

Accessing the System

1

How to Request Access

2

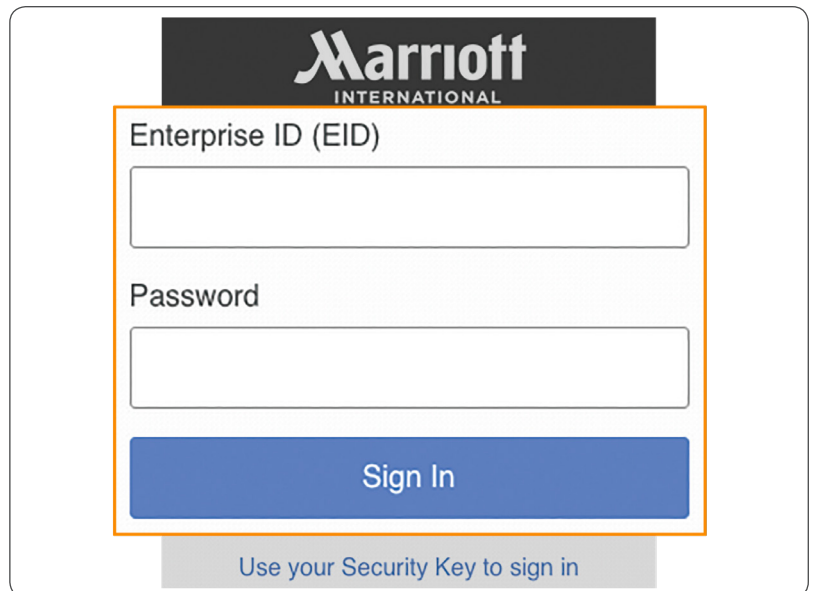
Submitting the Request
for Yourself

3

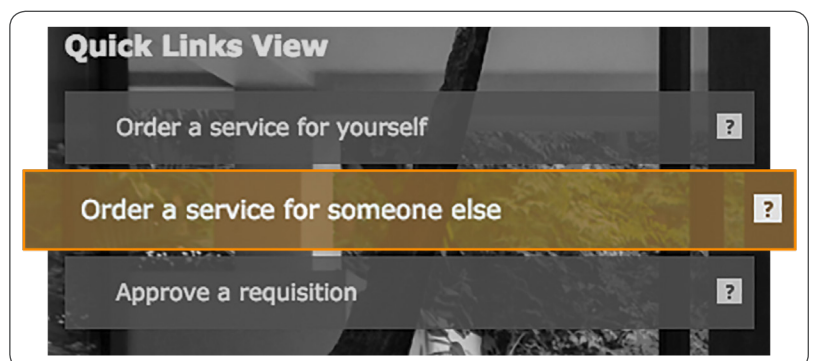
Steps to Order for
Someone Else

- 1.1 Open Internet Explorer and click the following link:
<https://extranet.marriott.com/sdm/RequestCenter>

- 1.2 Type in your Enterprise ID (**EID**) and
your network **Password**.



- 1.3 The Marriott Request Center will
appear. If you are submitting a
request for someone else, please
read the steps for **Order a Service
for Someone Else** next. This
functionality is only available to
Property Leaders.



- 1.4 If you are submitting the request for yourself, please start with the steps for **Order for Yourself** in
the following list of steps in **Task 2**.

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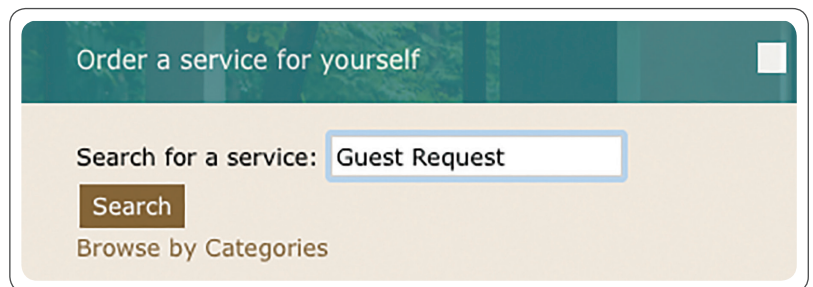
Submitting the Request for Yourself

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Steps to Order for Someone Else

2.1 Click on the **Order a Service for Yourself** tab.

2.2 Type in the keyword **Guest Request**.



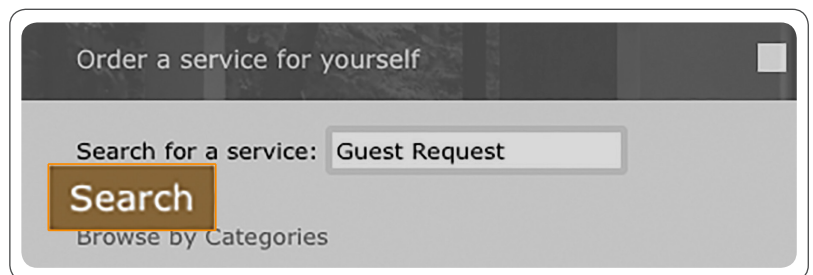
Order a service for yourself

Search for a service:

