica Macfarlane <Jessica.Macfarlane@terracat.co.nz>
Subject: RE: [IT Service Desk] Assignment: Naxt

Yes, but what role does he need to have to get it?

Thanks,
Nathan Welch
Service Development Manager - Terra Cat
Branston Street, PO Box 16168, Christchurch, 8441
M: +6421989770 | **F:** +6439835715
E: Nathan.Welch@terracat.co.nz | W: terracat.co.nz |  



From: Jess Beattie <Jess.Beattie@terracat.co.nz>
Sent: Friday, 7 May 2021 7:27 AM

To: IT Service Desk <support+idK7G5QV-4OQQ@itsdterracat.zendesk.com>

Cc: Nathan Welch <Nathan.Welch@terracat.co.nz>; Bradley Harrison <Bradley.Harrison@terracat.co.nz>; Jessica Macfarlane <Jessica.Macfarlane@terracat.co.nz>

Subject: RE: [IT Service Desk] Assignment: Next

Hey Nathan,
Do you approve of this extra Next access for Roger?


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 | **W:** terracat.co.nz |  



From: Blair Doherty (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Monday, 3 May 2021 8:55 am

To: Jess Beattie <Jess.Beattie@terracat.co.nz>

Subject: [IT Service Desk] Assignment: Next

You have been assigned to this ticket ([#311024](#)).

Roger Capil

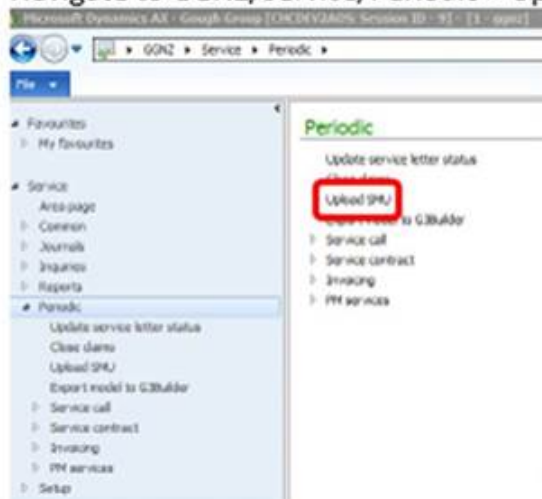
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Mining Support Representative - Terra Cat

24 Teviot St, PO Box 543, Dunedin, 9054

M: +6421329256 |

E: Roger.Capil@terracat.co.nz | **W:** terracat.co.nz |  



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Ticket # 311024
Status Open
Requester Roger Capil
CCs David Baillie, ITHD
Followers -
Group Service Desk
Assignee Jess Beattie
Priority -
Type Ticket
Channel By Mail

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Jess Beattie May 11, 2021 at 9:38 AM

Internal note

Did a security role trace and these are the ones that came up. Will test to find out which one it is

Roles related to table (Table name: SMU upload te					
File Export to Microsoft Excel View effective access re...					
<input type="checkbox"/>	Role (AOT name)	Role name	Entry point access	Duty name	Sub-role (AOT name) Sub-role name
	GGH_Project_Subject_Matter_Expert	GGH Project Subject Matter Expert	View	GGH_View_AllDuty	
	XAP_SvcBusinessAnalyst	Service Business Analyst NAXT	Full control	Enable service process	
	GGH_Sale_CRM_Coord	GGH Sales CRM Coordinator	Full control	Maintain equipment setups in service mod...	
	GGH_Service_Central_Serv_Admin	GGH Service Centralised Service Administra...	Full control	Maintain equipment setups in service mod...	
	SDI_EquipmentMasterAdvance	SDI Equipment Master Advance	Full control	SDI Equipment Master Advance	
	TC_EquipmentMasterAdvance	TC Equipment Master Advance	Full control	TC Equipment Master Advance	

Jess Beattie May 11, 2021 at 10:41 AM

Internal note

Hey Nathan,
So I have found a couple of roles that would give Roger this access but thought I would consult you first on which one to give him as I am not sure how much extra access this would give. See the ones highlighted in screenshot

