

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

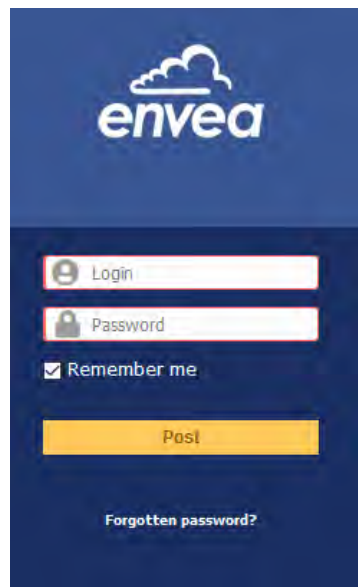
If you do not have an account, create one now.

You will then be notified by email of the activation of your account by our teams.

### Connection and Login

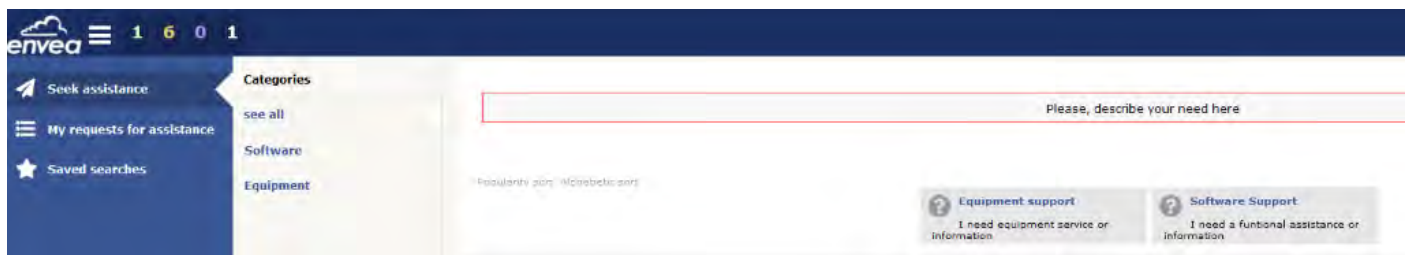
To access the ENVEA support portal, enter the following address in your internet browser:

<https://support.envea.global>



- 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

### Create a new ticket

Select the type of assistance you need



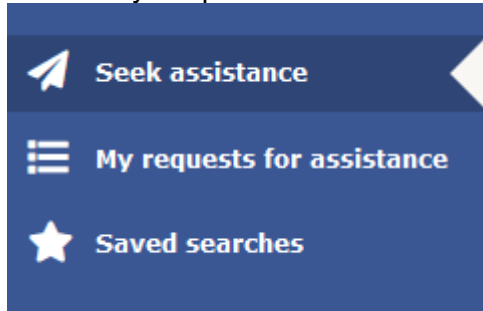
**Beware: a ticket must deal with a single request/problem**

