

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.eu> , 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.eu/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.

The screenshot shows the 'New Ticket' form in the Zammad interface. On the left is a dark sidebar with navigation items like 'Overviews', 'Knowledge Base', and various categories. The main form area has a title 'New Ticket' and the following fields:

- TITLE ***: A text input field containing 'Request Access Roles'.
- TEXT**: A text area containing the message 'The configuration of EDITOR permissions for the PaoloRossi@xx.com user is required' with a red squiggly line under 'required' and a blue link 'select attachment...'.
- GROUP ***: A dropdown menu set to '05 - Customer Service Tools'.
- PROBLEM ***: A dropdown menu set to 'Knowledgebase - Access roles'.

At the bottom of the form, there are two buttons: 'Cancel & Go Back' and a green 'Create' button.

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