Roles related to table (Table name: SMU upload te					
File Export to Microsoft Excel View effective access re...					
<input type="checkbox"/>	Role (AOT name)	Role name	Entry point access	Duty name	Sub-role (AOT name) Sub-role name
	GGH_Project_Subject_Matter_Expert	GGH Project Subject Matter Expert	View	GGH_View_AllDuty	
	XAP_SvcBusinessAnalyst	Service Business Analyst NAXT	Full control	Enable service process	
	GGH_Sale_CRM_Coord	GGH Sales CRM Coordinator	Full control	Maintain equipment setups in service mod...	
	GGH_Service_Central_Serv_Admin	GGH Service Centralised Service Administra...	Full control	Maintain equipment setups in service mod...	
	SDI_EquipmentMasterAdvance	SDI Equipment Master Advance	Full control	SDI Equipment Master Advance	
	TC_EquipmentMasterAdvance	TC Equipment Master Advance	Full control	TC Equipment Master Advance	

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98 option 1

E: Jess.Beattie@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Nathan Welch <Nathan.Welch@terraecat.co.nz>

Sent: Friday, 7 May 2021 7:32 am

To: Jess Beattie <Jess.Beattie@terraecat.co.nz>; IT Service Desk <support+idK7G5QV-4OQQ@itsdterraecat.zendesk.com>

Cc: Bradley Harrison <Bradley.Harrison@terraecat.co.nz>; Jessica Macfarlane <Jessica.Macfarlane@terraecat.co.nz>

Subject: RE: [IT Service Desk] Assignment: Naxt

Yes, but what role does he need to have to get it?

Thanks,

Nathan Welch

Service Development Manager - Terra Cat

Branston Street, PO Box 16168, Christchurch, 8441

M: +6421989770 | **F:** +6439835715

E: Nathan.Welch@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Jess Beattie <Jess.Beattie@terraecat.co.nz>

Sent: Friday, 7 May 2021 7:27 AM

To: IT Service Desk <support+idK7G5QV-4OQQ@itsdterraecat.zendesk.com>

Cc: Nathan Welch <Nathan.Welch@terraecat.co.nz>; Bradley Harrison <Bradley.Harrison@terraecat.co.nz>; Jessica Macfarlane <Jessica.Macfarlane@terraecat.co.nz>

Subject: RE: [IT Service Desk] Assignment: Naxt

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Kind regards,

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Service Desk Analyst - Terra Cat

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Roger Capil

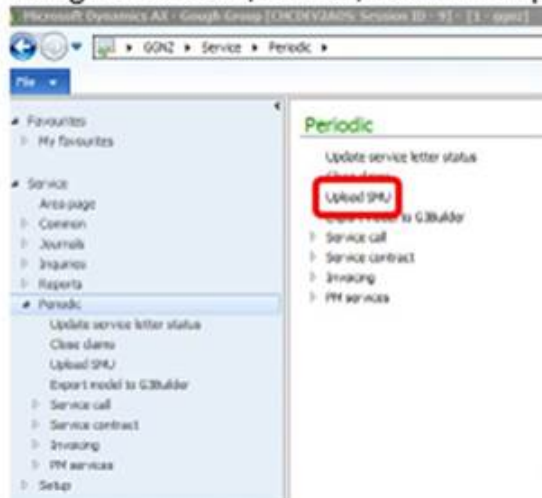
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Nathan Welch May 11, 2021 at 1:34 PM

Internal note

Hi Jess,

Unfortunately, we can't assign either of these roles to Roger.

Can you please come over at some point and I can run you through what needs to happen with this process so you can scope out a new SOD role to be created.

