



JDE Peet's

ADDING ROLE IN IOT APP

JANUARY 2026

R. Molenaar

ADDING ROLE IN IOT APP

Open the IT service Portal app

[Home Page - IT Service Portal](#) Next page will open

JDE | IT SERVICE PORTAL

HOME MAKE A REQUEST LOG AN ISSUE KNOWLEDGE BASE MY APPROVALS MY ITEMS rob.molenaar

HOW CAN WE HELP YOU TODAY ?

How can we help ?

CHAT
CALL US
REMOTE CONTROL

MAKE A REQUEST
Order items or make a quick request via the service catalog.

LOG AN ISSUE
Contact support to report a problem, For very urgent incidents, please call IT Service Desk.

KNOWLEDGE BASE
Browse and search for articles.

My Open Items

unable to access snipping tool INC0453086 • Resolved
Missing admin rights INC0452238 • Resolved

IT Announcements

Outlook - Cannot start Microsoft Office Outlook / Cannot open the Outlook Window** KB0010067 • 5mo ago
Win10 User Guide for data backup KB0014830 • 5mo ago
Onboarding and Offboarding improvement Guide within ServiceNow KB0014004 • 10mo ago

Popular Questions

General - Return Desktop PC / Laptop** KB0010315 • 10mo ago
SAP SSO Login does not work KB0018799 • 10mo ago
Use OneDrive as a data backup KB0014833 • 4mo ago
Intune - Intune Installation and Enrollment KB0013246 • 5mo ago
JDE - Windows 10 Bitlocker User Guide for Laptop Users KB0015090 • 5mo ago

First 5 of 329 [View all](#)

All used pictures are used as example

ADDING ROLE IN IOT APP

Click ad "Make a Request"

The screenshot shows the JDE IT Service Portal interface. At the top, there is a navigation bar with links for HOME, MAKE A REQUEST, LOG AN ISSUE, KNOWLEDGE BASE, MY APPROVALS, MY ITEMS, and a user profile for rob.molenaar. Below the navigation bar is a large banner with the text "HOW CAN WE HELP YOU TODAY?" and a search bar. On the left side, there are three icons: CHAT, CALL US, and REMOTE CONTROL. Below the banner, there are three main service categories: MAKE A REQUEST (highlighted with a red box), LOG AN ISSUE, and KNOWLEDGE BASE. Below these categories, there are three columns of content: My Open Items, IT Announcements, and Popular Questions. The MAKE A REQUEST button is highlighted with a red box.

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Order items or make a quick request via the service catalog.

