## How to Request **MySamples** and/or **SampleAnalysis** – Internal User

Each application must be requested separately. The same steps apply to both applications.

- 1. Create a request in ITSM
  - a. <a href="https://nutreco.service-now.com/nutreco\_portal">https://nutreco.service-now.com/nutreco\_portal</a>
  - b. Click on "Get Something"

1	Get Help Submit an incident	Chat Chat with the Service Desk	Get Somet	thing equest	My Surveys List of active surveys [14]
0	My Incidents List of incidents [0]	My Requests List of requests [0]	My Ass Assets belo	sets onging to you	My Approvals List of approvals [0]
	Announcements List of announcements [2]				

## c. Select "Applications"

Categories	
Applications	119
Changes	5
Foundation data	3
Hardware	21
Incident	5
Infrastructure	12
Peripherals	27
User Related Accounts	12

d. Use the Search field to find MySamples or SampleAnalysis by typing "**sample**" and click on the desired application

∬nutreco		Resolver Portal Knowle	dge 🏾 🃜 Cart	BM
Home > Service Catalog >	Applications	sample		
Categories	Applications	SampleAnalysis MySample		





## e. Complete the form

MySamples						
Request access to/installation of Trouw Nutrition MySamples						
Oper	ned by					
Opene	d by name		Opened by email			
0	Brad McIntyre	٣	brad.mcintyre@trouwnutrition.com			
Requ	lested for					
* Requ	lested for name		Requested for email			
0	Brad McIntyre X	٠	brad.mcintyre@trouwnutrition.com			
Reque	sted for location		Requested for department			
Otte	rburne		2923-2923			
Addi	tional information					
Affect	ed computer					
			•			
* Actio	n <mark>1</mark>					
No	ne		¥.			
Additi	onal information required for product					
Сор	y and paste the following label(s) in the below answer field and provide the requ	uired i	nformation in order to enable an efficient and effective fulfillment of the request:			
- Cu	stomer(s), access required:					
* Ansv	vers to additional information for product 🛛 🖉					
Business justification						
* Busi	ness justification 3					
Sub	mit Add to Cart 4		Add attachments			
Required information Action Action Action Information for product Business justification						

- 1. First time registrant: Select "New". If making changes to customer data access select "Change"
- 2. List the mills and/or customers that registrant needs access to
- 3. Provide reason why registrant needs access to these mills and/or customers
- 4. Click Submit
- 2. Once submitted, the ticket is sent to the regional approver for review and approval. Once approved, the ticket progresses through the process and when complete, an e-mail will be sent notifying the user
- 3. The same process should be followed if access to more data is required



