

# Account CSR Process and Guide

2025. Mar



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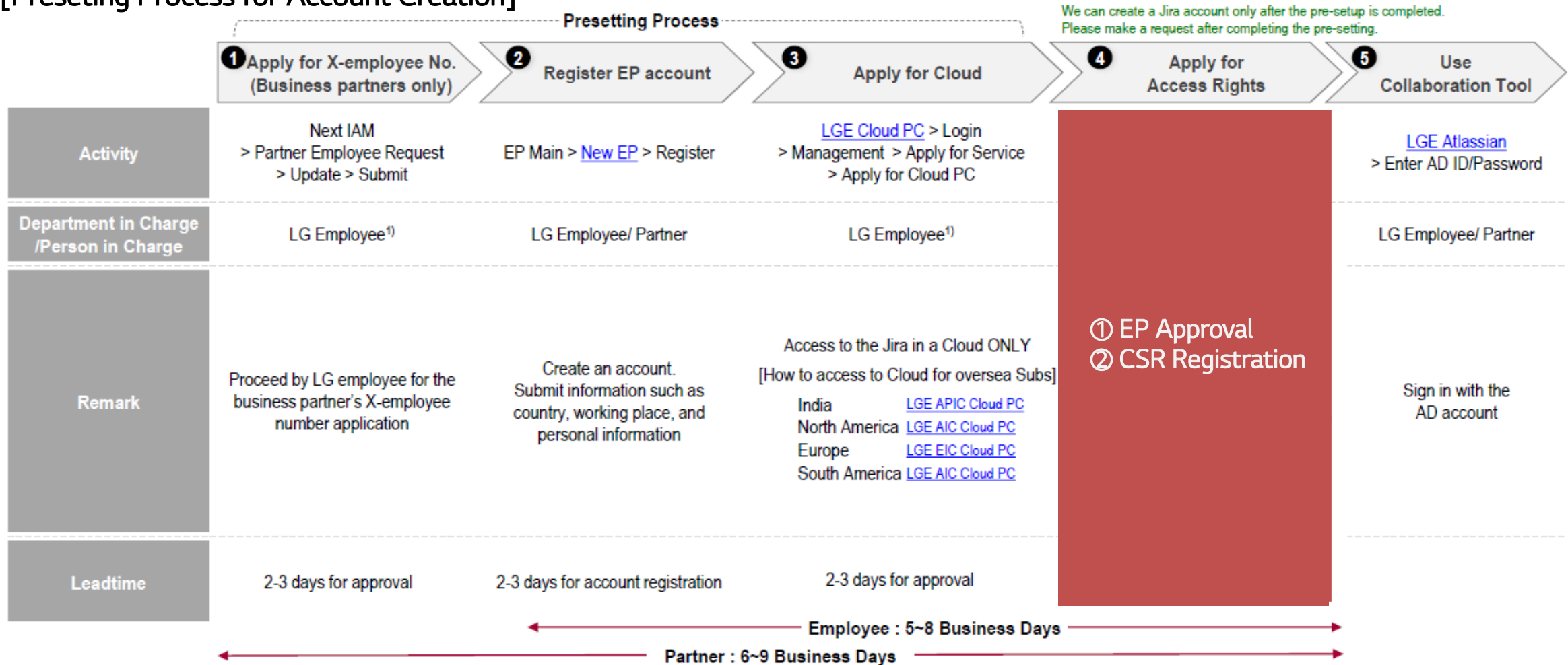
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# 1. Pre-requisite for Account Creation

- Due to LGE security policy, 1) LGE EP Account & 2) Cloud PC set up is required for LG.com system access, including Jira  
**✘ System accounts cannot be created with external emails**
- Both LGE EP Account & Cloud PC can be only registered by LGE Employee

## [Preseting Process for Account Creation]



## 2. Summary

- Account Request Process: 1) EP Approval → 2) CSR Registration
- Below table outlines EP approval requirement and description by request types

