**Support Center**

In this portal we have tickets, raised for requesting access to a particular portal.

It is of two steps 1) Branching Step 2) Post Setup

**Branching Step:**

1. Check SSO ID in SAM, if the user is available check his details. If the user is not present or any details are not valid mail the user putting DL in CC and keep in hold until the user updates.
2. If the SSO ID is numeric the user is internal user if it is in alpha numeric the user is external user and the SSO should be converted to CAPS.
3. Then check the access to which the user got approved.
4. If the user got access other than REClaim and REStore then send to Reconnect and provide site DUNS from Sales Force using Name of the Site. It is mandatory for external users. Technology should be Wind.
5. Approve it and proceed to post setup step.
6. If the user got access to REClaim and REStore and external user check in SAM and send to SysAdmin team.
7. If the user got access to REClaim or REStore and he is internal user then check for Juliet ERP in IDM. If he doesn’t have Juliet ERP access raise a request for access, take a screen shot and mail to him to get approval from his manager and put that ticket in hold.
8. If he has Juliet access then send it to SysAdmin team and wait for updates.

**Post Setup Stage:**

1. Check SSO ID.
2. If he is the first time user and internal user, got access to REClaim and REStore, add him to Juliet ERP. If he is external user then add to GE Wing and Juliet ERP.
3. If the user already exists then fill all the details provide him with the access he needed with user access and submit.
4. If internal user didn’t get any approval in branching step then provide him with user access and submit.