

IAM User Manual for ELM Access Request

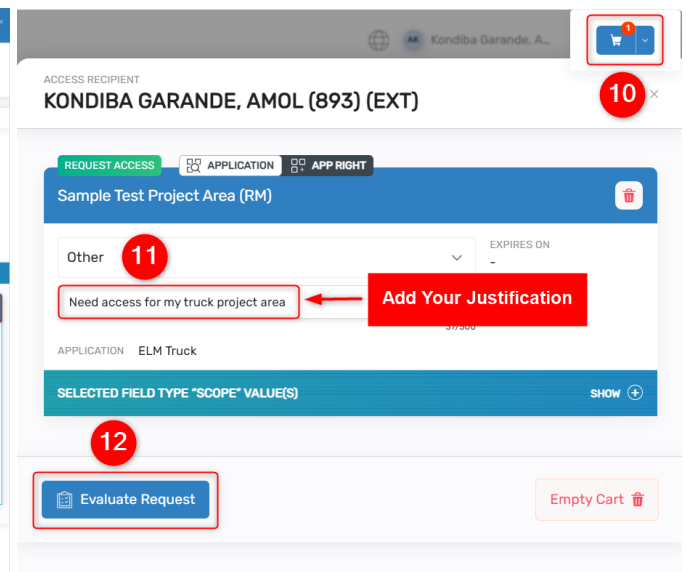
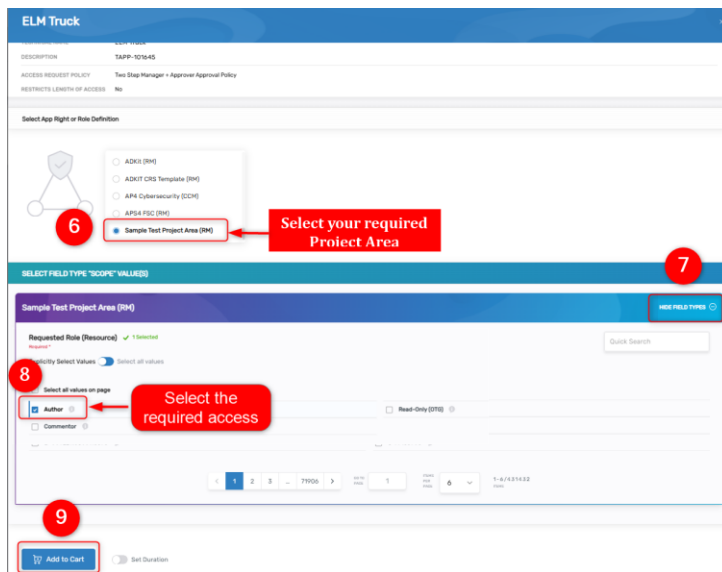
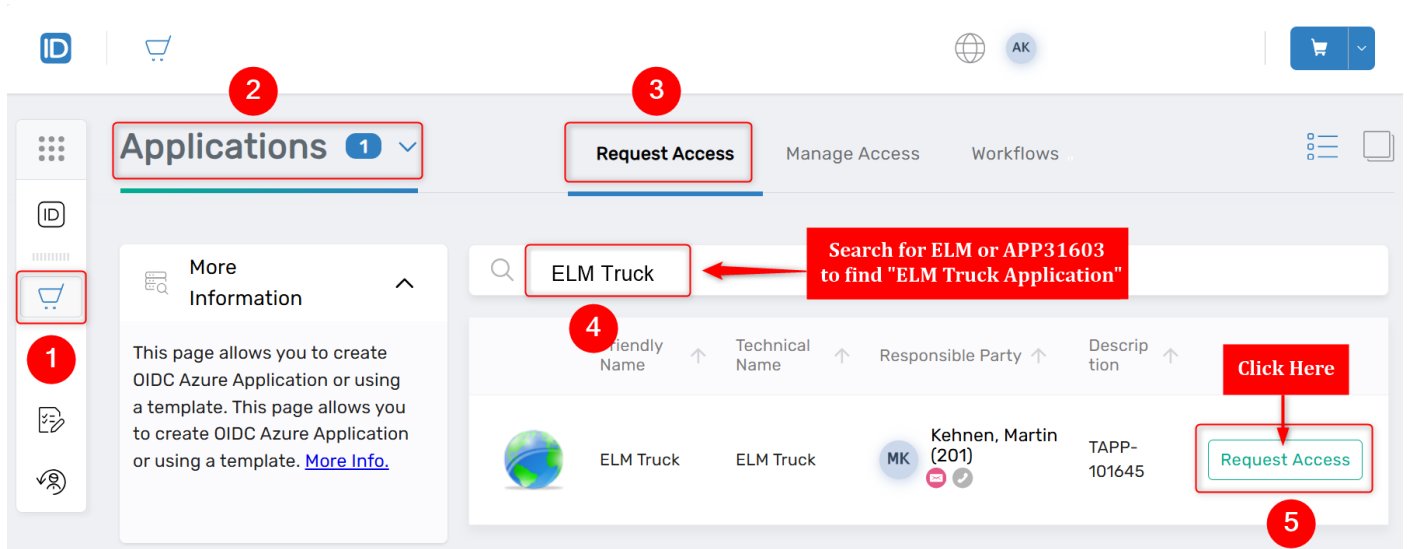
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1) Access Request for ELM Application