Request Type	System	EP Approval Required	Description	Account Creator
Account Creation	Jira/Confluence	O	<ul style="list-style-type: none"> <li>Creating new account for Jira/Confluence</li> <li>1) EP Approval (5~8 page) → 2) CSR Registration (9~12 page)</li> </ul>	Refer to <a href="#">page 14</a>
	Other LG.com System	O	<ul style="list-style-type: none"> <li>Creating new account for Other LG.com System</li> <li>1) EP Approval (5~8 page) → 2) CSR Registration (9~12 page)</li> </ul>	Refer to <a href="#">page 14</a>
Authority Modification	Jira/Confluence	X	<ul style="list-style-type: none"> <li>Requesting additional project access (already have Jira/Confluence account)</li> <li>CSR registration can be processed without EP Approval (9~12 page)</li> </ul>	Refer to <a href="#">page 14</a>
	Other LG.com System	X	<ul style="list-style-type: none"> <li>Requesting authority modification (e.g. View → View &amp; Edit)</li> <li>CSR registration can be processed without EP Approval (9~12 page)</li> <li>Fill specific purpose of additional authority</li> </ul>	Refer to <a href="#">page 14</a>
Account Extension	Both	X	<ul style="list-style-type: none"> <li>Requesting account extension for any systems due to account expiration</li> <li>CSR registration can be processed without EP Approval (9~12 page)</li> <li>Fill specific purpose of account extension</li> </ul>	Refer to <a href="#">page 14</a>

※ Other LG.com System: AEM, GP1 Admin, CMS, Magento, Coveo, Brightcove, GP1 M/W

## 3. EP Process

### 3.1 For Jira/Confluence

- [\[LGE Cloud PC\]](#) > [\[EP Main\]](#) > [Work] > [Request] > [New Document] > [Select Form] > [Marketing] > [Jira/Confluence access/request] > [OK]

The screenshot illustrates the EP system interface for creating a new document. The top navigation bar shows the 'EP REINVENT' logo and the current space 'Work' under 'HR'. A dropdown menu is open under 'Work', with 'Request' selected. The left sidebar shows the 'Request' section with 'New Document' highlighted. The main content area displays the 'Select Form' dialog, where the 'Marketing (MK, 마케팅)' department is selected in the category list, and the 'Jira/Confluence access request' form is chosen. The 'Subject' field is set to 'Jira/Confluence access request'. The 'Select Form' dialog lists various request forms, with 'Jira/Confluence access request' highlighted. The bottom right corner shows the 'OK' button.

## 3. EP Process

### 3.1 For Jira/Confluence

- Fill out the EP form for Jira/Confluence account request (Final approval is **Minhee Jin**)

공립 10 B U / S T - X<sup>2</sup> [Rich Text Editor Icons]

Field Type	Description
Name	Input your full name (first + last name)
Name of Company (Agency)	Input the name of the company you are employed
EP E-mail (Accessible only with EP)	Input your EP email address (i.e. xx@lge.com, abc@lgepartner.com) + Both internal/external users should have EP ID and login under Cloud PC/LGE VPN/LGE office network
Purpose of requesting account / access	Input the reason to request account or access to the system
lg.com related projects / non-lg.com related projects	
Ex) lg.com – Projects related to website operations Ex) non lg.com – projects not directly related to lg.com website operations	Input the detailed project type you need access
Role	Input your specific role (e.g. Develop/Design etc) to define access Group to be authored
Authority	Add the authority you need for the system
Locale	
Name of Jira Project /Confluence	Input the project name(Code) / Confluence Space in which you would like access

- Approval line: 1. Requestor's Team Leader / 2. Platform Service Team Leader

Approval Line	Role	Approval Type	Approved by	Dept/Title	Description
	Team Leader	Approval		/	신청자 부서장(팀장) 승인
	Appointment	Approval	Minhee jin	PQ100A.Platform Service Team/팀장	시스템 관리팀 부서장 승인

## 3. EP Process

### 3.2 For Other LG.com System (AEM, GP1 Admin, CMS, Magento, Coveo, GP1 M/W)

- [\[LGE Cloud PC\]](#) > [\[EP Main\]](#) > [Work] > [Request] > [New Document] > [Select Form] > [Marketing] > [Jira/Confluence access/request] > [OK]

