Introduction

This procedure is intended to guide you in opening your incident tickets from your customer portal.

This document will allow you to evolve within the Orange tools in an easy way to attract attention and solve a problem you have encountered.

Request a change

1. Open your Cloudstore and login.
2. Select your Flexible Engine contract, go to "support" and click on "Open an incident ticket".
3. Open your ticket by selecting “report an incident”

IMPORTANT: make sure that you are on the right perimeter for your concern.

4. Select the park element concerned by your request
5. Fill in the blank in incident’s description in order to guide our team in the support of your solution.

NB: You have access to a reporting space that allows you to provide us with as much information as you deem necessary to resolve your incident.

6. Make sure that the contact information is correct and confirm your request.

Note: After a while, your ticket will appear on your current incident report list and you will be able to see the evolution of your ticket from your space.