

# How to order VPN for a user that can't be found in the database

**Article ID:** KB0039505

**Created:** 2025-01-28 06:44:52

**Updated:** 2025-01-28 12:31:33

**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/acaf843397d74958f7e3bb8fe153afe3',  
'value': 'acaf843397d74958f7e3bb8fe153afe3'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/49f6c004c3c21a100acd330015013131',  
'value': '49f6c004c3c21a100acd330015013131'}

## Overview:

If you want to order a VPN Service for another person who does not appear as a value in the Order for field, this user is not yet known to the system. The lookup field prevents you from entering the user into the Order for field. Instead you can use the Comment field to provide additional information. Please select yourself in the Order for field and fill out the email contact fields for the new user. Specify the user's name in the comment field and state that this request uses the here mentioned workaround.

## Details:

1. Log on to IT Service Portal.
2. Go to Service Catalog> Network Services> VPN Connect Full Access.
3. Fill out the request form.
4. Enter a comment at the bottom of the screen, stating that you request this service for another person, together with email address and other details.
5. Click Submit to complete the order process.