



SAMSUNG

**Add or Remove a User to
your ESN Account**

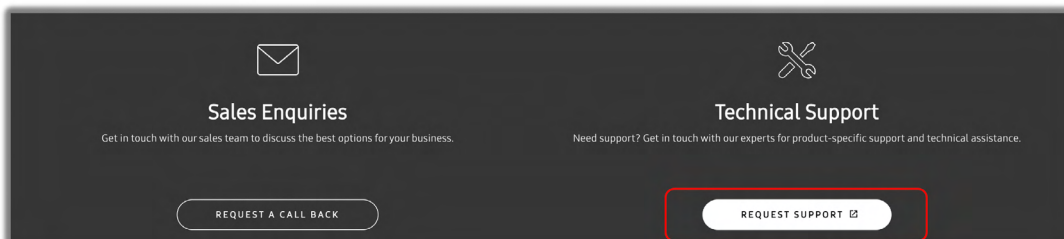
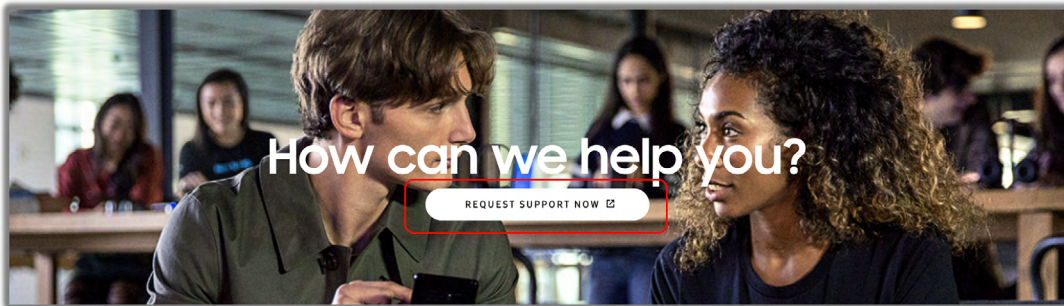
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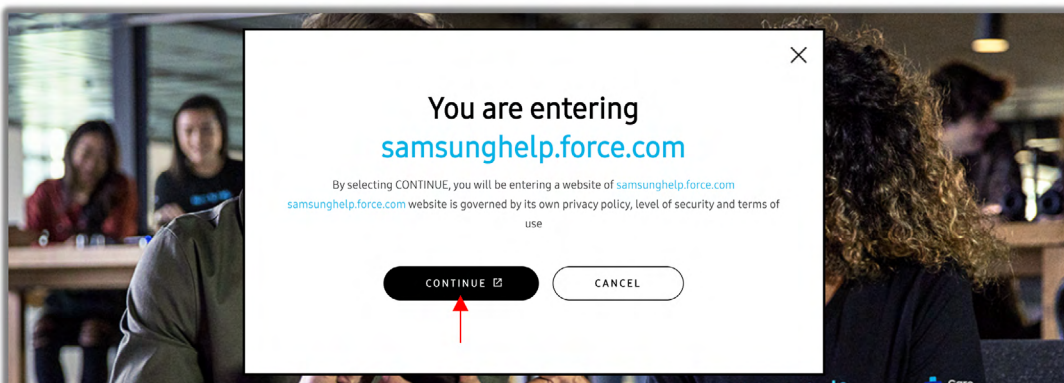
- 1 To add or remove a user to an organisation account, you need to raise a ticket from the main portal. Navigate to the **'Support'** tab on the ESN Portal via the top left of the menu bar, or scroll down to the grey footer on any of the ESN portal pages.



- 2 From either the support page banner, or portal footer, select the **'REQUEST SUPPORT'** button option.



- 3 You will be notified that you are entering our dedicated support section. Here select **'Continue'** to proceed.



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You will be presented with a web form. Input your details into the relevant fields, with as much detail as possible, making sure you include the following details for the user you wish to add or remove:

- Contact Type
- Email
- Full Name
- Job Role
- Department
- Mobile Telephone number
- User Access (User, Administrator or Procurement Manager)

Once submitted, you will instantly be provided with a reference number and our dedicated onshore experts will be in touch within 4 working hours.

Contact Enterprise Support
Please Give As Much Information As You Can To Help Solve Your Issue

* First Name

* Last Name

* Web Company

* Web Phone

* Web Email

* Subject

* Description

Explore the ESN Portal now