Thanks,

Nathan Welch
Service Development Manager - Terra Cat
Branton Street, PO Box 16168, Christchurch, 8441
M: +6421989770 | **F:** +6439835715
E: Nathan.Welch@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Jess Beattie <Jess.Beattie@terraecat.co.nz>
Sent: Tuesday, 11 May 2021 10:42 am
To: Nathan Welch <Nathan.Welch@terraecat.co.nz>; IT Service Desk <support+idK7G5QV-4OQQ@itsdterraecat.zendesk.com>
Cc: Bradley Harrison <Bradley.Harrison@terraecat.co.nz>; Jessica Macfarlane <Jessica.Macfarlane@terraecat.co.nz>
Subject: RE: [IT Service Desk] Assignment: Naxt

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E: Nathan.Welch@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Jess Beattie <Jess.Beattie@terraecat.co.nz>
Sent: Friday, 7 May 2021 7:27 AM
To: IT Service Desk <support+idK7G5QV-4OQQ@itsdterraecat.zendesk.com>
Cc: Nathan Welch <Nathan.Welch@terraecat.co.nz>; Bradley Harrison <Bradley.Harrison@terraecat.co.nz>; Jessica Macfarlane <Jessica.Macfarlane@terraecat.co.nz>
Subject: RE: [IT Service Desk] Assignment: Naxt

Hey Nathan,

Do you approve of this extra Naxt access for Roger?

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 | **W:** terracat.co.nz |  



From: Blair Doherty (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Monday, 3 May 2021 8:55 am

To: Jess Beattie <Jess.Beattie@terracat.co.nz>

Subject: [IT Service Desk] Assignment: Naxt

You have been assigned to this ticket ([#311024](#)).

Roger Capil

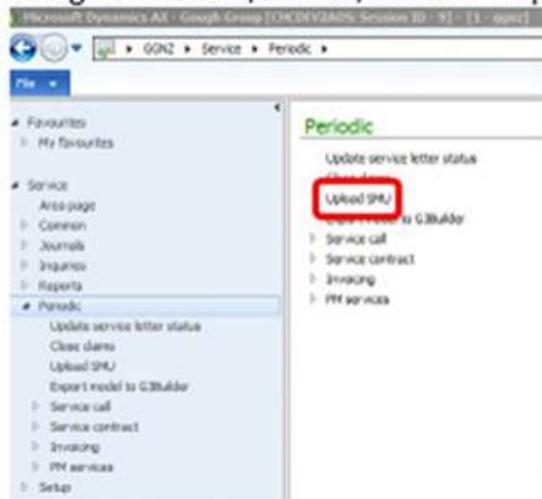
3 May 2021, 08:51 GMT+12

Good Morning

Am I able to get access to the upload SMU function in Naxt to Upload OGL, weekly hours? Please.

Upload to NAXT

1. Navigate to GGNZ/Service/Periodic > Upload SMU



2. From the form that opens

Roger Capil

Mining Support Representative - Terra Cat

24 Teviot St, PO Box 543, Dunedin, 9054

M: +6421329256 |

E: Roger.Capil@terracat.co.nz | **W:** terracat.co.nz |  



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Ticket # 311024
Status Open
Requester Roger Capil
CCs David Baillie, ITHD
Followers -
Group Service Desk
Assignee Jess Beattie
Priority -
Type Ticket
Channel By Mail

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Jess Beattie May 11, 2021 at 1:54 PM

Internal note

Ok no worries. Does 2pm tomorrow suit you?

Kind regards,

Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98 option 1
E: Jess.Beattie@terraecat.co.nz | **W:** terraecat.co.nz |  



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To: Jess Beattie <Jess.Beattie@terraecat.co.nz>; IT Service Desk <support+idK7G5QV-4OQQ@itsdterraecat.zendesk.com>
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Can you please come over at some point and I can run you through what needs to happen with this process so you can scope out a new SOD role to be created.

Thanks,

Nathan Welch
Service Development Manager - Terra Cat
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File Export to Microsoft Excel View effective access re...					
<input type="checkbox"/>	Role (AOT name)	Role name	Entry point access	Duty name	Sub-role (AOT name) Sub-role name
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Jess Beattie

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From: Blair Doherty (IT Service Desk) <support@itsdterraecat.zendesk.com>

Sent: Monday, 3 May 2021 8:55 am

To: Jess Beattie <Jess.Beattie@terraecat.co.nz>

Subject: [IT Service Desk] Assignment: Naxt

You have been assigned to this ticket ([#311024](#)).