Search

Browse by Categories

2.3 Then click the **Search** button.



Order a service for yourself

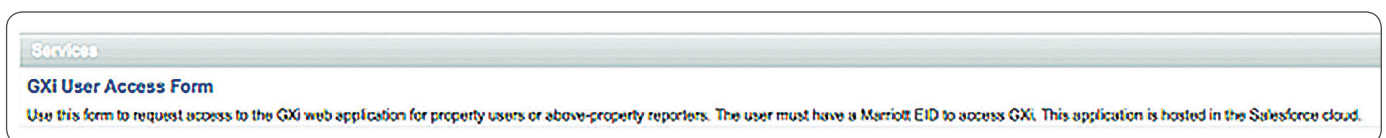
Search for a service:

Search

Browse by Categories

2.4 The search will return a list of matching services along with a brief description of each service. We will be requesting access using the **Guest Request User Access Form**.

2.5 Click the **Order** hyperlink to the far right of your screen for the **Guest Request User Access** service.



Services

GXi User Access Form

Use this form to request access to the GXl web application for property users or above-property reporters. The user must have a Marriott EID to access GXl. This application is hosted in the Salesforce cloud.



The order form will appear with both the Customer Information and Managers Information section auto-populated. Note: If the manager information is not correct, you should have your local Human Resources Manager update the information in their system before submitting the request.

2.6 Verify that the **Manager Information** listed on the form is correct and select **Yes**.



It is important to select the **correct user** when filling out the request form. **Property User, Dispatch User** and **Property Admin**.

2.7 Once the form is completed, click on **Submit Order** to process the request.

The screenshot shows a web form titled "Customer Information". It contains several sections:

- 1 Customer:** Select the person for whom you wish to place the order. Includes a search bar and a dropdown menu.
- 2 Organizational Unit:** Includes fields for Customer (Tim Nelson), Organizational Unit (Tim Nelson), Contact Date (1/10/2017), Status (Proposition), and Submit Date (N/A).
- 3 Services:** Includes a search bar and a table with columns: Name, Service Level Description, Standard Duration, Quantity, Unit Cost, and Subtotal. Below the table are buttons for "Delete", "Add", and "Update Quantity".
- 4 Add on Attachment:** Includes a search bar and a table with columns: File Name, Date, and File Size (in bytes). Below the table are buttons for "Select All" and "Remove Selected".

At the bottom right of the form, there are two buttons: "Submit Order" (highlighted with an orange border) and "Cancel Order".

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Submitting the Request for Yourself

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Steps to Order for Someone Else

3.1 Click on the **Order for Someone Else** tab.

A screenshot of a web interface showing a tab labeled "Order a service for someone else" in a teal header bar. To the right of the text is a small square icon.

3.2 To select the person for whom you wish to place the order, click **Search** in the **Customer Information** section.

A screenshot of a web interface showing a section titled "Customer Information". Below the title is a row with a tab labeled "1" and a text input field containing the placeholder text "Customer: Select the person for whom you wish to place the order". To the right of the input field is a "Search" button.

3.3 The pop-up box will appear; allowing you to type the **First Name** and **Last Name** of the user.

A screenshot of a pop-up box titled "Select Person". It contains a "Search For:" label followed by two input fields: "First Name :" and "Last Name :". To the right of the "First Name" field is a "Search" button.

3.4 Once you have populated the name fields, click the **Search** button.

A screenshot of the "Select Person" pop-up box, similar to the previous one, but with the "Search" button highlighted by an orange rectangular box.

3.5 A list of all possible matches within the catalog will appear. Select the correct user from the list, then click the **OK** button.

A screenshot of a table displaying search results. The table has three columns: "Organizational Unit", "EID - Div/Unit/Dept - Inactive", and "Email". There are four rows of data, all with "franchisees" in the first column.

Organizational Unit	EID - Div/Unit/Dept - Inactive	Email
franchisees	tnels052 - 20/5U8/13 -	Timmy.Nelson@marriott.com
franchisees	tnels230 - 99/162/ -	tnelson@csmcorp.net
franchisees	tnels045 - DJW16K/ -	timothy.nelson2@westindianairfieldstjosephagm@gmail.com
franchisees	tnels531 - 58/5M5/13 -	

3.6 Navigate to the Services section of the form and type the keyword **Guest Experience Platform**.

A screenshot of a web interface showing a section titled "Services". Below the title is a row with a tab labeled "3" and a text input field containing the placeholder text "Search for a service by name or keyword. *". To the right of the input field is a "Search" button.

3.7 Click the **Search** button.

A screenshot of the "Services" section, similar to the previous one, but with the "Search" button highlighted by an orange rectangular box.

Your task is now complete. Please save this job aid for future reference.



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