

#325916 CAT Amend User - Charl Venter

Submitted Received via Requester

4 November 2021 at 14:43 Mail Candice Fourie <candice.fourie@goughcat.co.nz>

CCs

IT Service Desk <servicedesk@terracat.co.nz>

StatusTypeDue datePriorityGroupAssigneeOn-holdTaskFebruary 1, 2022NormalService DeskJess Beattie

Category

NAXT

Charl Venter November 4, 2021 at 14:43

Service Category: New Service Request

: CAT

New or Amend Current User: Amend

Start Date (dd/mm/yyyy): 04/11/2021

First Name: Charl

Middle Initial:

Surname: Venter

Job Title: Supervisor

{Phone:caption}: {Phone:value}

Similar User: Carlos Monsalve

Branch: Whangarei

Managers Email: Candice.fourie@terracat.co.nz

Type: Temporary

End Date (If known):

System Access

{New Role:caption}: {New Role:value}

{NAXT Position:caption}: {NAXT Position:value}

Other Applications:

NAXT: Yes

{Similar Job Function NAXT:caption}: {Similar Job Function NAXT:value}

Hardware

{Hardware Type:caption}: {Hardware Type:value}

Additional Notes: Charl is acting Supervisor and require access more functions on Naxt

Requester Information

Requester Name: Candice Fourie

Requester Email: Charl.Venter@terracat.co.nz

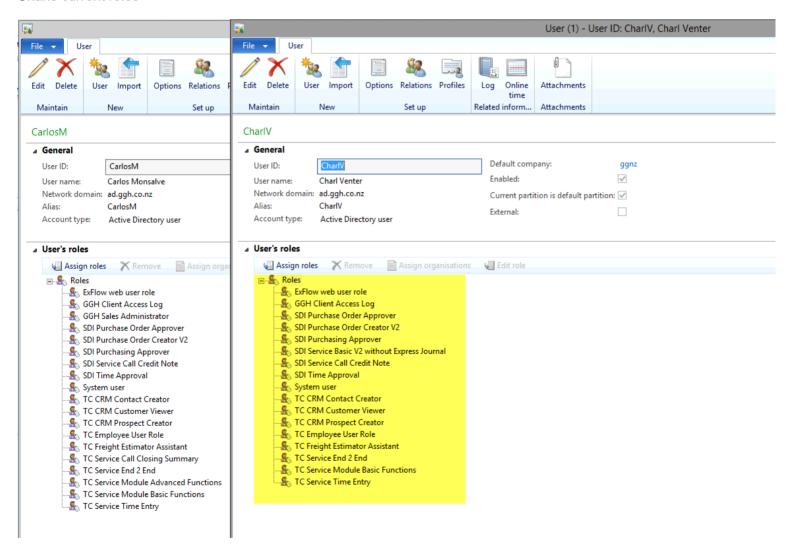
{Requester Phone:caption}: {Requester Phone:value}

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Jess Beattie November 8, 2021 at 11:50