The screenshot illustrates the EP system interface for creating a new document. The top navigation bar shows the 'EP REINVENT' logo and the 'Space Work' dropdown menu. The left sidebar contains a 'Request' section with 'New Document' highlighted, and a 'BPM' section with 'Start Work' highlighted. The main content area shows a 'Form 선택' dialog box with a list of departments and a list of request forms. The 'Marketing (MK, 마케팅)' department is highlighted in the list, and the 'Request Account for GP1 System (AEM/CMS Admin(5.0)/GP1 Admin/Coveo/Magento)' form is highlighted in the list of forms. The 'OK' button is highlighted at the bottom right.

### 3. EP Process

#### 3.2 For Other LG.com System (AEM, GP1 Admin, CMS, Magento, Coveo, GP1 M/W)

- Fill out the EP form for Jira/Confluence account request (Final approval is Yong Guk Ko )

Form 제목 : Request Account for lg.com System (AEM/CMS Admin(5.0)/GP1 Admin/Coveo/Magento) (구: Request Account for GP1 System (AEM/CMS Admin(5.0)/GP1 Admin/Coveo/Magento))

Field Type	Description
<b>Name of System</b> (AEM/GP1 CMS), 5.0 CMS Admin, GP1 Admin, Coveo, Magento <b>*Systems related to GP1 will be granted for those countries that are launching; therefore even though you may have received EP approval, GP1 system account may not be issued if your country has not launched GP1</b>	Input the name of the system that user would like account created or access
<b>Name</b>	Input user's full name (first name + last name)
<b>Name of Company (Agency)</b>	Input the name of the company user is employed
<b>EP E-mail</b> (Accessible only with EP) <b>*Those using an external email must first get EP email and use the EP email to request for an account creation or system access.</b> <b>LGE partner email address lasts up to 3 months from data of creation, so be aware to request for an extension upon necessity</b>	Input your EP E-mail address (e.g. abc@lgepartner.com) <b>*Internal/external users should have EP ID and login under Cloud PC/LGE VPN/LGE office network</b>
<b>Purpose of requesting account creation / access</b>	Input the reason user want to have account created or access to relevant system
<b>Role</b>	Input your specific role (e.g. Developer / Designer / etc.) to define access Group to provide relevant authority

