

CCL Staff Support via CloudCreator

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Request 'CCL Staff Support via CloudCreator'

CloudCreator provides you with many self-service capabilities. However, if you are unable to access CloudCreator to perform an urgently required action, you can ask the CCL Service Desk to perform the action for you. This is called 'CCL Staff Support via CloudCreator'.

To request CCL Staff Support via CloudCreator:

- Call: 0800 222 474
- Email: servicedesk@revera.co.nz

Note: You can only request actions that are able to be performed by your current CloudCreator role.


To perform the action(s) for you, a CCL staff member will:

1. Temporarily assign their CloudCreator user login to your CloudCreator tenancy. The Work Order or Incident Number relating to your request will be recorded.
2. Login to your CloudCreator tenancy and perform the required action(s).
3. Logout from your CloudCreator tenancy.
4. Reassign their CloudCreator user login back to a CCL tenancy.

View Historic 'CCL Staff Support via CloudCreator' Logins

For transparency, the CCL Service Desk Analyst's login and any actions they perform in CloudCreator on your behalf are recorded in the CloudCreator Event History. The details are recorded exactly as they would be if you took the actions.

To view your tenancy's historic 'CCL Staff support via CloudCreator' logins, follow these steps:

1. Select the **Reports icon**  in the CloudCreator sidebar.
2. The **Run Dashboards** screen appears. Scroll down and select the **Event History** dashboard.

Events

Event History

Shows a history of the (user and system initiated) events that occurred in CloudCreator. You can see who did what and when

3. The **Event History** dashboard will open in a new tab (shown below). Follow these steps:

1. Set the **Event Group** filter to **CloudCreator Admin**.
2. Set the **Event Type** filter to **Internal**.
3. Look for a line with the description 'CCL Staff support via CloudCreator'. **Note:** If this feature has never been used, this line will be absent.
4. Right-mouse-click on the line and select **Drillthrough > Details** to view the login details, and the associated Work Order or Incident Number.

