

# How To Use MyIT

## Report a problem

Open a generic helpdesk ticket for any issue.

## Hardware / Software

After Sealed Air HR Leadership advises to do so, start the procurement process here.

## Access / Other Requests

Request access for all sorts of tech resources.

## Quick Links

Navigate with speed to other important IT-related pages and tools.

## MyActivity

Find open tickets, approval requests, and ticket history.

## Contact Service Desk

Locate the contact details for your region-based support team.

## Chat With Service Desk

Live chat with the service desk.

## View existing requests

Shortcut to your existing tickets.

https://myit.sealedair.com/ux/myitapp/#/catalog/home

Sealed Air<sup>®</sup> | MyIT My Activity ▾

Browse categories ▾ Search

### Get Help

[Report a problem](#)

[Contact Service Desk](#)

[Chat with Service Desk](#)

[View existing Requests](#)

### Hardware / Software

[Mobile Phones](#)

[PC Accessories](#)

[New Printer](#)

[Apple Mac Accessories](#)

[Other Hardware](#)

[Software](#)

[Headset/Hardphone Request](#)

[New Hire Hardware Request](#)

### Access / Other Requests Show all 69 items >

[BIA Standard User Access Form](#)

[SAP: NBP, BWP](#)

[Access to former employee/contractor's email](#)

[Create a Group/Site, Team, Mailbox, Distribution List](#)

[BIA Power User Access Form](#)

[Wave Access Request](#)

[Add Shared Drive](#)

[International Data Plan](#)

### Quick Links Show all 15 items >

[IT Intranet Page](#)

[WebEx How To and Support Documents](#)

[SAP Password Reset Portal \(not for LDIV SAP\)](#)

[Global ID Password Self Service](#)

[AppStatus - Check the status of systems.](#)

[WebEx Global Call-in Numbers](#)

[SAP Requested Roles Approval Status](#)

[OFFICE365 Knowledge Hub](#)



Browse categories ▾

Search

Access / Other Requests

Access to former employee/contractor's email

Accounts Payable

Add Printer

Add Shared Drive

Agile

APO Production: Advanced Planning Optimization

BIA Power User Access Form

BIA Standard User Access Form

Cisco AnyConnect (VPN)

Citrix

Concur and CTI Credit Card

Create a Group/Site, Team, Mailbox, Distribution List

CRM

Customer Experience New Hire Onboarding

Distribution List: Add Members

Distribution List: Remove Members

eProfliterol

Extend Contractor/Vendor Expiration Date

Focus i

Focus i Password Reset

Fuse

Fusion

Galaktika ERP

Global Company Code Master Data

Global Plant Master Data

Guest Wireless

International Data Plan

IT Team New Hires

JDEdwards One World

KissFlow

Lumira Discovery Server Access

Mailbox: Add Delegation

**Access to former employee / contractor's mailbox**

Submitted requests are approved by Sealed Air HR Leadership.

**Create a Group/Site, Team, Mailbox or Distribution List**

D-I-Y and create resources here.

**Distribution List: Add Members**

D-I-Y and add members here.

**Distribution List: Remove Members**

D-I-Y and remove members here.

**Guest Wireless**

Request guest access to Sealed Air wireless internet network here.

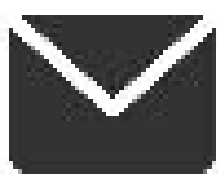
**Mailbox: Add Delegation**

Mailbox owners can grant others access to their mailboxes here.



**Mailbox: Remove Delegation**

Mailbox owners can remove delegate access to their mailboxes here.



Mailbox: Remove Delegation



New Webex Cloud Connected Audio Account



PPM (IT and R&D)



SACHFM-FDMEE



SAP Governance Risk & Compliance (GRC)



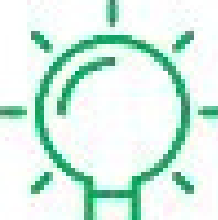
SAP Non-Prod MD



SAP: CRM - Corporate Dashboard



Shared Mailbox: Remove Members



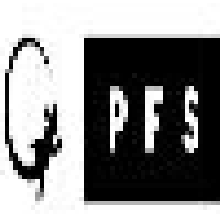
Suggestion/Escalation



Wave Access Request



My Sealed Air Security Request Form



PFS User Access Request



PPM (PAR/Capex)



SAP - GMC



SAP Hybris Cloud for Customer (C4C)



SAP Non-Prod Password Reset



SAP: NBP, BWP



SI Sterling Integrator



Terminate Contractor



Myextracare



Planning Applications



QlikView



SAP - NHP



SAP Non-Prod BW



SAP Non-Prod PI



SAP: Sym-PLE

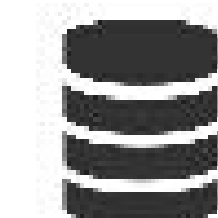


Smartsheet



Vendavo Application

New Contractor Creation and Rehire



Platform Database access request



Report a Problem to the Service Desk



SAP - SYM-PLE - Password Reset



SAP Non-Prod GE



SAP - NBP - Runbook journal entry



Shared Mailbox: Add Members



SMTP Authorisation



Vendor Remote Access Request

**New Contractor Creation and Rehire**

Submit requests for contractors.

**Report a Problem to the Service Desk**

Shortcut to open a ticket on any issue.

**Shared Mailbox: Add Members**

D-I-Y and add members here.

**Vendor Remote Access Request**

Request remote access for third parties here.

**Webex Access**

Request access to Webex, the exclusive Sealed Air solution for video conferencing.

**Shared Mailbox: Remove Members**

D-I-Y and remove members here.



# Helpdesk Tickets Overview

myit.sealedair.com

