Ticket Portal
User Guide

Support request tracking portal

Chrome is the recommended web browser for this application.

programmed for
your performance

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Connect to the ticket portal

To go directly to the ticket portal, click the following link: https://ext-atom.acceo.com/. We recommend that you add this link to your favourites.

You can also access the ticket portal from the **Technical Support** page in your **Customer space.**

> **Chrome is the recommended web browser for this application.**

Enter the following information to sign in:

- **Username**: Same as your email address.
- **Password**: Assigned when your account was created.

The ITSM Software that Sparks Transformation

Get quick results, scale at low cost.

| Username |
| Password |

Sign in   Forgot your password?

Forgot your password?

Forgot your password to sign in? Follow these steps to reset your password:

1. Go to the following address:
   https://ext-atom.acceo.com/

2. Click **Forgot your password?**

3. Enter your username (email address) and click the **Reset** button.

To reset your password, please enter your username. ✕

Username

Reset

Why use this system to open a ticket?

We have introduced this ticketing system to our Customer Service team to streamline and improve support request management.

The ticketing system will help us serve you better while also giving you the tools to track your requests. It will also improve wait times and allow you to monitor progress on your tickets online. Selecting the product first will help us identify the resource that will handle your request.

Categorizing your requests is an essential step that enables us to assess and assign severity levels to tickets and thereby more effectively manage expectations around response times.

We recommend that you use the ticketing system to submit your requests. Several new features are now in place to simplify ticket processing by the ACCEO Customer Service team.

How does the new support request portal work?

This guide is an introduction to the ticketing system. It explains how to create a support request and how to track the request for quick access to information. You will learn how to:

- Create a support request
- Track your current requests and add one or multiple comments
- Add a note to an existing ticket
- Create a new ticket from an existing one

1. Select a catalog

The catalog option enables you to open a support request for the selected product. Click the catalog icon relating to the product for which you want to submit a request.

When creating your ticket, you can return to the previous view using the back button ⬅ at the top right of the screen.
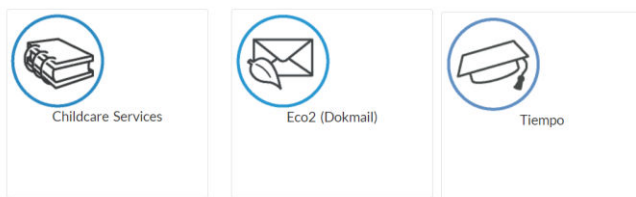
2. Select a service

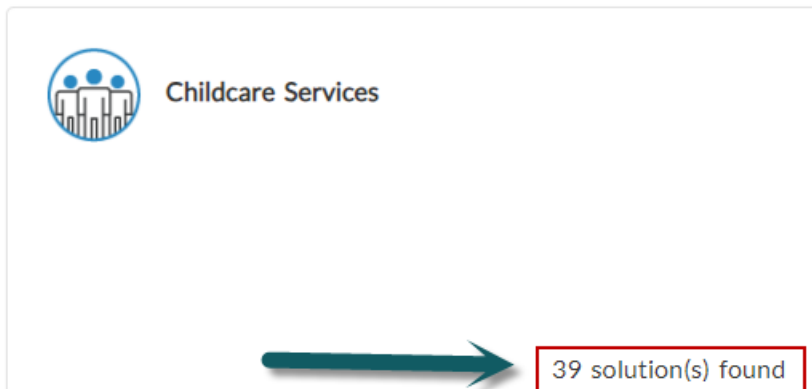To select a service, click the icon **relating to the module or service for which you want to submit your request.**

2.1 Solution(s)

In certain cases, the system will indicate one or a number of solutions available that apply to the selected service. The solutions found will display in the service icon.

Click the solutions link to open a new tab that displays the solutions found by the system.

You can also consult solutions available to you in the Customer Service FAQs. You may find information in this knowledge base that will resolve your request without having to create a new support ticket. We recommend that you consult this evolving knowledge base on a regular basis!

3. Create a support request

A window will open to display a form where you must enter your ticket information. It is important to fill in as much information as possible so that Customer Service can accurately prioritize and process your ticket.

Follow these steps to complete a request:

1. Add information the **Summary** field to specify the subject of your request.
2. Add as much information as possible in the **Description** field.
3. Select the **Ticket type**
4. Use the **Browse** button in the **Attachments** section to attach one or multiple screenshots or files to support your request.

5. When you have completed your request ticket, click the [✓] button.

Once your ticket has been created, a notification will display at the bottom left of your screen:
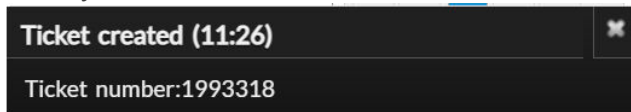
To submit a new request, click the [+] button.

4. Track tickets

You can track the progress on your requests from the **Tickets** tab.

4.1 Filters

Using the filters on the left, you can sort your tickets by order of importance to you. There are four filters available:

- **All**: Displays all tickets (opened and closed).
- **Opened**: Displays opened tickets only.
- **Closed**: Displays closed tickets only.
- **Draft(s)**: Displays the tickets you have entered but not saved.

4.2 Ticket information

- **Ticket #**: Ticket number hyperlink to access request information.
- **Status**: There are five possible statuses:
  - o **New**: The ticket has been forwarded to customer service and is not yet being managed.
  - o **Classification**: Customer service in now managing the ticket. They will contact you shortly.
  - o **Investigation**: Customer service is researching your ticket.
  - o **Resolution**: Customer service has found a solution to the issue described in your ticket. Information regarding the resolution will be sent to you shortly.
  - o **Closed**: The ticket is now closed. If the situation persists, a new ticket must be opened.
- **State**: Indicates the progression of the request: **To process** | **Awaiting client response** | **In progress** | **Awaiting internal response** | **Solution provided**.
- **Summary**: Ticket title
- **Date created**: Date ticket was opened
- **Service**: Module name and product name
- **External ref. no.**: Reference number for closed tickets

5. Add a note
You can add notes to a ticket by following these steps:

1. From the **Tickets Grid** tab, click the number of the ticket where you want to add a note.
2. When the ticket opens, click the ▣ button to add a note. The note button is at the top or bottom right of the screen.
3. Add a title and a description to the note form.
4. Click the 🖫 button to save the note.

6. Copy an existing ticket

You can also create a new ticket from an existing ticket by following these steps:

1. From the **Tickets Grid** tab, click the number of the ticket to copy.
2. When the ticket opens, click the 🗗 button to copy.
3. Modify the information in the new ticket form as needed, then click the 🖫 button to save the new ticket.