1) Below steps can be followed for only users having <userID>@tbdirect.net credentials

- Please open the link below by entering your <userID>tbdirect.net login credentials.
Link: <https://identity.iga.tbinter.net/itshop/applications>
- Once you're inside the **IAM Shop**, please follow the steps shown in the screenshots provided.



- After clicking the **'Evaluate Request'** button, you'll be prompted to enter a Business Request Name. Please enter the same content as your justification, then **'submit'** your request.

Note: If you want to request access for multiple project areas, follow these steps:

- 1) After selecting the first project area and clicking on "Add to Cart." **(Step 1 to Step 9)**
- 2) On the same page, **repeat Steps 5 to 9 again** by selecting the next project area that you want.
- 3) You can repeat Steps 5–9 as many times as needed to add all multiple project areas that you want.
- 4) Once all project areas are added to the Cart, click **"Evaluate Request"** to submit all of them together as show in above screenshot.

2) Steps to Request ELM Access for Users Without <userID>@tbdir.net Account (for example Suppliers only)

1. Open the Access Request Link
Link: Create Access Request for ELM
2. Once inside ServiceNow, follow the steps shown in the screenshots:
 - o Select **Location** as **ALL**
 - o Choose Service Offering → ELM(Doors Next/EWM/ETM/Rhapsody)
3. **Choose the Template: “ELM Access Request”**
4. **Enter Description:** Provide complete details like Project area name, Role, User ID, Justification for access
5. **Submit the Request:** Click **Order Now**, then proceed with **Checkout** to complete the request.

The screenshot displays the ServiceNow interface for requesting ELM access. It is divided into two main sections: the request form on the left and the checkout process on the right.

Request Form Section:

- 1. Service Offering:** A dropdown menu for 'Choose Location Type' is set to 'All' (callout 1). Below it, the 'Choose Service Offering' dropdown is set to 'ELM (Doors Next/EWM/ETM/Rhapsody)' (callout 2).
- 2. Optional: Template:** A dropdown menu for 'Choose template' is set to 'ELM Access Request' (callout 3).
- 3. Description:** A text field for 'Short description' contains 'ELM Tool Access Request (DOOR NEXT / ETM / EWM / Rhapsody)'. Below it, the 'Enter description' field contains detailed instructions and a note with a link: 'Request for ELM Application Access', '1) Please enter the project area name or URL →', '2) Please mention "Yes" or "No" next to your role: Write [], Read [], Access for Supplier []', '3) Provide the User ID and Email ID of the person who needs access to ELM: Email ID: User ID:', '4) Please provide a one line justification for why access is needed →', and 'Note: To view the list of all available project areas in the ELM application, open the following link: Link : https://elm-dev.daimlertruck.com/AllProjectsDetails.xlsx' (callout 4).

Checkout Process Section:

- 5:** The 'Order Now' button is highlighted with a red box (callout 5).
- 6:** The 'Checkout' button in the 'Order Confirmation' modal is highlighted with a red box (callout 6).

2) How to Check the Status of Your ELM Access Request

After you submit your ELM access request in the IAM Portal, follow the steps below to check its current approval status:

1. Open the IAM Portal after submitting your access request.
2. Navigate to the My Requests section as shown in the screenshot.
3. To see the current approval click on **Show Approvers (step no #7)**

Note: Your request will be completed only after all below three approvals are done:

1. Your Line Manager Approval
2. Project Area Owner Approval
3. ELM Support Team Approval

The screenshot displays the IAM Portal interface. The top section shows 'My Requests' with a search bar and filters. A table lists requests, including 'Resource Admin - Testing' and 'ITShop - please approve my request', both with 'Approved' status. Below this, a detailed view of a request is shown, including a progress bar (67% Completed) and a flowchart of the approval process. The flowchart shows the request was requested by Peter, Johannes (JP) and is currently pending approval from Hoffmann, Kai (KH) and Peter, Johannes (JP). A red box highlights the 'Show Approvers' button (7) and an 'Open' button (6). A red text box states: 'If the status shows Open/Pending, click "Show Approvers" (left side) to see with whom the request is currently pending.'