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Popular Questions

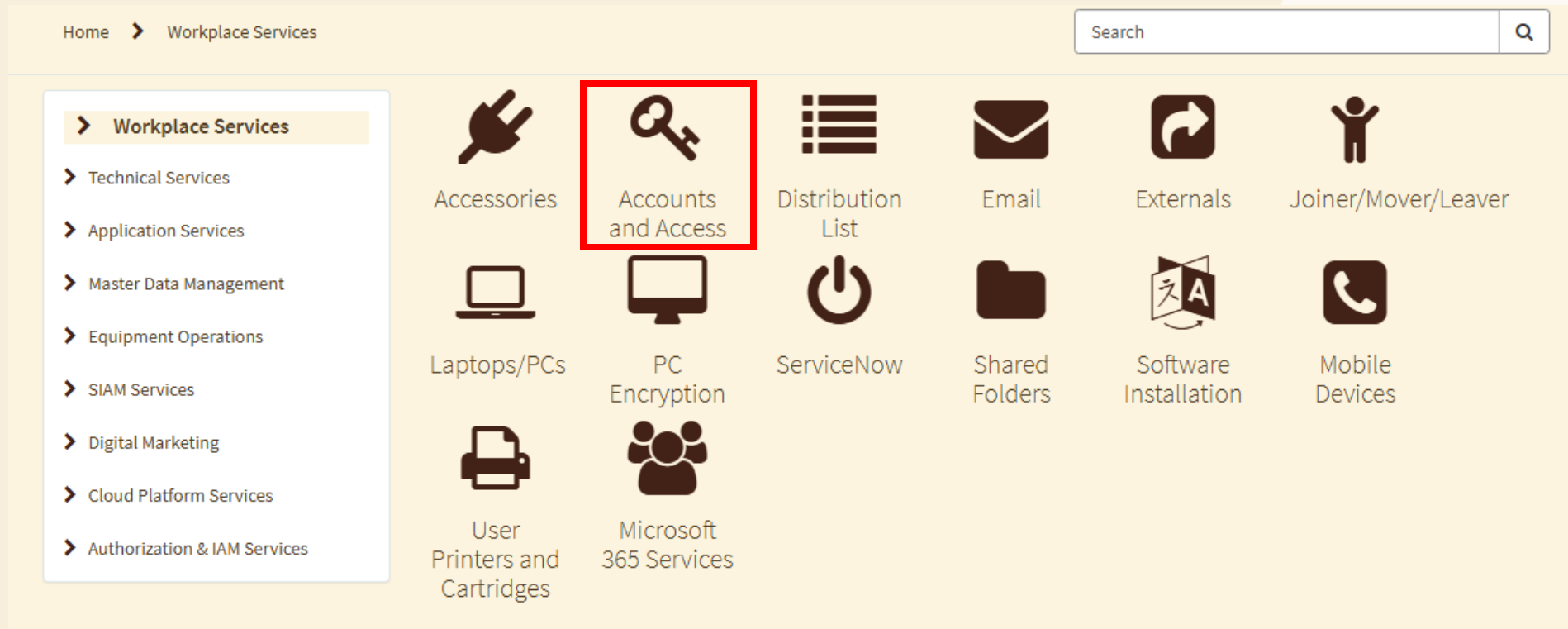
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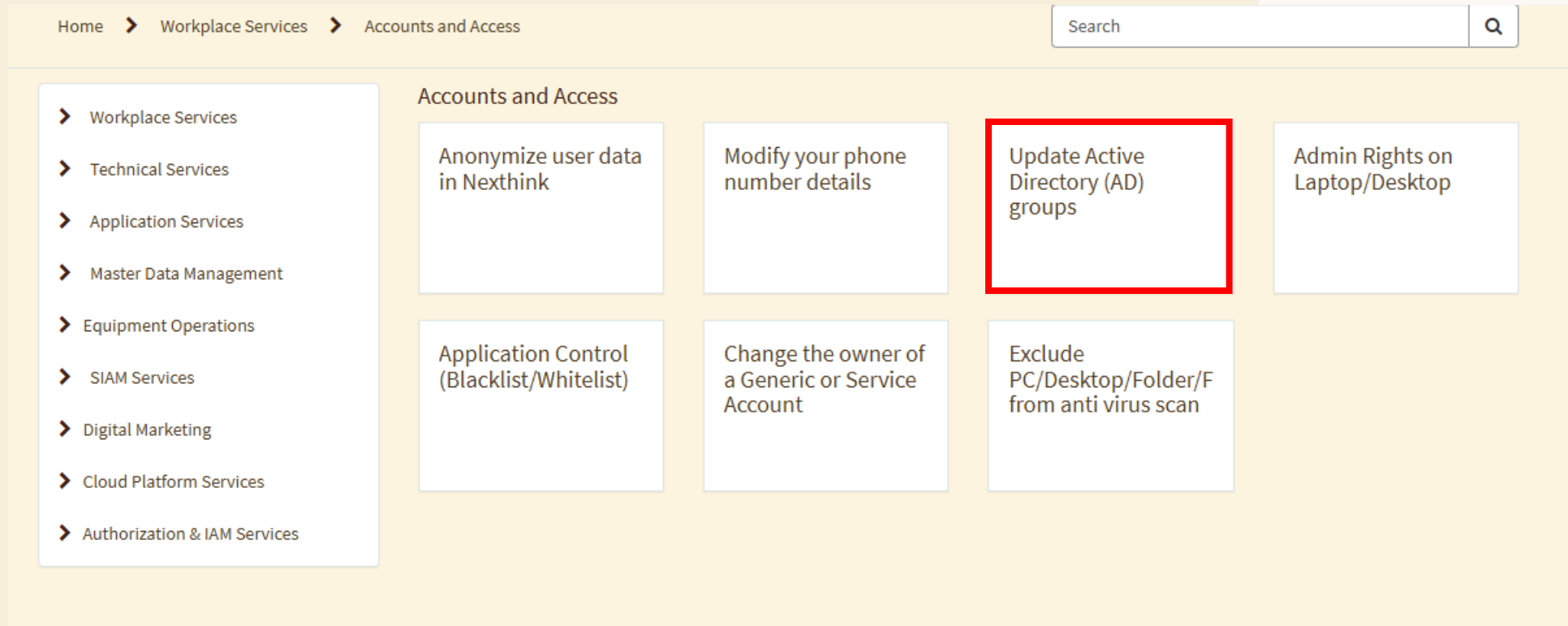
ADDING ROLE IN IOT APP

