

**Date:** January 25th, 2023  
**To:** AGENCIES  
**From:** APP Help Desk  
**Subject:** New Account User Management Service Catalog Option Available

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Dear valued APP users,

We are very excited to announce a new user management service catalog option is now available for all users. This new option allows users to easily request and manage various account related tasks such as creating new user accounts, updating user permissions, and removing inactive users.

To access this new service catalog option, simply log into your account within SolarWinds and navigate to the "Service Catalog" section. From there, you will find the new "APP User Account Form" option.

We understand that managing user accounts can be a time-consuming task and we hope that this new option will provide you with a more efficient and streamlined process when compared to the previous method of submitting a standard user setup/modification incident request. If you have any questions or need assistance with the new service catalog option, please do not hesitate to contact us.

We are always looking for ways to improve our services and we appreciate any feedback you may have.

Best regards,  
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