Roger Capil

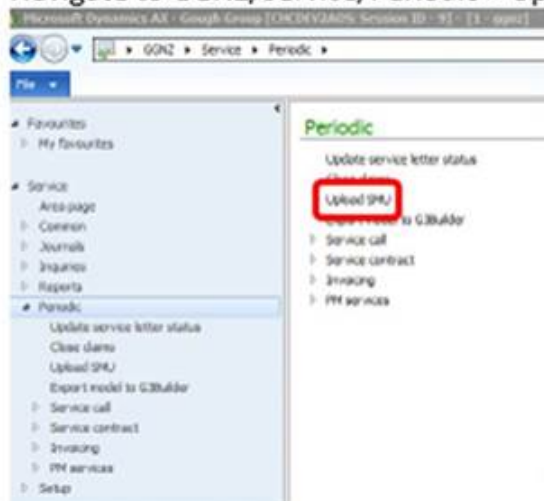
3 May 2021, 08:51 GMT+12

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2. From the form that opens

Roger Capil

Mining Support Representative - Terra Cat

24 Teviot St, PO Box 543, Dunedin, 9054

M: +6421329256 |

E: Roger.Capil@terra.cat.co.nz | **W:** terra.cat.co.nz |  



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

Ticket # 311024

Status Open

Requester Roger Capil

CCs David Baillie, ITHD

Followers -

Group Service Desk

Assignee Jess Beattie

Priority -

Type Ticket

Channel By Mail

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Roger Capil May 17, 2021 at 6:51 AM

Morning

Following up if the below request has been actioned yet?

Roger Capil

Mining Support Representative - Terra Cat

24 Teviot St, PO Box 543, Dunedin, 9054

M: +6421329256 |

E: Roger.Capil@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Roger Capil

Sent: Tuesday, 4 May 2021 2:14 pm

To: IT Service Desk <ServiceDesk@terraecat.co.nz>

Subject: FW: Naxt

Hi

Following up on below request.

Roger Capil

Mining Support Representative - Terra Cat

24 Teviot St, PO Box 543, Dunedin, 9054

M: +6421329256 |

E: Roger.Capil@terraecat.co.nz | **W:** terraecat.co.nz |  



From: Roger Capil

Sent: Monday, 3 May 2021 8:51 am

To: ITHD <ITHD.ITHD@goughgroup.co.nz>

Cc: David Baillie <David.Baillie@terraecat.co.nz>

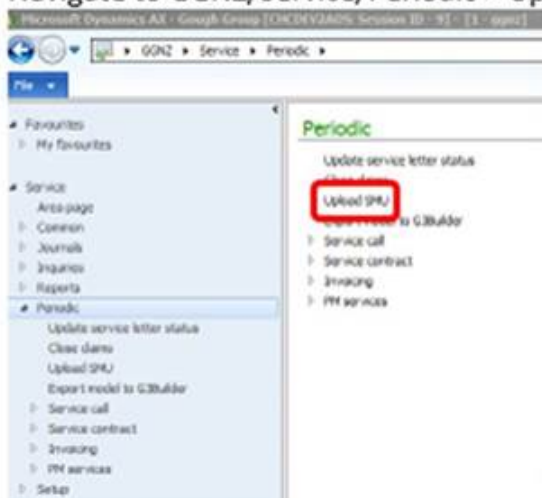
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Jess Beattie May 17, 2021 at 8:53 AM

Internal note

Hey Roger,
Yes this is currently in progress. I have spoken with the SOD team and now I need to do some testing then consult with the team again. Looks like we will need to get a security role created specifically for this access. These sort of requests take a bit of time as there is now a process we have to take regarding extra next access. Sorry this is taking longer than expected. Will let you know when I next have an update.

In the mean-time, when you need to update SMU's, just flick through all the information required and we can do it for you 😊

Any concerns or queries about this, please chat to Nathan Welch

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

DDI: 0800 95 95 98 option 1

E: Jess.Beattie@terracat.co.nz | W: terracat.co.nz |  



From: Roger Capil (IT Service Desk) <support@itsdterracat.zendesk.com>

Sent: Monday, 17 May 2021 6:52 am

To: Jess Beattie <Jess.Beattie@terracat.co.nz>

Subject: [IT Service Desk] Re: Nxt

This ticket ([#311024](#)) has been updated.

itsdterracat.zendesk.com/agent/tickets/311024

Roger Capil

17 May 2021, 06:51 GMT+12

Morning

Following up if the below request has been actioned yet?

