

Comcast Credential Issues Ticket Process



PURPOSE:

Follow this process when you have an existing employee that does not have access to an Xfinity system, has lost access, or has lost functions in a system



SYSTEMS:

- Celestial
- XOE
- Retail360
- XM360
- Einstein360
- CSG



LINK FOR TICKET SUBMISSION:

[Link for submitting Comcast credential tickets](#)

You do not need to be on a Comcast device to access this link, simply sign in with your BP credentials.



FOLLOW THESE STEPS:

Click Access Request when the link opens

For the ticket:

- **Team or Channel:** Branded Partners
- **Region:** Northeast, Central or West depending on where you are located
- **What system is this request for:** BP Roster Changes
- **What is your request type:** Change Access/New Access/New Access Multiple
- **Short description of request:** List the system, user and BP ID of employee needing access
- **Additional Details:** Provide more detailed explanation, including possible error messages.
- Attach a screenshot of the error message, if applicable before submitting