Click ad “Accounts and Access”



ADDING ROLE IN IOT APP

Click ad “Update Active Directory (AD) Groups”



ADDING ROLE IN IOT APP

Home > Workplace Services > Accounts and Access > Update Active Directory (AD) groups

Search

Update Active Directory (AD) groups

Please use this item to request modification of Active Directory groups (add/remove groups) (ID:SRT004)

Please use this item to request modification of Active Directory groups (add/remove groups).
Request to add and/or remove AD groups to and/or from an existing AD account for either users or service accounts.
This request will be sent to your Local IT Manager for approval.

Questions/Fields below with * are mandatory.

User Information

Requested by

Email

Department

*** Requested for**

IT Manager

Company Code

Delivery Information

Alternative Contact Person

Delivery Location

Business Justification

Fill in the form with the correct information

Questions/Fields with * are mandatory.

ADDING ROLE IN IOT APP

Questions/Fields below with * are mandatory.

Fill in the Business Justification

Business Justification

* Business Justification

Use the dropdown menu for selecting the Add or Remove from Groups

* What action to be taken?

-- None --

-- None --
Add to Groups
Remove from Groups

ADDING ROLE IN IOT APP

Click in the search bar and type APP_IOT_ (in capitals)

*What action to be taken?

Add to Groups

*Add the Account to the Following Group(s)

APP_IOT_

Field below will open

APP_IOT_ES_FIELDTECHNICIAN
APP_IOT_ES_MAINTTECHNICIAN
APP_IOT_NL_BACKOFFICE
APP_IOT_NL_FIELDTECHNICIAN
APP_IOT_NL_MAINTTECHNICIAN
APP_IOT_NO_BACKOFFICE
APP_IOT_NO_FIELDTECHNICIAN
APP_IOT|

Select the role you need for your specific country

✘ APP_IOT_NL_FIELDTECHNICIAN ✘ APP_IOT_NL_MAINTTECHNICIAN ✘ APP_IOT_NL_BACKOFFICE

ROLES

- ✓ Field Technician role – for machine mapping creation what is the part of product and ingredient mapping what should be assigned to the asset in IoT platform and pushed towards Apttus as active product menu (CGA product codes)

Field Technician role needs to be selected for Technician in the field

- ✓ Main Technician role – for master mapping creation what is the part of the configuration file creation process which will supply IoT platform with the master mapping data of the machine configurations (beverages & sequences)

Main Technician role needs to be selected for Technical Specialist

- ✓ Back Office specialist – for the machine mapping changing in the case of any discrepancy found in the master data vs. raw data provided by machine

Back Office specialist role needs to be selected for IT specialist/Manager


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