

Customer space

Incident Declaration

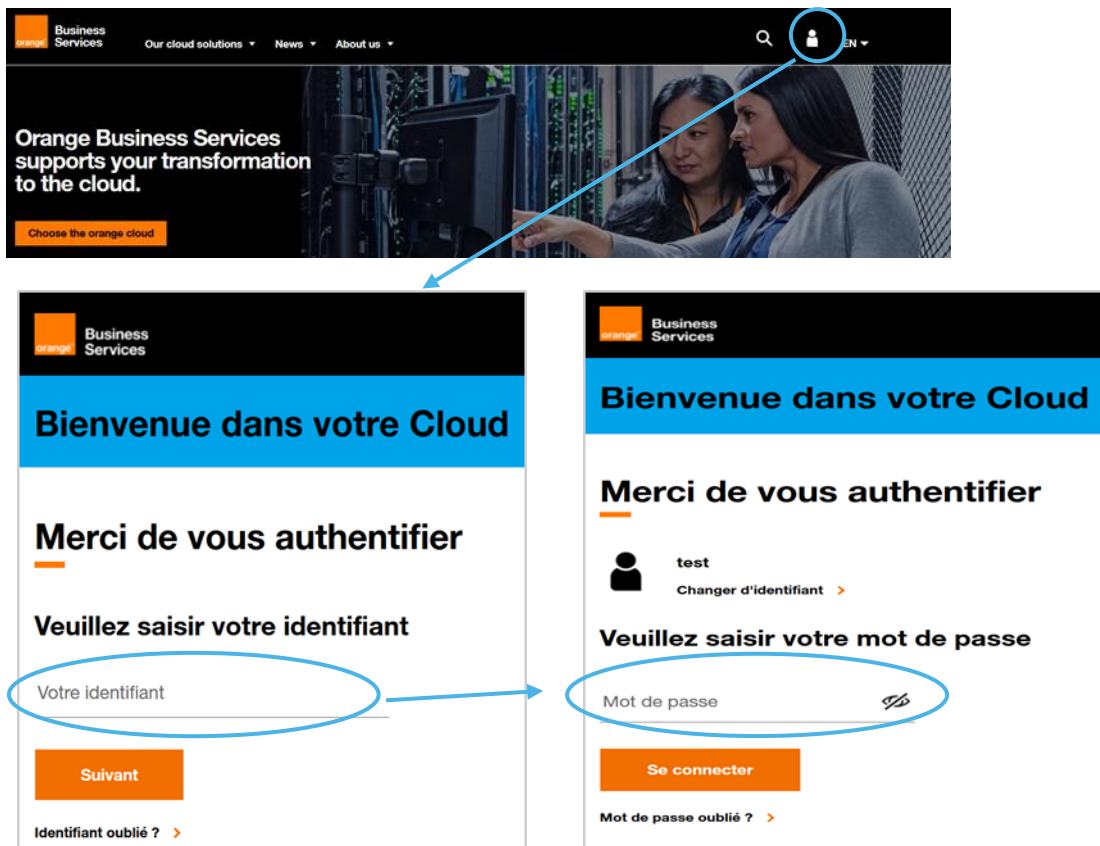
2021

Introduction

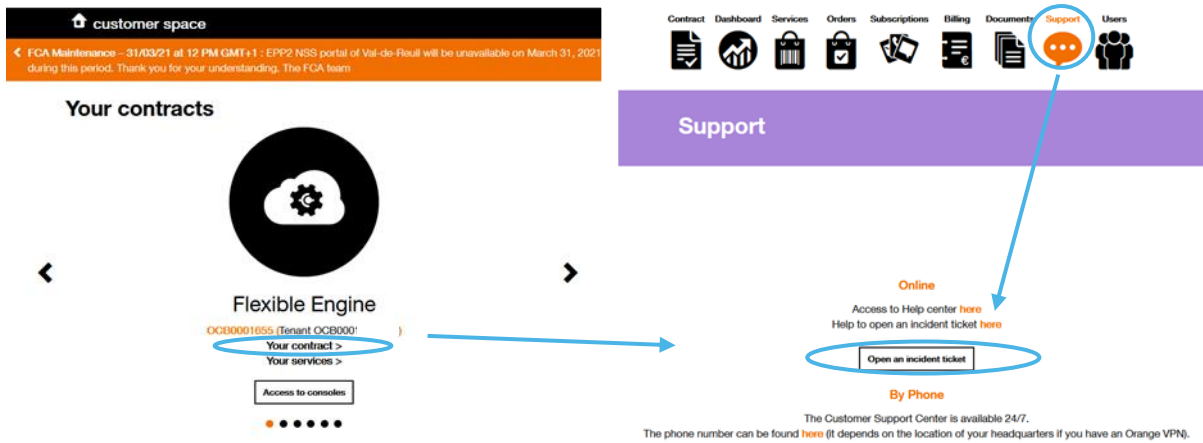
This procedure is intended to guide you in opening your incident tickets from your customer portal.

