

NAME	DATE TIME	MESSAGE
Gregory	10/24/2024, 14:48 PM	Thank you for contacting the Service Desk. Did you know you can visit easycare.intuit.com and search for self-help articles & submit service requests? You can search for things like how do I get Adobe Software, or I can't connect to VPN, & more. Give it a try! If you still need support please wait for the next available tech.
Arun	10/24/2024, 14:48 PM	Arun has joined the chat
Gregory	10/24/2024, 14:49 PM	hello Arun
Arun	10/24/2024, 14:49 PM	Thank you for contacting IT Service Desk Chat Support. How may I assist you today?
Gregory	10/24/2024, 14:50 PM	I have been struggling to get Coupa access for data analysis. I do have access to eBiz. I have been submitting tickets but perhaps not the correct kind.
Gregory	10/24/2024, 14:50 PM	I am not sure if you can see this image, it shows my account. https://files.slack.com/files-pri/T7AN7J5RP-F07TB2F05HB/image.png
Arun	10/24/2024, 14:51 PM	I understand that you need access to Coupa and eBiz.
Gregory	10/24/2024, 14:51 PM	https://files.slack.com/files-pri/T7AN7J5RP-F07TB2F05HB/image.png
Arun	10/24/2024, 14:51 PM	May I have your SSO Username?
Gregory	10/24/2024, 14:51 PM	groeper
Arun	10/24/2024, 14:52 PM	Thank you
Arun	10/24/2024, 14:52 PM	For eBiz you can submit a ticket using the link below:
Arun	10/24/2024, 14:52 PM	https://intuit.service-now.com/sp?id=sc_cat_item&sys_id=a83011014f985700b8fbf6e01310c77e
Arun	10/24/2024, 14:55 PM	For coupa access use the link below:
Arun	10/24/2024, 14:55 PM	https://intuit.service-now.com/sp?id=sc_cat_item&sys_id=a52ee361972cd9146900b9a3f153afa8&sysparm_application=c46b5c9e1b38285c0e3b43fccd4bcb9a
Gregory	10/24/2024, 14:56 PM	I already have eBiz access. now I need Coupa. I have submitted numerous tickets on that service now link for coupa. They create RITM tickets, yes?
Arun	10/24/2024, 14:57 PM	Yes
Arun	10/24/2024, 14:57 PM	Do you have a ticket number?
		RITM3749366 - approved
		RITM3761724 - approved
		RITM3761736 - approved
Gregory	10/24/2024, 14:59 PM	RITM3761773 - approved
		RITM3797821 - approved
		RITM3797913 - approved
Gregory	10/24/2024, 15:00 PM	I think this is the most recent:

NAME	DATE TIME
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MESSAGE

Request Complete

Hi Gregory,

Your request has been completed. Click the link below for more details.

Thank you!

[View Request](#)

Opened By**Opened For**

Gregory Roeper

Gregory Roeper

Number

RITM3810456

Description

RITM3810456: Access Request

Access Request

Details:

Who is this request for? : Gregory Roeper

How can we help you with your access? : I am requesting new or modified access

Application : Coupa

NAME **DATE
TIME****MESSAGE**

Environment: : Prod

Category : General

Select Role : Read ALL-US

Arun 10/24/2024,
15:01 PM The ticket you have provided are for eBiz and Concur
I am following the instructions found here:

Gregory 10/24/2024,
15:02 PM https://docs.google.com/presentation/d/1qU2ruhRB7Ktm6VoXmhL9mKofEJYMg94lw-fKvrpdd6c/edit#slide=id.g1aecd8a8180_0_48

Arun 10/24/2024,
15:03 PM I see the latest ticket is for Coupa

Arun 10/24/2024,
15:03 PM It is approved and access been provisioned

Arun 10/24/2024,
15:04 PM If you still have no access, you can escalate with the respective team manager: Divya Kalra

Arun 10/24/2024,
15:04 PM divya_kalra@intuit.com

Gregory 10/24/2024,
15:04 PM thank you, I will contact Divya. I appreciate the help.

Arun 10/24/2024,
15:19 PM Is there anything else I can help you with?

Arun 10/24/2024,
15:20 PM If you need any further assistance, please call us on 44357/000-8000-505-007 OR engage the chat interaction. Thank you for contacting IT service desk. Good day!

Arun 10/24/2024,
15:20 PM

Arun 10/24/2024,
15:20 PM