

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 should have a basic technical knowledge about the usage of AMC Banking, as they have the ability to 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 How to create a new Support user

- Log in to the license portal: <https://license.amcbanking.com/login>.
- Go to 'license' in the menu bar at the top left.
- To the right of 'services', press 'Subscribe for new services'.
- To the right of 'support users' press 'add support user' and fill in email and name. Click save.
- Press the green button 'Next' in the top right corner, and then the green button 'Confirm'.
- The person receives a confirmation email with a login to Service Desk.

3 Delete support user

- Log in to the license portal: <https://license.amcbanking.com/login>.
- Go to 'license' in the menu bar at the top left.
- Under 'services' you 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.