

Service Desk

How to maintain Support Users



1 Service desk roles

License admin:

A specific person authorized to manage your AMC-License. The person might receive important information about the license. The License Administrator has access to certain platforms:

[AMC License Portal](#) – Where they can modify licenses, control support users, add new license administrators and modify banks.

[Service Desk](#) – A License Administrator has the same access to our support portal as the support user. Here they can seek technical support.

Support user:

A support user has should have a basic technical knowledge about the usage of AMC Banking, as they can create support tickets.

The only platform they have access to is the [Service Desk portal](#). Here are they supposed to go, in case of needed assistance for technical issues.

Note: Only the license admin can add/delete a support user

2 Hot to create a new Support User

- Navigate to the AMC License Portal and login: <https://license.amcbanking.com/login>.
- Click on “Users” in the top menu
- Click on the “+New” button
- Select the “Support User” under the “Select user roles” dropdown
- Type in your name and email and click the “Register” button

3 Delete Support User

- Log in to the license portal: <https://license.amcbanking.com/login>.
- Under 'Users' you can see all support users. Next to each name is a red cross, where the support user can be deleted. If there is no button for deletion, this means that the person is a license administrator - these must first be deleted as license admins, before they can be deleted as support users.