ENVEA Support System: How to create and follow your requests

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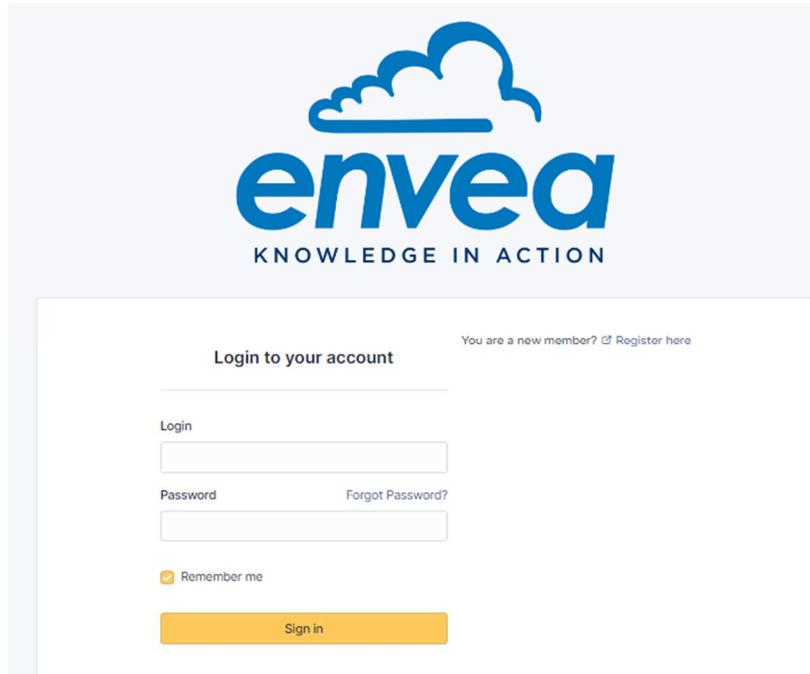
- Login: your email address
- Password: You need to set it at the first connection (select "Forgotten password")

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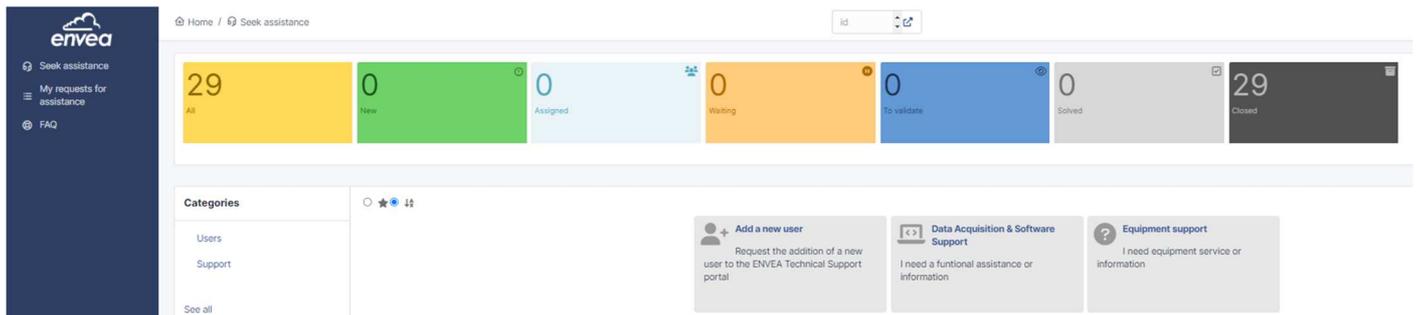
Saut de page

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Limited Company - Capital 9 585 900 € - R.C.S Versailles B 313 997 223 - Siret 313 997 223 000 18 – APE 2651B - VAT FR 43 313 997 223