Roger Capil

Mining Support Representative - Terra Cat

24 Teviot St, PO Box 543, Dunedin, 9054

M: +6421329256 |

E: Roger.Capil@terracat.co.nz | W: terracat.co.nz |  



From: Roger Capil

Sent: Tuesday, 4 May 2021 2:14 pm

To: IT Service Desk <ServiceDesk@terracat.co.nz>

Subject: FW: Nxt

Hi

Following up on below request.

Roger Capil

Mining Support Representative - Terra Cat

24 Teviot St, PO Box 543, Dunedin, 9054

M: +6421329256 |

E: Roger.Capil@terracat.co.nz | W: terracat.co.nz |  



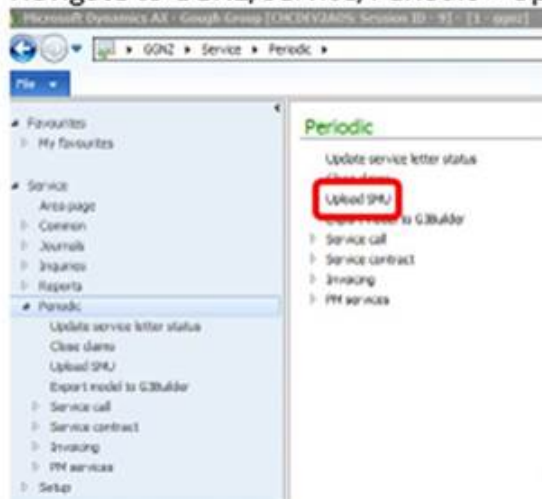
From: Roger Capil
Sent: Monday, 3 May 2021 8:51 am
To: ITHD <ITHD.ITHD@goughgroup.co.nz>
Cc: David Baillie <David.Baillie@terracat.co.nz>
Subject: Naxt

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Jess Beattie (ITSD - Terra Cat)

11 May 2021, 13:54 GMT+12

Private note

Ok no worries. Does 2pm tomorrow suit you?

Kind regards,

Jess Beattie
Service Desk Analyst - Terra Cat
24 Amyes Road, PO Box 16168, Christchurch, 8042
DDI: 0800 95 95 98 option 1
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Cc: Bradley Harrison <Bradley.Harrison@terraecat.co.nz>; Jessica Macfarlane <Jessica.Macfarlane@terraecat.co.nz>
Subject: RE: [IT Service Desk] Assignment: Naxt

Hi Jess,

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Branston Street, PO Box 16168, Christchurch, 8441
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E: Nathan.Welch@terraecat.co.nz | **W:** terraecat.co.nz |  



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File	Export to Microsoft Excel	View effective access re...				
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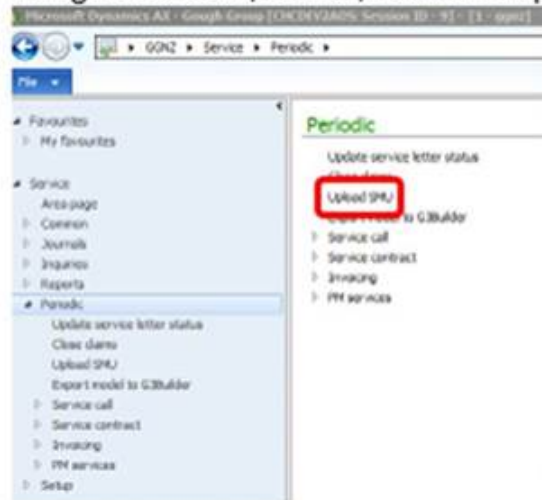
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Requester Roger Capil

CCs David Baillie, ITHD

Followers -

Group Service Desk

Assignee Jess Beattie

Priority -

Type Ticket

Channel By Mail

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Nathan Welch

11 May 2021, 13:34 GMT+12

Nathan Welch was not explicitly added to the ticket by the requester or an agent. [Learn more](#)

