

Enabling Service Requests

About this guide

This guide takes you through the process of enabling service requests. Service requests allow you to change account addresses and reorder cheque books easily.

Important information

Only Administrators can enable service requests.

Before you start

For information about enabling service requests to manage your commercial cards, see 'Commercial Cards self service' user guide. For information about enabling service requests to turn off your paper statements, see 'Online statements' user guide.

Enabling service requests

1. Open your internet browser, visit www.commbiz.com.au and log in to CommBiz using your password **AND** your token password from your security token.
2. On the top menu, click **Admin > Users**.

Selecting Users

3. The Find Users page is displayed. You can search for a specific User using the fields shown or you can simply scroll through the list.

The screenshot shows the 'Find Users' page in the CommBiz system. The page has a navigation menu at the top with options like Home, Accounts, Payables, Receivables, File Transfer, Functions, and Admin. The 'Admin' menu is expanded to show 'Users'. The main content area is titled 'Find Users' and contains a search form with the following fields: User ID, First Name, Last Name, Self Registered (a dropdown menu), and User Status (a dropdown menu with options: Active, Pending Verification, Suspended). Below the search form is a 'Search' button and a 'Clear' button. The search results are displayed in a table with the following columns: Select, User ID, Name, Last Name, Identifier, Login ID, Self Reg, Token Status, Role Name, Role States, and User Status. The table lists 10 users, with the first 9 being visible. The 10th user is partially visible. The table data is as follows:

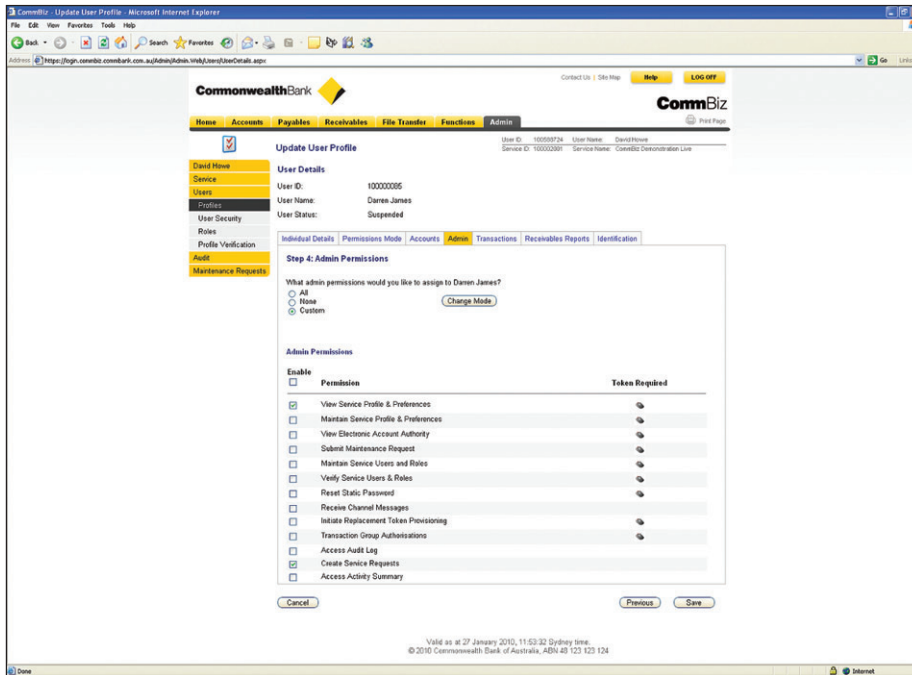
Select	User ID	Name	Last Name	Identifier	Login ID	Self Reg	Token Status	Role Name	Role States	User Status	
<input type="checkbox"/>	100000014	Steve	Frazer	steve1	Yes	Active	Custom permissions	Active	Active	(Copy) (Edit)	
<input type="checkbox"/>	100000015	Waiwanick	Dwanee	NSWUser2	Yes	Active	EP Super	Active	Active	(Copy) (Edit)	
<input type="checkbox"/>	100000054	Peter	Maddison	maddispe	Yes	Active	Custom permissions	Active	Active	(Copy) (Edit)	
<input type="checkbox"/>	100000065	Kim	Rinqant	rinqant00	Yes	Active	NSW	Active	Active	(Copy) (Edit)	
<input type="checkbox"/>	100000066	Rob	Nicol	nicolrob	Yes	Active	Receivables	Active	Repeats	(Copy) (Edit)	
<input type="checkbox"/>	100000072	Adam	Bruce	G	AdamBruce	Yes	Active	CSI Channel	Active	Active	(Copy) (Edit)
<input type="checkbox"/>	100000076	Clerk	Adriano White	derekaw1967	Yes	Active	NSW Receivables	Active	Repeats	(Copy) (Edit)	
<input type="checkbox"/>	100000079	Mike	Robson	robsonmi	Yes	Active	Admin	Active	Repeats	(Copy) (Edit)	
<input type="checkbox"/>	100000085	Claren	James	damejames	Yes	Active	Custom permissions	Active	Suspended	(Copy) (Edit)	
<input type="checkbox"/>	100000086	Fede	Michalopoulos	michallo	Yes	Active	Admin	Active	Repeats	(Copy) (Edit)	

4. Once you have found the User who requires access, click the **Edit** button next to their name.

5. The Update User Profile page is displayed.

6. Click the Admin tab.

Note: If you cannot access this tab, click on the Permissions Mode tab and change the mode to Custom Permissions.



7. Check the Create Service Request tickbox then click the **Save** button.