

# ENVEA Support System: How to create and follow your requests

## **Connection and Login**

ENOWLEDGE IN ACTION			
	Login to your	account	You are a new member? 앱 Register here
	Login		
	Password	Forgot Password?	
	Remember me		
	Sign ir		

- Login: your email address
- Password: You need to set it at the first connection (select "Forgotten password")

Once you are logged in, you can create your tickets (Ask for assistance), or follow tickets already created (My requests for assistance)

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<ul> <li>G) Seek assistance</li> <li>≡ My requests for assistance</li> <li>⊕ FAQ</li> </ul>	29 **	O New	D O Assigned	C Vasting	O O To velidate	29 Cicana	-
	Categories	O ★● 42					
	Users Support			Add a new user Request the addition of a new user to the ENVEA Technical Support portal	Data Acquisition & Software Support I need a funtional assistance or information	Equipment support     Ineed equipment service or     information	
			Saut	de page			

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# Create a new ticket

Select the type of	of assistance you need	
51	DAHS & Software Support I need a funtional assistance or information	Hardware support I need equipment service or information
	Beware: a ticket must deal w	ith a single request/problem

Fill in the form (fields marked by '\*' are mandatory), add documents if necessary, and then select "Send"



## Follow a ticket

#### Select "My Requests for Assistance"



You can search tickets with all status (processing, solved, closed, etc.) using the search fields at the top of the page



When you select a ticket from this list, the following window opens:

Orested © 3 minutes up by 3 Thank you, that's all I need		
	Created © 4 wintows sign by 3 Netlo, please find attached the requested document. Please, do not hesitate if you need more information. Best regards ENVEA Technical Support	
	AC32e_EN_22.05.pdf	6.28 Mio
[Ambient] Information request: I need a document Select the urgency of your request: Medium Is your equipment under warranty?: No Do you currently have a service contract?: No Select the type of Information Select the apped your product. Ambient Select your Ambient equipment: Technical Support > Hardware > Request > Information rec Serial Number (I wavelable):	uest > Ambient > Gas monitors & Accessories > AC32e	
Description of your request: Holio,		
please share AG32e user manual.		
Best regards		
Client FR		
Client FR		

If you want to add a follow-up or a document, select the right pad.



O Answer

A new window will appear, fill the description part, and click on the yellow "Add"pad.



Each time the ticket is updated, you will receive an email notification (from ENVEA Support <u>noreply@envea.global)</u> containing a link to your ticket and informing you of the progress of your request.

#### Close a ticket

When a ticket is resolved, ENVEA will propose a solution and the status of the ticket will be "Solved". You can then "Approve" or "Refuse" the solution:

Approval of the solution	
Comments ?	
Paragraph $\vee$ <b>B</b> $I$ <u>A</u> $\vee$ <u>A</u> $\vee$ $\vdots$ $\vdots$ $\vdots$	
	4
	File(s) (16 Mio max) i
	Sélect. fichiers Aucun fichier choisi
× Refuse ✓ Approve	

• If you approve, the ticket will be closed

• If you refuse (you will then have to indicate the reasons for this refusal), the ticket will return

to "processing (assigned)" status and the ticket processing will continue

Lifecy	vcle	of	a tio	cket
		<b>U</b>		

Step in the process	Objective	Status
Check in	Creating the ticket	"New"
Treatment	The ticket is routed to the appropriate person	"Proceesing (assigned)" Or "Processing (planned)" if ticket processing is not done immediately Or "Ponding" if the technician does not have the
		information to instruct the ticket
Solution	The technician considers having met the requester's expectation	Solved
Closing	In the absence of a conclusive validation by the applicant within the given time limit, the ticket will be considered closed.	Closed