Private note

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Jess Beattie

Service Desk Analyst - Terra Cat

24 Amyes Road, PO Box 16168, Christchurch, 8042

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To: IT Service Desk <support+idK7G5QV-4OQQ@itsdterracat.zendesk.com>

Cc: Nathan Welch <Nathan.Welch@terracat.co.nz>; Bradley Harrison <Bradley.Harrison@terracat.co.nz>; Jessica Macfarlane <Jessica.Macfarlane@terracat.co.nz>

Subject: RE: [IT Service Desk] Assignment: Naxt

Jess Beattie May 18, 2021 at 2:31 PM

Internal note

Roles related to table (Table name: SMU upload re...

Role (AOT name)	Role name	Entry point access	Duty name	Sub-role (AOT name)	Sub-role name
GGH_Project_Subject_Matter_Expert	GGH Project Subject Matter Expert	View	GGH_View_AllDuty		
XAP_SvcBusinessAnalyst	Service Business Analyst NAXT	Full control	Enable service process		
GGH_Sale_CRM_Coord	GGH Sales CRM Coordinator	Full control	Maintain equipment setups in service mod...		
GGH_Service_Central_Serv_Admin	GGH Service Centralised Service Administra...	Full control	Maintain equipment setups in service mod...		
SDI_EquipmentMasterAdvance	SDI Equipment Master Advance	Full control	SDI Equipment Master Advance		
TC_EquipmentMasterAdvance	TC Equipment Master Advance	Full control	TC Equipment Master Advance		

GGH_Project_Subject_Matter_Expert gives read only access to the upload journal which is the second half of the SMU upload task

File

New

Delete

Log

Approve

Posted:

Open

Overview

General

Blocking

History

<input type="checkbox"/>	To be approved	SMU upload	Journal number	Journal type	Description	Posted	In use
<input type="checkbox"/>		SMU UPLOAD	SMU00071	SMU upload journal	Standard SMU Upload Journal	<input type="checkbox"/>	
<input type="checkbox"/>		SMU UPLOAD	SMU00072	SMU upload journal	Standard SMU Upload Journal	<input type="checkbox"/>	
<input type="checkbox"/>		SMU UPLOAD	SMU00073	SMU upload journal	Standard SMU Upload Journal	<input type="checkbox"/>	
<input type="checkbox"/>		SMU UPLOAD	SMU00074	SMU upload journal	Standard SMU Upload Journal	<input type="checkbox"/>	
<input type="checkbox"/>		SMU UPLOAD	SMU00075	SMU upload journal	Standard SMU Upload Journal	<input type="checkbox"/>	
<input type="checkbox"/>		SMU UPLOAD	SMU00076	SMU upload journal	Standard SMU Upload Journal	<input type="checkbox"/>	
<input type="checkbox"/>		SMU UPLOAD	SMU00077	SMU upload journal	Standard SMU Upload Journal	<input type="checkbox"/>	
<input type="checkbox"/>		SMU UPLOAD	SMU00078	SMU upload journal	Standard SMU Upload Journal	<input type="checkbox"/>	
<input type="checkbox"/>		SMU UPLOAD	SMU00079	SMU upload journal	Standard SMU Upload Journal	<input type="checkbox"/>	
<input type="checkbox"/>		SMU UPLOAD	SMU00080	SMU upload journal	Standard SMU Upload Journal	<input type="checkbox"/>	
<input type="checkbox"/>		SMU UPLOAD	SMU00081	SMU upload journal	Standard SMU Upload Journal	<input type="checkbox"/>	
<input type="checkbox"/>		SMU UPLOAD	SMU00082	SMU upload journal	Standard SMU Upload Journal	<input type="checkbox"/>	
<input type="checkbox"/>		SMU UPLOAD	SMU00084	SMU upload journal	Standard SMU Upload Journal	<input type="checkbox"/>	

GGH_Sale_CRM_Coord - doesn't give access at all

GGH_Service_Central_Serv_Admin - Doesn't give access at all either

The SDI and TC role Nathan doesn't approve of giving to Roger as it gives too much access