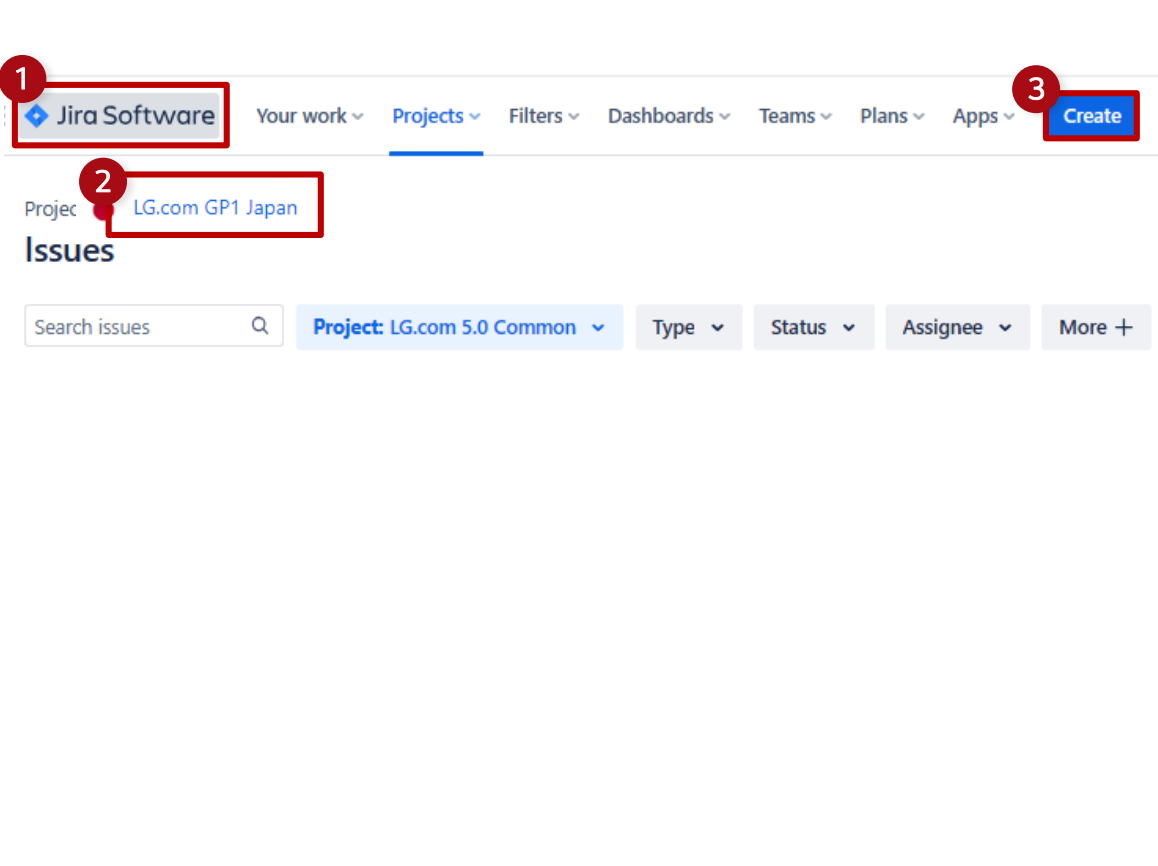
- Approval line: 1. Requestor's Team Leader / 2. Platform Service Team Leader (Default)

Approval Line	Role	Approval Type	Approved by	Dept/Title	Description
	Team Leader	Approval	/		신청자 부서장(팀장) 승인
	Appointment	Approval	Young Guk Ko	PQ100A.Platform Service Team/팀장	시스템 관리팀 부서장 승인

## 4. CSR Process (Ticket Registration)

### 4.1 For both Jira/Confluence and other LG.com System

- Once EP approval is completed, ticket should be registered in Jira following below steps

Screenshot	Description
 <p>The screenshot shows the Jira Software interface. A red box labeled '1' highlights the 'Jira Software' logo. Another red box labeled '2' highlights the project selection dropdown menu, which is currently set to 'Project: LG.com GP1 Japan'. A third red box labeled '3' highlights the 'Create' button in the top right corner. Below the project selection, there is a search bar and several filter buttons: 'Project: LG.com 5.0 Common', 'Type', 'Status', 'Assignee', and 'More +'. The word 'Issues' is visible below the search bar.</p>	<ol style="list-style-type: none"><li><b>1 Access to Jira</b><ul style="list-style-type: none"><li>Jira url: <a href="https://lge-gmc.atlassian.net/jira/your-work">https://lge-gmc.atlassian.net/jira/your-work</a></li></ul></li><li><b>2 Select Project</b><ul style="list-style-type: none"><li>Select subsidiary's Jira project</li></ul></li><li><b>3 Select Create button to register ticket</b><ul style="list-style-type: none"><li>Refer to next slide for ticket template</li></ul></li></ol>

## 4. CSR Process (Ticket Registration)

### 4.1 For both Jira/Confluence and other LG.com System

- Once EP approval is completed, ticket should be registered in Jira following below steps

Screenshot	Description
<p>Required fields are marked with an asterisk *</p> <p>4 <b>Project*</b></p> <p>● LG.com GP1 Japan (LGC0MJP) ▼</p> <p>5 <b>Issue type*</b></p> <p>📷 LGE Internal Account ▼</p> <p><a href="#">Learn about issue types</a> ↗</p> <p>6 <b>Summary*</b></p> <p>Jira/Confluence account creation</p> <p>7 <b>Sub Issue Type*</b></p> <p>Operation Support ✕ ▼</p> <p>8 <b>CSR Request Type*</b></p> <p>Simple-Account ✕ ▼</p>	<p>4 <b>Project</b></p> <ul style="list-style-type: none"> <li>Select subsidiary's Jira project <ul style="list-style-type: none"> <li>e.g. Japan → LG.com GP1 Japan</li> </ul> </li> </ul> <p>5 <b>Issue Type: LGE Internal Account</b></p> <p>6 <b>Summary: Input CSR Title</b></p> <ul style="list-style-type: none"> <li>e.g. Jira Account Creation Request</li> </ul> <p>7 <b>Sub Issue Type: Operation Support</b></p> <p>8 <b>CSR Request Type: Simple-Account</b></p>