Name	Request #	Status	Requested by	Requested for
Resource Admin - Testing	136670	Approved	Kondiba Garande, Amol (893) (EXT)	Huilgol, Pranav (8)
ITShop - please approve my request	136365	Approved	Kondiba Garande, Amol (893) (EXT)	Kondiba Garande, Amol (893) (EXT)

ITShop - Access to test case definitions for HIL personnel.

Refresh Violations

Overview Process Steps 5 Delegations

Requested by Peter, Johannes (019) Dec 8, 2025 3:14:28 PM 67% Completed

Local Right: Power Take-Off Test (QM)
Target Assignee: Pfeifer, Marc | Target Additional Assignee: Application:APP31603
Waiting on: DT Three Step Manager Owner Approver Approval - DT Approver Approval
Approval Policy: DT Three Step Manager Owner Approver Approval

Hoffmann, Kai (019)
APPROVAL POLICY: DT Three Step Manager Owner Approver Approval
CURRENT STEP: DT Three Step Manager Owner Approver Approval - Line Manager Approval

Peter, Johannes (019)
APPROVAL POLICY: DT Three Step Manager Owner Approver Approval
CURRENT STEP: DT Three Step Manager Owner Approver Approval - DT Owner Approval

Show Approvers 7

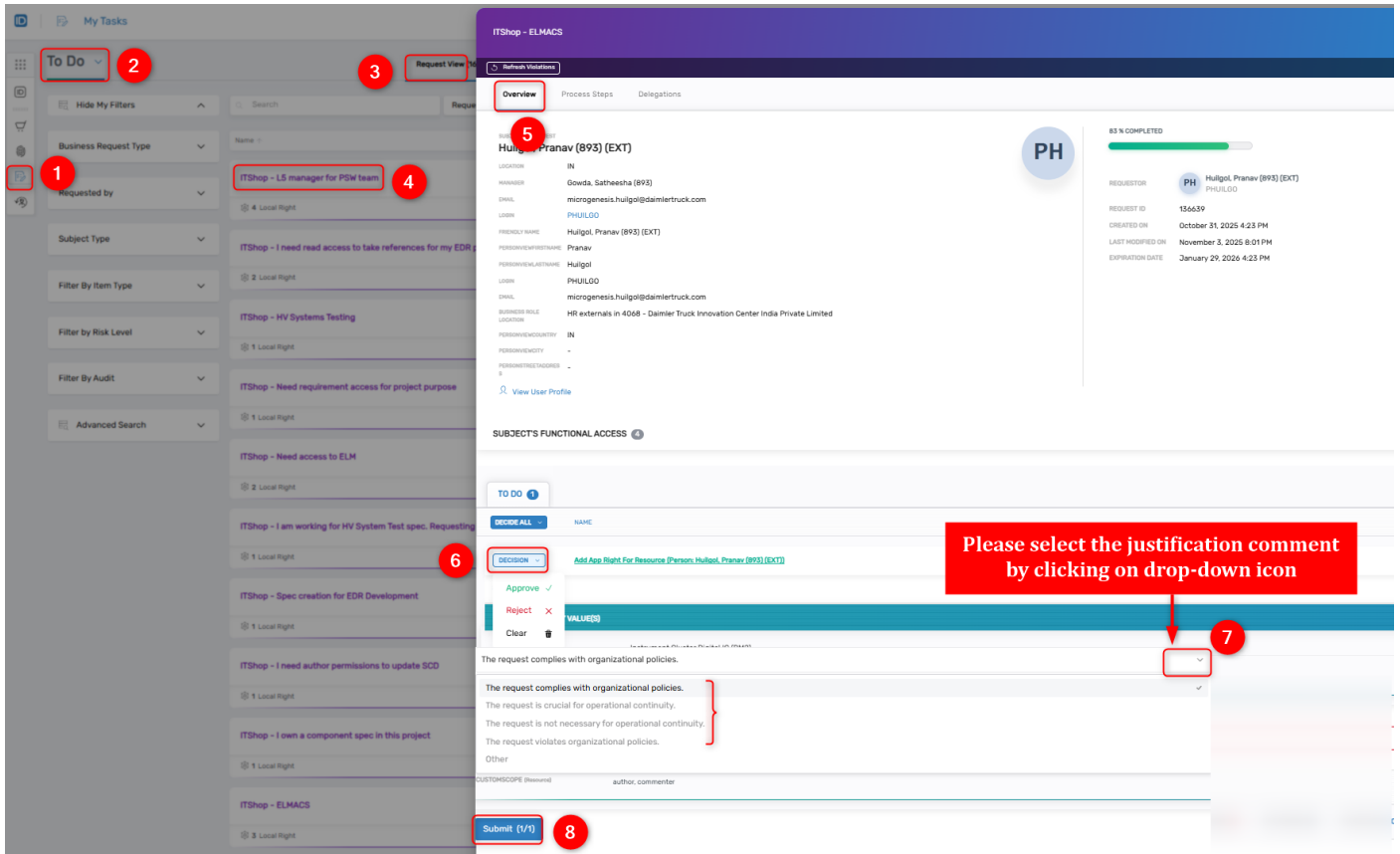
If the status shows Open/Pending, click "Show Approvers" (left side) to see with whom the request is currently pending.

