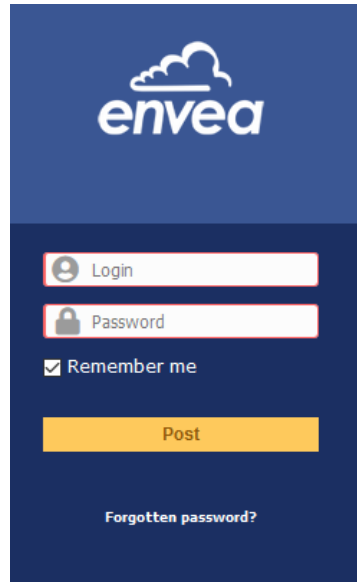


ENVEA Support System: How to create and follow your requests

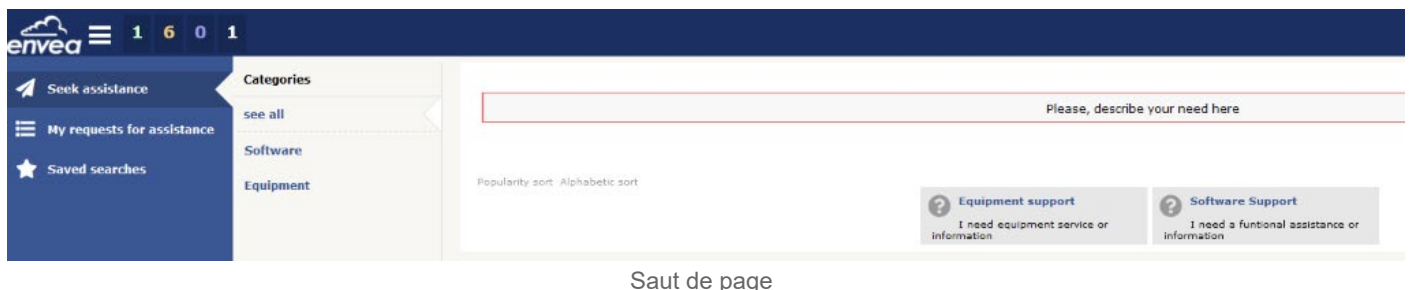
Connection and Login



The login form is displayed on a dark blue background. At the top is the ENVEA logo. Below it are two input fields: 'Login' with an email icon and 'Password' with a lock icon. A 'Remember me' checkbox is checked. A yellow 'Post' button is below the fields. At the bottom, there is a link for 'Forgotten password?'.

- 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)



The screenshot shows the ENVEA user interface. On the left is a navigation menu with 'Seek assistance', 'My requests for assistance', and 'Saved searches'. The main area has a 'Categories' sidebar with 'Software' and 'Equipment'. A large text input field is labeled 'Please, describe your need here'. Below it is a 'Popularity sort: Alphabetic sort' dropdown. At the bottom right are two buttons: 'Equipment support' (I need equipment service or information) and 'Software Support' (I need a functional assistance or information).

Saut de page

Create a new ticket

Select the type of assistance you need



Two buttons are shown side-by-side. The left button is 'Equipment support' with a question mark icon and the text 'I need equipment service or information'. The right button is 'Software Support' with a question mark icon and the text 'I need a functional assistance or information'.

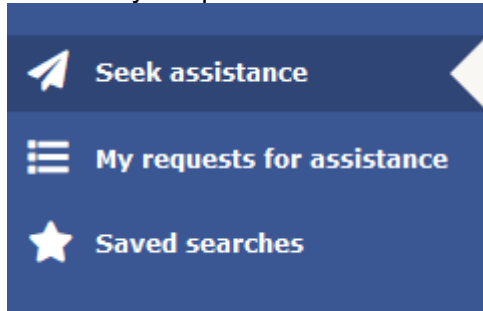
Beware: a ticket must deal with a single request/problem

