



## STANDARD OPERATING PROCEDURE (SOP): GRANTING ZENDESK ACCESS FOR NEWLY HIRED/PROMOTED MANAGERS - SOP

**Effective Date:** Aug 2025

**Responsible Department:** People Operations

**Platforms Involved:** Zendesk

**Revision Date:** 8/19/25

### OVERVIEW

Zendesk is JEM's HR support portal used **exclusively by managers** to submit, track, and communicate on HR matters. Newly hired managers or employees promoted into a manager-level role must be granted access. Requests may be submitted by the individual manager or by their leader on the manager's behalf via the HR Zendesk Help Center.

**Goal:** Ensure timely, secure provisioning of Zendesk access for eligible managers with accurate profile details and proper audit trail.

**SLA:** Provision within **48 business hours** of receiving all required information.

**Scope:** All JEM brands (Massage Envy, Crunch Fitness, European Wax Center) – location-level and district-level managers/leaders who require HR portal access.

### DEFINITIONS

**Manager:** Any employee in a role that requires access to the HR Zendesk Help Center to submit/track HR tickets (e.g., GM, AGM, DM, AM).

**Requestor:** The person submitting the access request (the manager or their leader).

**Zendesk End User Profile:** The user record in Zendesk used by managers to authenticate and interact with the HR Help Center (not an agent/admin seat).

**People Operations:** Team responsible for verifying eligibility, creating/updating user profiles, and sending access instructions.

### RESPONSIBILITIES

#### **Requestor (Manager or Manager's Leader):**

- Submit the access request ticket in Zendesk HR Help Center.
- Provide all required details (First and last name, title/role, work email address).
- Confirm effective start date in the manager role (for new promotions).

#### **People Operations (Zendesk Admins):**

- Validate eligibility (role = manager-level).
- Check for existing profile to prevent duplicates.
- Create or update the Zendesk **End User** profile with accurate information.



- Send confirmation and login instructions to the manager.
- Document actions and close the access request ticket.

**Brand/Location Leadership (DM/GM/Owner, as applicable):**

- Ensure the request is submitted promptly upon hire/promotion.
- Verify the manager's work email is active and correct.

## STEP BY STEP INSTRUCTIONS

### Requestor – Submit Access Request

1. Go to [HR Zendesk Help Center](#) → **Submit a Request**.
2. Select category: **Systems Access & Technical Support** → **Manager System Access** → **Select Zendesk HR System/Tool** (in drop down).
3. Enter the **Required Information** (First and last name, title/role, work email address) in **Description Field**.
4. Submit the ticket. You'll receive an email confirmation and updates.

### People Operations – Provision or Update Access

1. **Triage & Verify**
  - a. Confirm role is manager-level and start date (if promotion).
  - b. Search existing users by email/name to **avoid duplicates**.
2. **Create/Update End User Profile**
  - a. If new: create **End User** with First/Last, Title, Work Email.
  - b. If existing: update name/title/email fields as requested.
3. **Set Authentication/Permissions**
  - a. Ensure the profile is configured as **End User (manager)** for HR Help Center access.
  - b. Confirm email verification is sent (or SSO, if applicable).
4. **Quality Check**
  - a. Validate spelling, brand/location references, and email accuracy.
  - b. Ensure no duplicate profiles remain active. Merge if necessary.
5. **Communicate & Close**
  - a. Send confirmation with **login instructions** and Help Center link.
  - b. Note actions taken in the ticket (created/updated, date/time).
  - c. **Solve** the ticket once confirmed.