

# servicenow

One platform. One process. One team.

Service – right first time

Make Changes to your Company,  
including:

- Add a new Requester or Engineer
- Make changes to your existing users
- Amend your Company details



# Where are the forms?



The screenshot shows the Arqiva website interface. At the top left is the Arqiva logo. The top navigation bar includes links for 'Find Site Details', 'Check Availability for Permit Request', 'Requester & Engineer Details', 'My List', 'PWR Report 27', 'Tours', and a user profile 'sam'. A dropdown menu is open under 'Requester & Engineer Details', showing 'My Company Users', 'Registered Engineer Details', and 'My Company Details'. A callout box points to the Arqiva logo with the text: 'You can click on the Arqiva logo in the top left at any to return to your home page'. Another callout box points to the dropdown menu with the text: 'In this drop-down, you can view your users (requesters), engineers, and your company details - you can export the list if required by clicking on the 'burger''. Below the navigation bar is a search bar with the text 'Search (minimum 3 characters)'. The main content area features two primary actions: 'Request Something' (Browse the catalog for services and items you need) and 'Raise a Site Access Request' (Create a Site Access Request). A callout box points to 'Request Something' with the text: 'From the Home page click on Request Something'. On the right side, there is a breadcrumb trail 'Home > SAMUserList' and a 'burger' menu icon. A dropdown menu is open from the 'burger' icon, showing 'My Company Users' and three export options: 'Export as PDF', 'Export as Excel', and 'Export as CSV'. Below the main content area, there are several sections: 'COVID-19 Guidance', 'General Information', and 'IT Announcement', each with a dropdown arrow. Below these is a 'My Surveys' section with a table containing one entry: 'PWR - Survey SAR0001288 - Expired'.

# The Site Access Catalog



The screenshot displays the Arqiva Site Access Catalog web application. The interface features a red header with the Arqiva logo and navigation links: Find Site Details, Check Availability for Permit Request, Requester & Engineer Details, My List, PWR Report (27), Tours, and a user profile for 'sam'. Below the header is a breadcrumb trail: Home > Site Access Catalog > All Categories, and a search bar. The main content area is divided into several sections:

- Categories:** A list containing 'Accreditation' and 'Site Access Request'.
- Popular Items:** A grid of four items, each with a title, subtitle, and a 'View Details' button:
  - Company Profile Management:** Company Profile Management
  - User Profile Management:** User Profile Management
  - User Accreditation Request:** User Accreditation Management
  - Bulk Site Access Request:** Add your excel file here to create bulk site access requests

This is the Site Access Catalog, you can choose:

- 1) Company Profile
- 2) User Profile
- 3) User Accreditation

# Company Profile Management



If you need to make a change to your company's details

Check Availability for Permit Request   Requester & Engineer Details ▾   My List ▾   PWR Report 11   Tours   sam

Home > Site Access Catalog > Accreditation > Company Profile Management   Search

## Company Profile Management

Company Profile Management

To manage Companies for Site Access Management Application.

Requested by  
sam

\* Request Type  
-- None -- **1**

Description  
**2**

**3** Add attachments

Submit **4**

Required information

1) Choose Update in the Request Type drop-down

2) Input the changes you require in the Description field

3) Add any relevant attachments to the paperclip

4) When you're ready click Submit to send your request to the Accreditation team  
*- the Required Information field will be empty*

# User Accreditation Management



If one of your engineer's accreditation has changed

Home > Site Access Catalog > Accreditation > User Accreditation Request

Search

## User Accreditation Request

User Accreditation Management

If user is not present in the system, please navigate to User profile management and raise request for user to be added into the system.

Requested by: sam

\*Select Engineer **1**

\*Description **2**

**3** Add attachments

**4** Submit

Required information

1) Find and select the Engineer you'd like to apply Accreditation changes to  
2) Write a Description of the changes  
3) Add any relevant attachments to the paperclip  
4) When you're ready click Submit to send your request to the Accreditation team  
- the Required Information field will be empty

# User Profile Management



Choose to add a new requester or engineer, or to update or delete an existing requester or engineer

**arqiva** Find Site Details Check Availability for Permit Request Requester & Engineer Details My List PWR Report 11 Tours sam

Home > Site Access Catalog > Accreditation > User Profile Management

Search

Requested by: sam Requester's Email Address: sam@example.com

\* Request Type

- None --
- None --
- Add
- Update
- Delete

Add attachments

Submit

Required information

Request Type

# User Profile Management



- 1) Choose Add and input the new user's details
- 2) Choose whether the new user is an Engineer or not, if yes select their category
- 3) Choose if they are to be a requester

- 4) If you need to amend the details showing for one of your requesters or engineers choose Update
- 5) Search and select their name from the drop-down

- 6) To remove one of your existing Requesters or Engineers choose Delete
- 7) Search and select their name from the drop-down

- 8) Add a description and any attachments to the paperclip, e.g. certificates
- 9) When you're ready click Submit to send your request to the Accreditation team  
*- the Required Information field will be empty*