Report Title:	Knowledge Details		
Run Date and Time:	18/03/2025 15:38:15 Greenwich Mean Time		
Run by:	Mohammed Nawazulla		
Table name:	kb_knowledge		

Knowledge

Number:	KB0010626	Article type:	HTML
Knowledge base:	IT	Topic:	General
Category:		Workflow:	Published
Published:	14/08/2024	Source Task:	
Valid to:	01/01/2100	Attachment link:	false
		Display attachments:	false

Short description:

New Alias Creation

Article body:

Alias Creation

Application/Hardware

New alias addition

Description

Adding an alias to an existing user ID

Description of the Request:
Adding an alias to an existing user ID
Pre-requisites:
JML should have access to _eus account and should be able to access McDev2k16 server within Citrix
Procedure:
Login to SuccessFactors and look up the users profile using the user ID or the first and last name.Now edit the Contact Information

3. In the People Place email address field, change the email and click save

Log in to https://portal.currys.co.uk/logon/LogonPoint/tmindex.html

Log in with Currys user ID and password.Launch "SSAM/Sheffield desktop "Click on start and launch "RDP"Login to McDev2k16 and launch Active Directory.Look users ID on AD and click on object tab to get the profile path (see attached)

10. Now navigate to the profile path
Ex: DSG.DSGROOT.INT/Production/DCG/Non Retail/Users/GRACEA01

11. Double click on users ID and click on "Attribute Editor" and search for "proxy address"

12. Copy the existing email address in the SMTP field.
13. Now edit SMTP and add the email address that it needs to be changed to and click on add.
Ex: SMTP: AngelMaria.Gracen01@business.currys.co.uk

14. Add the email address you copied and add it as smtp
Ex: smtp: AngelMaria.Gracen01@currys.co.uk

15. Now click on Apply and click OK
16. Assign the ticket to the Acc - Sailpoint – group on ServiceNow and send an email to the SailPoint team at currys-mss-sailpoint@accenture.com as below

Resolution Comments: New alias has been added to the users profile.

Wiki:

Related List Title:	Knowledge Feedback List
Table name:	kb_feedback
Query Condition:	Article = KB0010626
Sort Order:	None

None

Related List Title:	Knowledge Feedback Task List
Table name:	kb_feedback_task
Query Condition:	Feedback Article = KB0010626 AND Parent = (empty)
Sort Order:	Created in descending order

None

Related List Title:	Approval List
Table name:	sysapproval_approver
Query Condition:	Source table = kb_knowledge AND Approving = 9e88e9c1834c5a94e386ba88beaad371 AND State != No Longer Required
Sort Order:	Order in ascending order

1 Approvals

State	Approver	Short description	Comments	Approval for	Created
Approved	Nancy Fraser				14/08/2024 11:53:28