## 4. CSR Process (Ticket Registration)

### 4.1 For both Jira/Confluence and other LG.com System

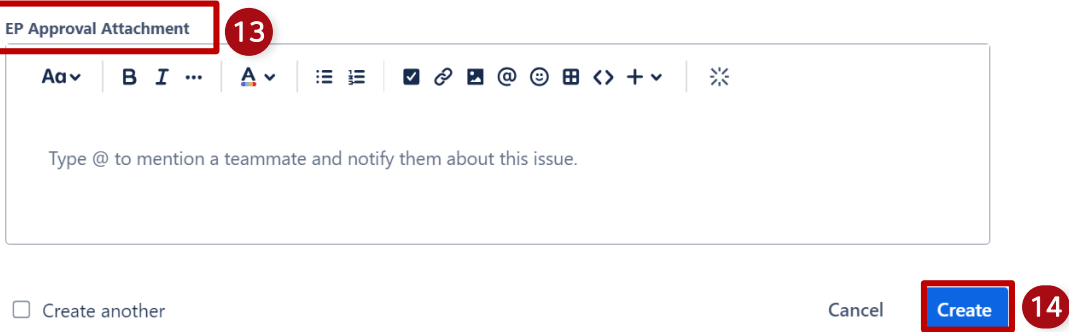
- Once EP approval is completed, ticket should be registered in Jira following below steps

Screenshot	Description
<p>9 Priority* Medium</p> <p>10 Account Request Type Account Creation (EP Required)</p> <p>11 Required System Jira / Confluence AEM CMS Admin / GP1 Admin Magento COVEO PIM DAM</p> <p>12 Requirement Request Type: Creation [ ] Modification [ ]</p> <p>For creation requests, it is okay to copy and paste the contents of the EP Form rather than using the form below.</p> <p>■ Account Creation / Modification</p> <p>[1] Jira / Confluence ONLY</p> <ul style="list-style-type: none"> <li>Name :</li> <li>Name of Company (Agency) :</li> <li>EP E-mail :</li> <li>(Accessible only with EP)</li> <li>Purpose of requesting account creation / access :</li> <li>Project Key (Only Jira) :</li> </ul>	<p>9 Priority: Set the priority of the ticket</p> <p>10 Account Request Type: Select one of the types</p> <ul style="list-style-type: none"> <li>Account Creation (EP Required)</li> <li>Account Renewal/Page Access</li> <li>Account Delete</li> </ul> <p>11 Required System: Select one system below</p> <ul style="list-style-type: none"> <li>If requesting more than one system, tickets should be registered respectively <ul style="list-style-type: none"> <li>e.g. Jira, CMS account request → 2 tickets required</li> </ul> </li> </ul> <p>12 Requirement: Input at least one of the request types below</p> <ul style="list-style-type: none"> <li>Account Creation, Account Modification, Account Deletion</li> <li>Make sure to check the Request Type (Authority modification or New Account Creation)</li> </ul>

## 4. CSR Process (Ticket Registration)

### 4.1 For both Jira/Confluence and other LG.com System

- Once EP approval is completed, ticket should be registered in Jira following below steps