Internal note

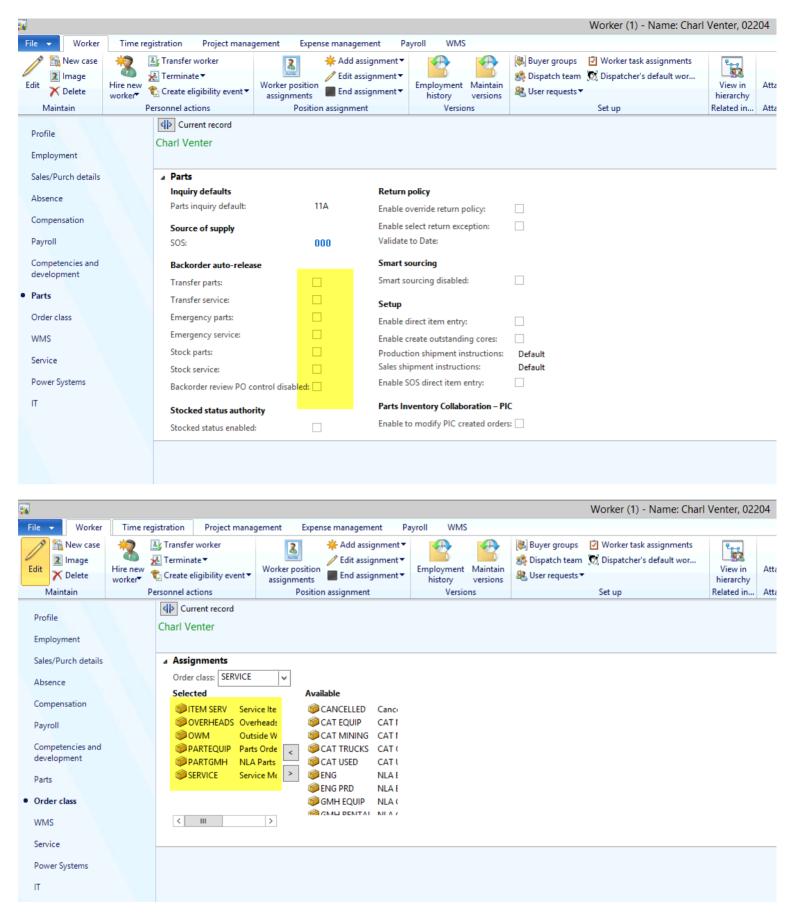
Charls current roles

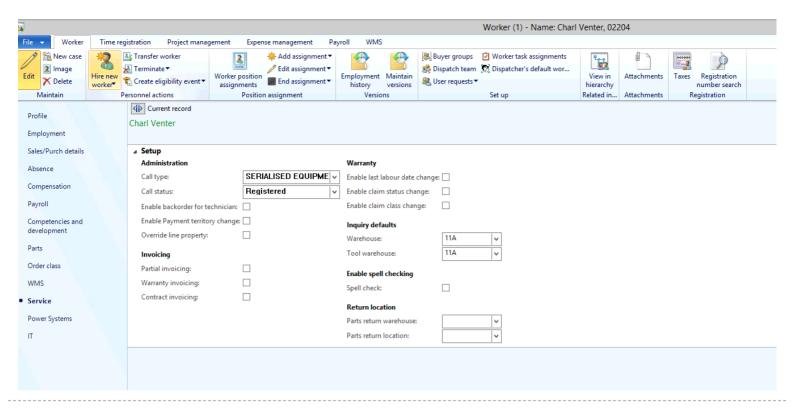


Jess Beattie November 8, 2021 at 12:36

Have added the extra roles to match Carlos
Have ticked a few more boxes on worker

Before change:





Jess Beattie November 8, 2021 at 12:38

Hey Candice,

I have now given Charl that extra access. Do you know a date on when he will revert to his own role?

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 November 24, 2021 at 15:30

Hey Candice Fourie,

We're wondering if you have had a chance to review our latest update regarding this issue as we haven't had a response yet.

Here is a reminder of the recent update:

Jess Beattie, 8 Nov 2021, 12:38

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Candice Fourie November 24, 2021 at 16:02

Hi Jess, ongoing at this stage, may be end of Jan 2022

Will advise though closer to the time.

Candice Fourie Branch Manager - Terra Cat

58 Kioreroa Road, PO Box 333, Whangarei, 0110

M: +64272274992 |

E: Candice.Fourie@terracat.co.nz | W: terracat.co.nz | I @







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

Sent: Wednesday, 24 November 2021 3:30 pm To: Candice Fourie < Candice. Fourie@terracat.co.nz>

Subject: [IT Service Desk] Re: CAT New User - Charl Venter

Your request (325916) has been updated. To add additional comments, reply to this email.

Jess Beattie (ITSD - Terra Cat)

24/11/2021, 15:30 NZDT

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Charl Venter

4/11/2021, 14:43 NZDT

Service Category: New Service Request

: CAT

New or Amend Current User: Amend

Start Date (dd/mm/yyyy): 04/11/2021

First Name: Charl

Middle Initial:

Surname: Venter

Job Title: Supervisor

{Phone:caption}: {Phone:value}

Similar User: Carlos Monsalve

Branch: Whangarei

Managers Email: <u>Candice.fourie@terracat.co.nz</u>

Type: Temporary

End Date (If known):

System Access

{New Role:caption}: {New Role:value}

{NAXT Position:caption}: {NAXT Position:value}

Other Applications:

NAXT: Yes

{Similar Job Function NAXT:caption}: {Similar Job Function NAXT:value}

Hardware

{Hardware Type:caption}: {Hardware Type:value}

Additional Notes: Charl is acting Supervisor and require access more functions on Naxt

Requester Information

Requester Name: Candice Fourie

Requester Email: Charl.Venter@terracat.co.nz

{Requester Phone:caption}: {Requester Phone:value}

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Jess Beattie November 24, 2021 at 16:03

That's ok, no worries at all. I will make a note of that :)

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 February 9, 2022 at 07:52

Hey Candice,

Am I able to remove Charl's extra naxt access now?

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

Candice Fourie February 9, 2022 at 08:34

Hi Jess.

No, he is still acting Supervisor till further notice

Thanks, have a great day 😊



Candice Fourie Branch Manager - Terra Cat

58 Kioreroa Road, PO Box 333, Whangarei, 0110

M: +64272274992 |

E: Candice.Fourie@terracat.co.nz | W: terracat.co.nz | I I I



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

Sent: Wednesday, 9 February 2022 7:53 am

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

Subject: [IT Service Desk] Re: CAT Amend User - Charl Venter

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9/02/2022, 7:52 NZDT

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