Open 6

3) Approve/Reject ELM Access Request by Project Owners

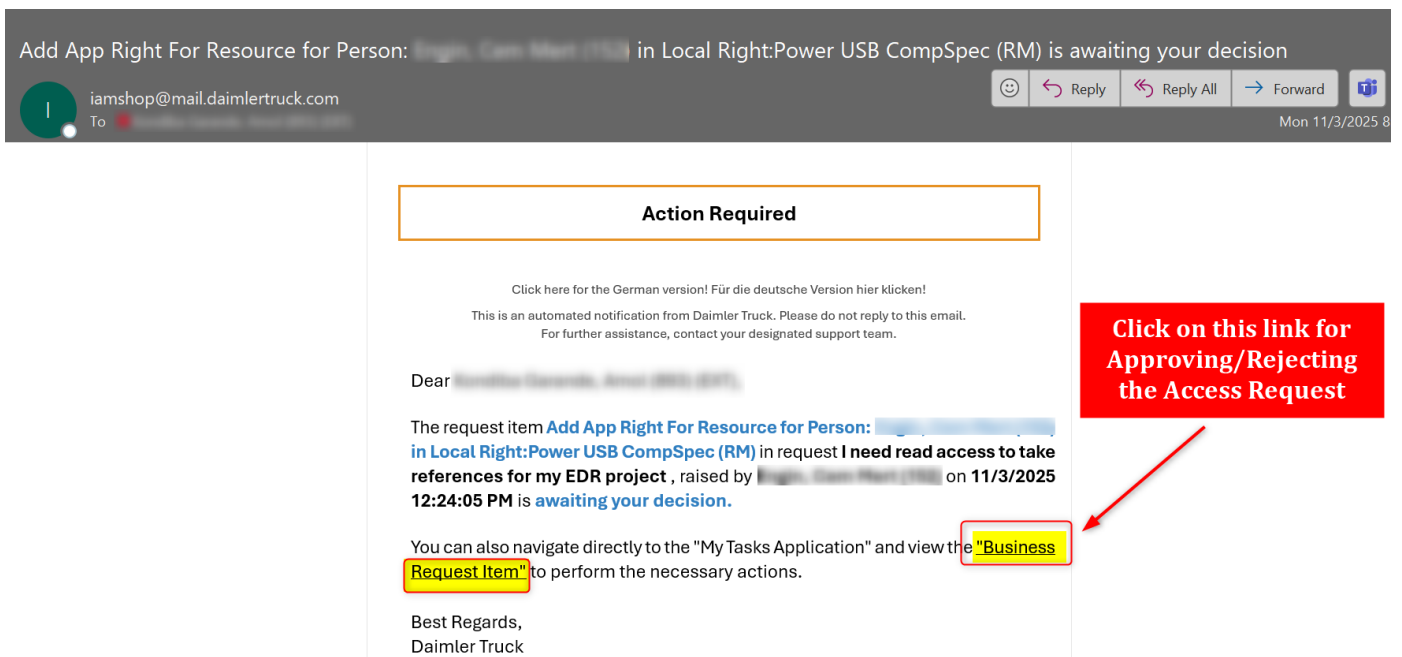
A) Below steps can be followed to Approve/Reject the ELM access request in IAM tool

- Please open the link below by entering your <userID>tbdirect.net login credentials.
Link: <https://identity.iga.tbinter.net/mytask/myTasks/businessRequests>
- Once you're inside the **IAM Shop**, please follow the steps shown in the screenshots provided.



