

GSD. Hardware – How to request Temporary Local Admin Rights

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General Information:

Possible symptoms/errors:

How to request local admin rights.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Local admin rights are vital for user in managing applications and other settings. Users have an option to request for temporary local admin rights, which allows them to do the following:

Install software that is not part of the Software Distribution System (SCCM). User needs to assure the possession of the appropriate license in order to install licensed software. They should also note the company guideline Use of IT Systems. Change advanced settings on their computer. Install drivers

This article describes how to apply for temporary local admin rights via IT Service Portal for specific computer in the locations: UK, PL, DE-BH, DE-BHF, DK, SL, NFF

Details:

1. Advise the user to go to IT Service Portal
2. Then, to click on Service Catalog at the top.

Ask them to click End User Services and to look for Temporary Local Admin Rights.

Note: Temporary local admin rights are valid for 48 hours only.

4. Advise the user to fill the requested information in form and to click Submit.

Note: In order to request local admin rights, a computer has to be assigned the user's account and will automatically show up if it was used at least six hours within seven days. If the computer is still not available after this time, user should contact their local Service Desk.

5. After the request has been successfully completed, user needs to restart their computer to ensure the local admin rights get activated

Note: If user is having problems in raising this request due to catalog item visibility, refer to How to report ServiceNow issues or raise a ServiceNow-related question article or advise the user to contact their local service desk.

Assignment Group:

Ext_WW_Physical-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A