Create a new ticket

Select the type of assistance you need

DAHS & Software Support

I need a funtional assistance or information

Hardware support

I need equipment service or information

Beware: a ticket must deal with 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"
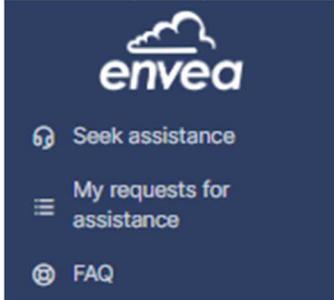
You can search tickets with all status (processing, solved, closed, etc.) using the search fields at the top of the page
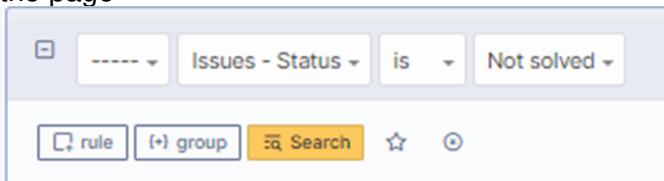
When you select a ticket from this list, the following window opens:
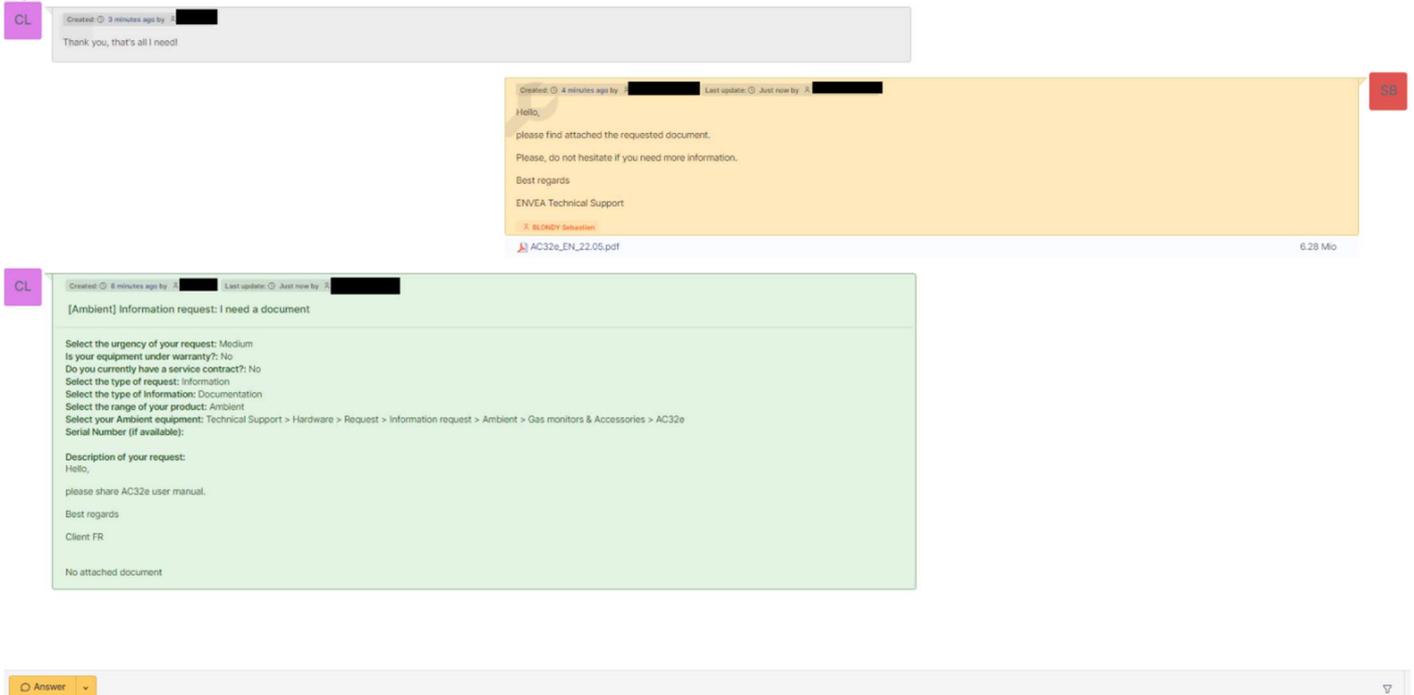
If you want to add a follow-up or a document, select the right pad.
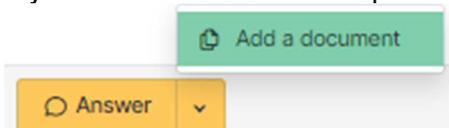
A new window will appear, fill the description part, and click on the yellow "Add"pad.

Each time the ticket is updated, you will receive an email notification (from ENVEA Support noreply@envea.global) 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:

- 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

Lifecycle of a ticket

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 "Pending" 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