

# How to: Request profile change

- To make a profile change request, you must open a web browser and go to the URL: <https://ticketing.dome-marketplace-prd.org> , this procedure will allow you to enter a ticket on the Zammad platform. At the following link you will find instructions for opening a ticket: <https://knowledgebase.dome-marketplace-prd.org/books/ticketing-helpdesk-customer-user-guide/page/how-to-open-a-new-request> .
- You will be able to forward a request via the DOME ticketing platform to the group **05-Customer Service Tools**, selecting the **Knowledgebase – Access roles** item in the drop-down menu of the “Problem” section and briefly describing the type of request in the text field.

**New Ticket**

**TITLE \***

Request Access Roles

**TEXT**

The configuration of EDITOR permissions for the PaoloRossi@xx.com user is required  
select attachment...

**GROUP \***

05 - Customer Service Tools

**PROBLEM \***

Knowledgebase - Access roles

[Cancel & Go Back](#) [Create](#)

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Created 5 August 2024 09:07:29 by Roberto Ciriello

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