#327728 NAXT Permissions

Submitted Received via Requester

8 December 2021 at 19:04 Natique Matthews <natique.matthews@goughcat.co.nz> Mail

Bradley Harrison bradley.harrison@terracat.co.nz, Stephanie Lister stephanie.lister@terracat.co.nz, Stephanie Lister stephanie.lister@terracat.co.nz

Priority Status Type Group Assignee Open Normal Service Desk Jess Beattie

Category

NAXT

Natique Matthews December 8, 2021 at 7:04 PM

Hi Team

It seems that my permissions within NAXT have changed & I am unable to order parts or do various tasks that are part of my job role. Can you kindly take a look & reset them to my previous settings so I can continue to work.

Natique Matthews

Parts Interpreter Service Administrator - Terra Cat

Unit K, 4 Titan Place, PO Box, Auckland, 0932

M: +64272278980 |



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Jess Beattie December 9, 2021 at 8:38 AM

Internal note

https://itsdterracat.zendesk.com/agent/tickets/327706

Jess Beattie December 9, 2021 at 9:06 AM

Hev Natique.

Not sure if you are aware but a few months ago we rolled out new segregation of duty roles (naxt permissions) to be in line with each job role within the company, however for some reason you and a couple of other people were missed and didn't end up getting these new roles assigned. We received a request yesterday to clean these up so yes your permissions have been changed. The way you do things now maybe slightly different to what you are used to but unfortunately we cannot change

Here is a link to some SOPs according to your role.

https://terraindustrial.sharepoint.com/Pages/Working%20Here/Processes%20Policies%20and%20Forms/NAXT%20Procedures%20by%20Role/Parts%20Team.aspx

If you are still having issues, please could you send through some screenshots:)

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@terracat.co.nz W: terracat.co.nz

Jess Beattie December 9, 2021 at 11:41 AM

Hey Nat,

We have reverted your permissions back to what they were. You will need to close and reopen naxt for the change to take effect:)

Kind regards,

Jess Beattie

Service Desk Analyst - Terra Cat

24 Amves Road, PO Box 16168, Christchurch, 8042

P: 08000 95 95 98 E: <u>Jess.Beattie@terracat.co.nz</u> W: terracat.co.nz

Natique Matthews December 9, 2021 at 11:56 AM

Thanks Jess!! @

Natique Matthews Parts Interpreter Service Administrator - Terra Cat Unit K, 4 Titan Place, PO Box, Auckland, 0932 M: +64272278980 I





From: Jess Beattie (IT Service Desk) <support@itsdterracat.zendesk.com> Sent: Thursday, 9 December 2021 11:41 AM To: Natique Matthews <Natique.Matthews@terracat.co.nz> Subject: [IT Service Desk] Ticket Resolved: NAXT Permissions Your request (327728) has been updated. If there are outstanding issues with this request, or your issue hasn't been fixed, please reply to this email with details. Jess Beattie (ITSD - Terra Cat) 9/12/2021, 11:41 NZDT Hey Nat, We have reverted your permissions back to what they were. You will need to close and reopen naxt for the change to take effect:) Jess Beattie Service Desk Analyst - Terra Cat 24 Amyes Road, PO Box 16168, Christchurch, 8042 P: 08000 95 95 98 E: Jess.Beattie@terracat.co.nz W: terracat.co.nz Jess Beattie (ITSD - Terra Cat) 9/12/2021, 9:06 NZDT Hey Natique, Not sure if you are aware but a few months ago we rolled out new segregation of duty roles (naxt permissions) to be in line with each job role within the company, however for some reason you and a couple of other people were missed and didn't end up getting these new roles assigned. We received a request yesterday to clean these up so yes your permissions have been changed. The way you do things now maybe slightly different to what you are used to but unfortunately we cannot change this. Here is a link to some SOPs according to your role. https://terraindustrial.sharepoint.com/Pages/Working%20Here/Processes%20Policies%20and%20Forms/NAXT%20Procedures%20by%20Role/Parts%20Team.aspx If you are still having issues, please could you send through some screenshots:) 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@terracat.co.nz W: terracat.co.nz

Natique Matthews

8/12/2021, 19:04 NZDT

Hi Team,

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Cheers

Natique Matthews Parts Interpreter Service Administrator - Terra Cat Unit K, 4 Titan Place, PO Box , Auckland, 0932 M: +64272278980 |

E:Natique.Matthews@terracat.co.nz |W: terracat.co.nz |

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