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

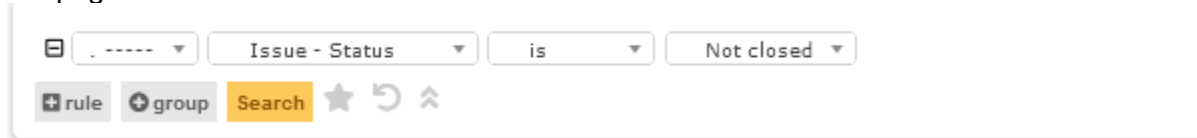


Follow a ticket

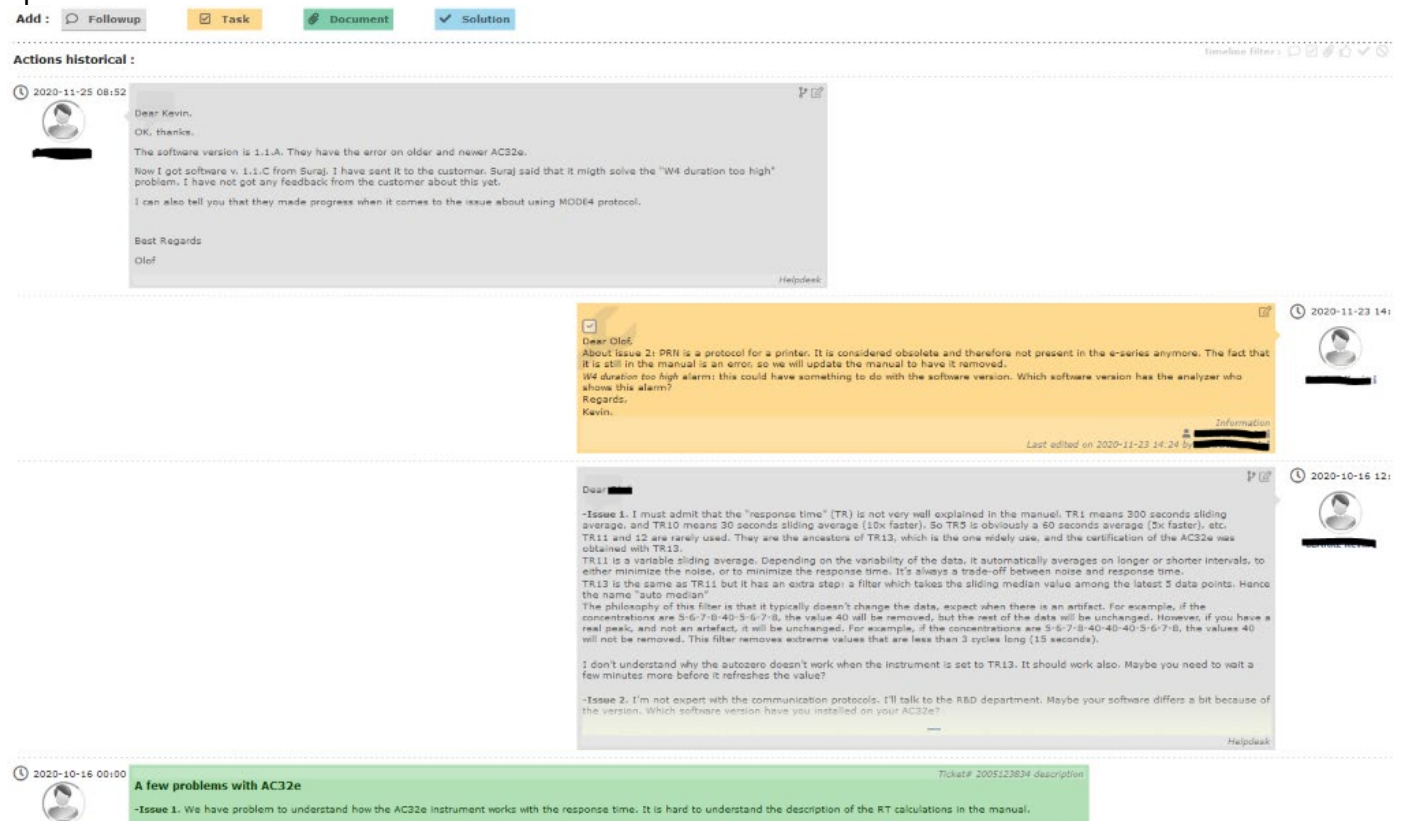
Select "My Requests for Assistance"



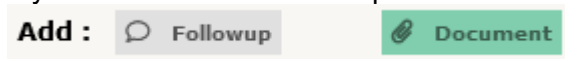
You can search tickets with all status (processing, solved, closed, etc.) using the search fields at the top of the page



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:

Approval of the solution

Comments
(Optional when approved)

Refuse the solutionApprove 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