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

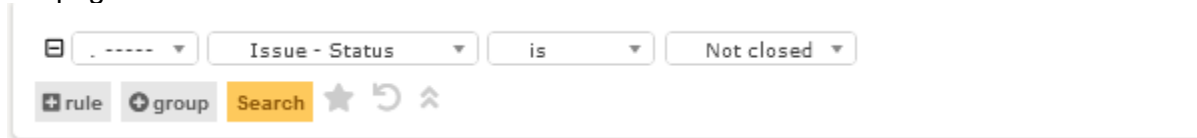


## Follow a ticket

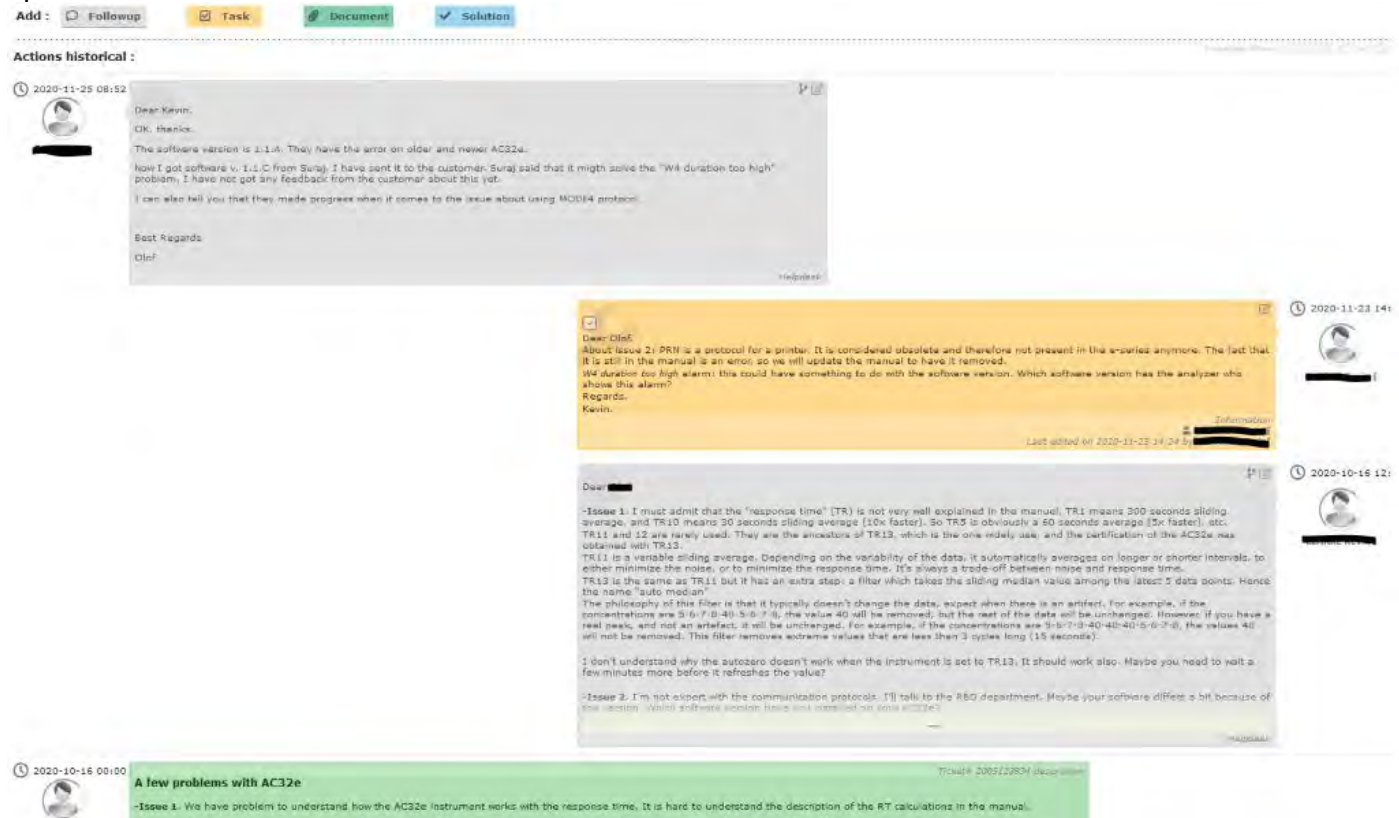
### Select "My Requests for Assistance"



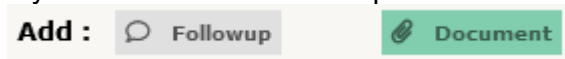
You can search tickets with all status (processing, solved, closed, etc.) using the search fields at the top of the page



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](mailto: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 solution      Approve 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
<b>Check in</b>	Creating the ticket	"New"
<b>Treatment</b>	The ticket is routed to the appropriate person	"Processing (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
<b>Solution</b>	The technician considers having met the requester's expectation	Solved
<b>Closing</b>	In the absence of a conclusive validation by the applicant within the given time limit, the ticket will be considered closed.	Closed