

GSD. How to assign a device to a user

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General Information:

Possible symptoms/errors:

There is no device assigned to the userHow to assign a device to a user

Alternative names of the system:

Device missing in Service Now

IMPORTANT NOTICE:

N/A

Solution:

If the user informs you that his device (ServiceTag / Hostname) is not visible in the Service Portal:

Create an incident containing information such as:

- ServiceTag/Hostname of the device

- UserID

- User's email address

Send incident to group: Ext_WW_Physical-Workplace_SLS_Capgemini

Assignment Group:

Ext_WW_Physical-Workplace_SLS_Capgemini

Important Links:

N/A