OR

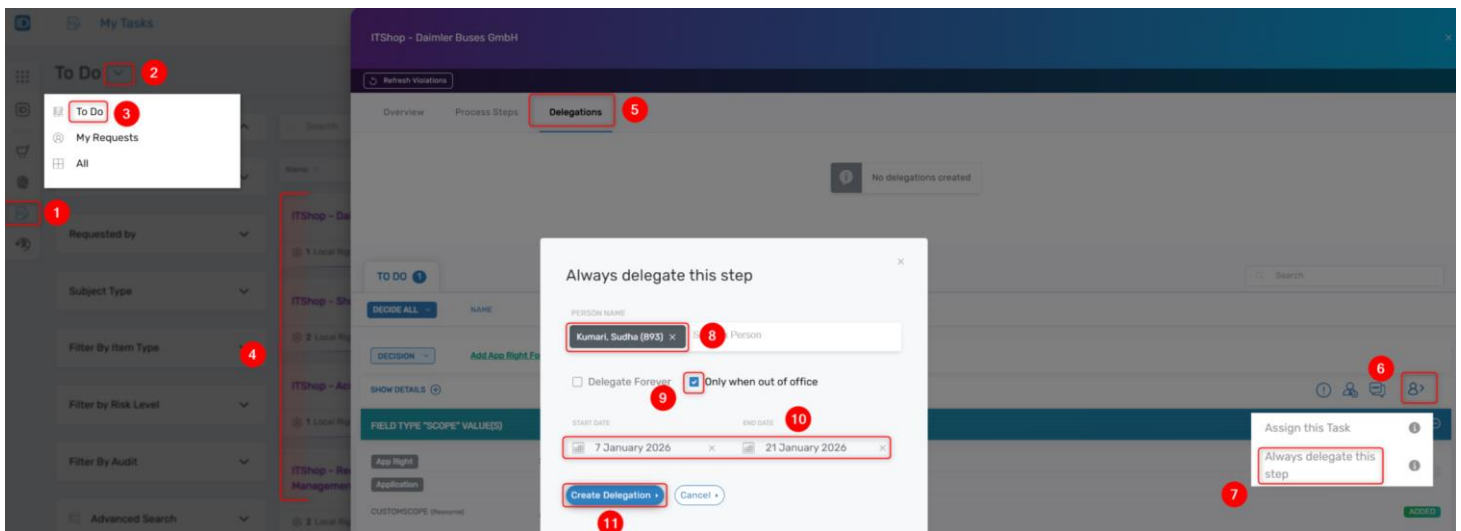
B) You can also Approve/Reject the ELM Access request by directly navigating via mail



4) Delegation Process for Pending Access Requests.

Follow the steps shown in the screenshot to navigate to the existing **Pending Request** that you would like to delegate.

1. At **Step #8**, Navigate to the '**Delegations**' tab in the approval request and search for the person by their **User ID** to delegate the request
2. You can select the appropriate delegation settings to either **Delegate Forever** or **Only When Out of Office**.
3. In case you choose '**Only when out of office**', then please select the appropriate date range, so that all new requests created during that period will be delegated to that selected user.
4. Please note that, this delegation will apply only to the specific project area you selected, and it will remain active only for the date range you have chosen.
5. If you want to permanently delegate the approval process for your project area: In Step #9, select "**Delegate Forever**,"
OR
6. Create a ServiceNow support request with the project name and delegate's person details, and the ELM team will add that person as a permanent delegate for your project area.
7. After this, the delegate will be able to approve all future access requests for your ELM project.



5) Procedure When Your ELM Project Area Is Missing in IAM

If your required ELM project area is not listed, then? You need to create the ServiceNow support requests by providing all the details below.

1. Missing project area name and URL
2. Project area Owner E3 (User id and mail id)
3. Project area access approver E4 (User id and mail id)

After you submit a ServiceNow ticket with the required above information, the ELM team will onboard the missing project area in IAM. Once the onboarding is completed, you can proceed to create the access request.

Note: If you require any further information or support, please reach out to the ELM Support Team by creating a ticket via ServiceNow.

Link for Support request: [Service now Support Request](#)

Link for Issue / Error: [ELM Incident/Problem](#)