

THALES



How to do an ALCEA request in KISS



Finding the Article

First of all, you **need** to specify the **company** you ask the VM for

KISS | SELF SERVICE PORTAL
Switch to old portal | Give a feedback

Home Order Help and support Back Office

My company THALES GLOBAL SERVICES SAS

How can we help you?

What are you looking for?

Help and support
Password management, guide and FAQ, IT support, declare an incident

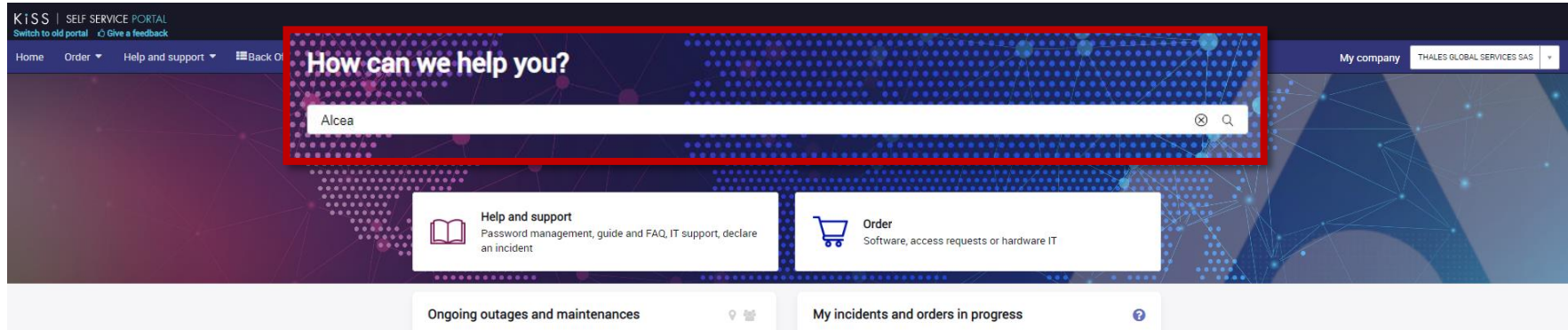
Order
Software, access requests or hardware IT

Ongoing outages and maintenances

My incidents and orders in progress

Finding the Article

Inside the KiSS portal search for « Alcea »



Finding the Article

Look for the article « Manage the ALCEA service » and clic on order

The screenshot shows a search interface with a breadcrumb 'Home > Search'. Below the breadcrumb are tabs for 'All', 'Order', and 'Knowledge', with 'All' selected. A dropdown menu is set to 'Most relevant'. On the left, there is a 'Filters' section with expandable categories: 'Knowledge Bases' (containing 'KB ITSM', 'Knowledge base', and 'KB Service Offer'), 'Knowledge Services', and 'Knowledge Lanquaqs'. The main content area displays a 'Suggested result' for 'ALCEA My workstation' with the title 'Manage the ALCEA service' and a description: 'Create Windows and messaging accounts, Create/Remove platform access, Create/Remove virtual workstation'. A red box highlights the 'Order' button. At the bottom right of the result card, there is a feedback prompt: 'Was this suggestion helpful? Yes | No'.

Accessing or removing the access

The article is used to request an **access** to the Alcea service
or
To **remove** an existing access

Select the following according to you needs :

- * Action required
- Access to ALCEA service
- Remove access to ALCEA service

Notice : The rule is **ONE VM per compagny per user per type of VM (external / internal)**.

Example : A user cannot have two external TGS VMs.

Answer the following questions :

* Do you already have a windows account in the concerned domain ?

Yes

No

* Do you already have a messaging account ?

Yes


No

Accessing ALCEA

Select the **kind of physical device** you will access the VM from :

* Beneficiary's physical device:

If you use a **non-Thales workstation**, you will need to fill in a non-Thales mail address to get the **MobilePass+ token** link.

* External non-Thales email address of the beneficiary 

Accessing ALCEA

Select the **kind of VM** you want :

* What type of VM do you want ?

- Office (VM for office use and standard applications)
- Technical (VM for development)

If you are in a **specific project**,
select it. Select « None » otherwise :

* Specific project :

- None
- RPA
- AMS2023

Clic on **order the item** and you are done.

Removing the access

If you have an **inventory number**, fill it in, leave empty otherwise :

Inventory number of the Thales post

Then indicate the **domain** of your VM.

You can use the comment section to precise that you need multiple VMs to be removed.

* On which domain is this VM located ?

Reasons / comments

Clic on **order the item** and you are done.

<https://alcea.info.thalesgroup.com/en/>



www.thalesgroup.com

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