Screenshot	Description
 A screenshot of a Jira attachment dialog box. The title bar reads "EP Approval Attachment" and is highlighted with a red box and a red circle containing the number 13. Below the title bar is a rich text editor toolbar with various icons for text formatting, lists, and attachments. The main text area contains the placeholder text "Type @ to mention a teammate and notify them about this issue." At the bottom left, there is a checkbox labeled "Create another". At the bottom right, there are two buttons: "Cancel" and "Create", with the "Create" button highlighted by a red box and a red circle containing the number 14.	<ul style="list-style-type: none"><li><b>13</b> Attachment: Attach approved EP file (e.g. pdf, jpg, png)<ul style="list-style-type: none"><li>For the new account creation case, please attach the EP approval</li></ul></li><li><b>14</b> Select Create button</li></ul>

## 5. CSR Approval Request

- Once ticket is registered, ticket status should be changed to **“Waiting for approval”**
- System type should be selected correctly as Approver(assignee) & MIC are auto assigned accordingly

Step	Ticket Status	Action Owner	Process Description
1	Open	Subsidiary or CM	Account ticket is registered by either subsidiary or CM
2	CM Pre-check	CM	<ul style="list-style-type: none"> <li>- Ensure there is <b>EP approval</b> documentation.</li> <li>- Confirm that the requested system's permissions are not overly broad.</li> <li>- Verify that the recipient has an @lge.com or @lgepartner.com email address.</li> </ul>
3	Waiting for approval	CM	<ul style="list-style-type: none"> <li>- If the request meets all Pre-Check criteria in Step 2, update the status to <b>Approve</b>.</li> <li>- If the request does not meet the “CM Pre-Check” criteria, consult with the Module Owner and SUB for guidance before updating the status to either Reject or Approve.</li> </ul>
4	Approved	CM	Ensure that approval history can be verified through the Module Owner (p.14)
5	In-progress	System Approver/ Account Creator	The account is created/modified by the PIC
6	Quality Review	CM	Notify the requestor and check if any issue occurs regarding system access
7	Resolved/Closed	CM	Resolve/close the ticket

## 6. Approver List

- Once ticket is registered, ticket status should be changed to “Waiting for approval”
- System type should be selected correctly as Approver(assignee) & MIC are auto assigned accordingly

System	Account Creator	Account Creator Email
Adobe Experience Manager (AEM)	Yeji Yu	<a href="mailto:yeji.yu@lgepartner.com">yeji.yu@lgepartner.com</a>
Product Information Management (PIM)	PIM Admin	<a href="mailto:lgpim@lge.com">lgpim@lge.com</a>
Digital Assets Management (DAM)	DAM Admin	<a href="mailto:lgdam@lge.com">lgdam@lge.com</a>
CMS Admin (5.0) & GP1 Admin	Yeji Yu	<a href="mailto:yeji.yu@lgepartner.com">yeji.yu@lgepartner.com</a>
	Yeji Yu	<a href="mailto:yeji.yu@lgepartner.com">yeji.yu@lgepartner.com</a>
Coveo (Search)	Hyein You	<a href="mailto:hyein.you@lgepartner.com">hyein.you@lgepartner.com</a>
Magento	Kent Pham	<a href="mailto:kent.pham@lgepartner.com">kent.pham@lgepartner.com</a>
Jira & Confluence	Yeji Yu	<a href="mailto:yeji.yu@lgepartner.com">yeji.yu@lgepartner.com</a>
GP1 M/W	Woong Kyo Suh	<a href="mailto:pgmsrc@cnspartner.com">pgmsrc@cnspartner.com</a>

- ※ Please direct any inquiries regarding Account/Authority related process to [ps-pmo@lge.com](mailto:ps-pmo@lge.com) rather than System Approvers
- ※ For all of the system accounts CM is the approval

## 7. System URL and Access Guide

- The URL and Access Guide for each systems are as follows:

System	System URL	Access Guide
Adobe Experience Manager (AEM)	<a href="https://experience.adobe.com/">https://experience.adobe.com/</a>	Automatic email from <a href="mailto:message@adobe.com">message@adobe.com</a> will be sent out along with login credentials
Product Information Management (PIM)	<a href="https://admin.pimds.aws.lge.com/user/login">https://admin.pimds.aws.lge.com/user/login</a>	Automatic email from <a href="mailto:lgpim@lge.com">lgpim@lge.com</a> will be sent out along with login credentials
Digital Assets Management (DAM)	author-p86155-e734304.adobecloud.com	Refer to <a href="#">DAM Login guide</a> for access
CMS Admin (5.0)	Prod: <a href="https://admin50.cms.lg.com/">https://admin50.cms.lg.com/</a> Dev: <a href="https://dev50.cms.lg.com/">https://dev50.cms.lg.com/</a>	Automatic email from <a href="mailto:customerservice@lge.com">customerservice@lge.com</a> will be sent out along with login credentials
GP1 Admin	Prod: <a href="https://admin.gp1.aws.lge.com/">https://admin.gp1.aws.lge.com/</a> Dev: <a href="https://admin.gp1dev.aws.lge.com/">https://admin.gp1dev.aws.lge.com/</a>	Automatic email from <a href="mailto:customerservice@lge.com">customerservice@lge.com</a> will be sent out along with login credentials
Coveo (Search)	<a href="https://platform-eu.cloud.coveo.com/login">https://platform-eu.cloud.coveo.com/login</a>	Automatic email from <a href="mailto:donotreply@coveo.com">donotreply@coveo.com</a> will be sent out along with login credentials
Magento	5.0 : <a href="https://obs.lg.com/obsadm/admin">https://obs.lg.com/obsadm/admin</a> GP1 : <a href="https://shop.lg.com/obsadm">https://shop.lg.com/obsadm</a>	Email from system PIC will be sent out along with login credentials
Jira & Confluence	<a href="https://lge-gmc.atlassian.net/jira">https://lge-gmc.atlassian.net/jira</a>	Email from system PIC will be sent out along with login credentials
GP1 M/W	<a href="https://mw.gp1.aws.lge.com/admin-service/admin/login">https://mw.gp1.aws.lge.com/admin-service/admin/login</a>	Email from system PIC will be sent out along with login credentials

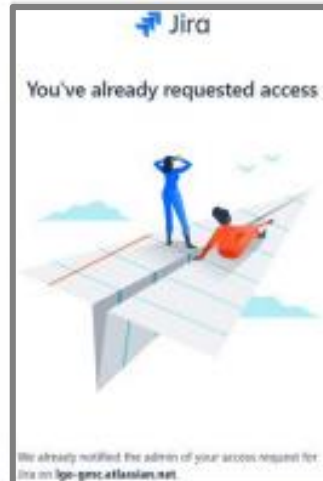
## 7. System URL and Access Guide

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Please proceed following steps if there is Jira access issue

- Access Jira (<https://lge-gmc.atlassian.net/>) via **LGE Cloud PC**
- Enter your email domain as “**@lge.com**” when logging in Jira
  - External partners using @lgepartner should enter @lge.com as well)
- Jira password is same as **AD password**
  - Contact [spoc@lge.com](mailto:spoc@lge.com) if AD password change is needed
- If error message occurs as below screenshot, **delete browser cache** and re-login to Jira

[Example of error message]



## 8. PIM / DAM Account Creation

- PIM/ DAM account creation ONLY requires EP approval (NO CSR Registration is needed)
- Any inquires regarding PIM account → [lgpim@lge.com](mailto:lgpim@lge.com) / DAM account → [lgdam@lge.com](mailto:lgdam@lge.com)

The screenshot shows the LGE internal system interface for PIM/DAM account creation. The interface is annotated with red boxes and numbers 1 through 8 indicating key steps and elements:

- 1**: EP logo
- 2**: Space dropdown menu (Work selected)
- 3**: Request dropdown menu
- 4**: New Document button in the Request sidebar
- 5**: Select Form button in the top right of the main area
- 6**: Marketing (MK, 마케팅) category in the Select Form list
- 7-1**: DAM 계정 생성 요청 건 / Request for DAM account form in the Select Form list
- 7-2**: PIM 시스템 계정 발급 요청 양식 form in the Select Form list
- 8**: OK button in the bottom right of the Select Form dialog

- Approval line: 1. Requestor's Team Leader / 2. PIM Admin (Default)

**E.O.D**