Declare an incident

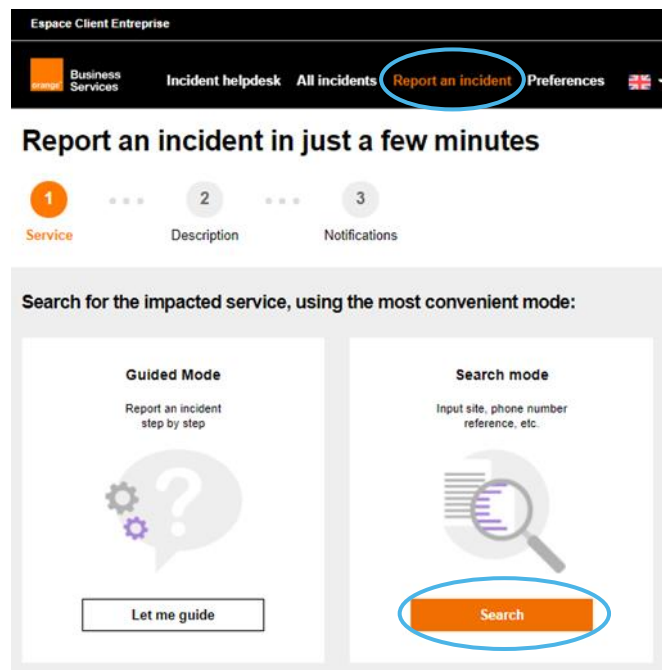
1. Login to your customer space



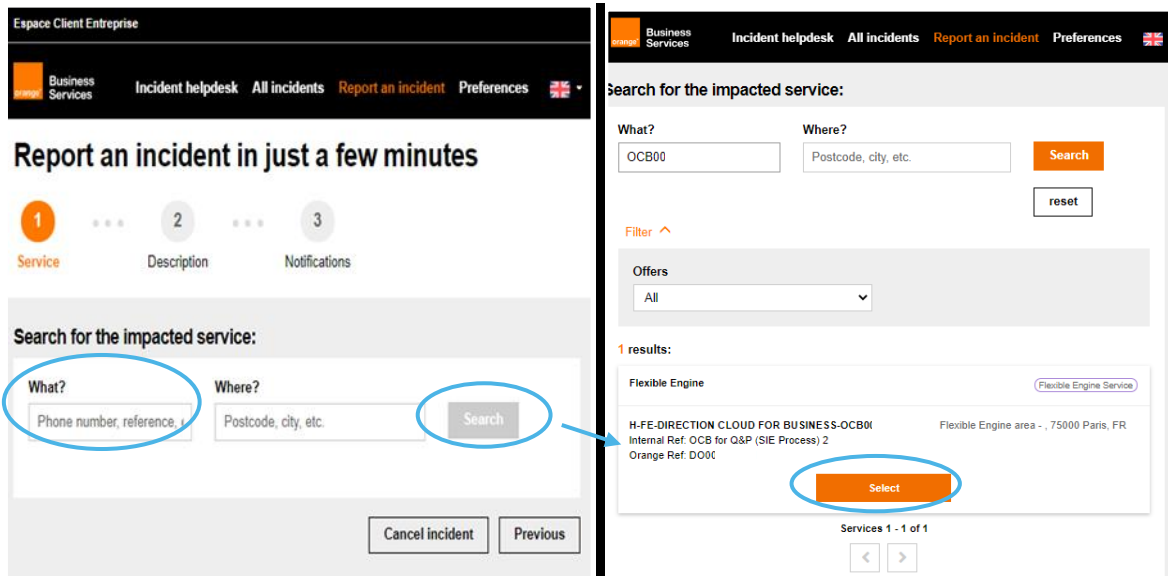
2. Select your contract, for example Flexible Engine, go to "support" and click on "Open an incident ticket".



3. Open your ticket by selecting "report an incident" and click on "Search".

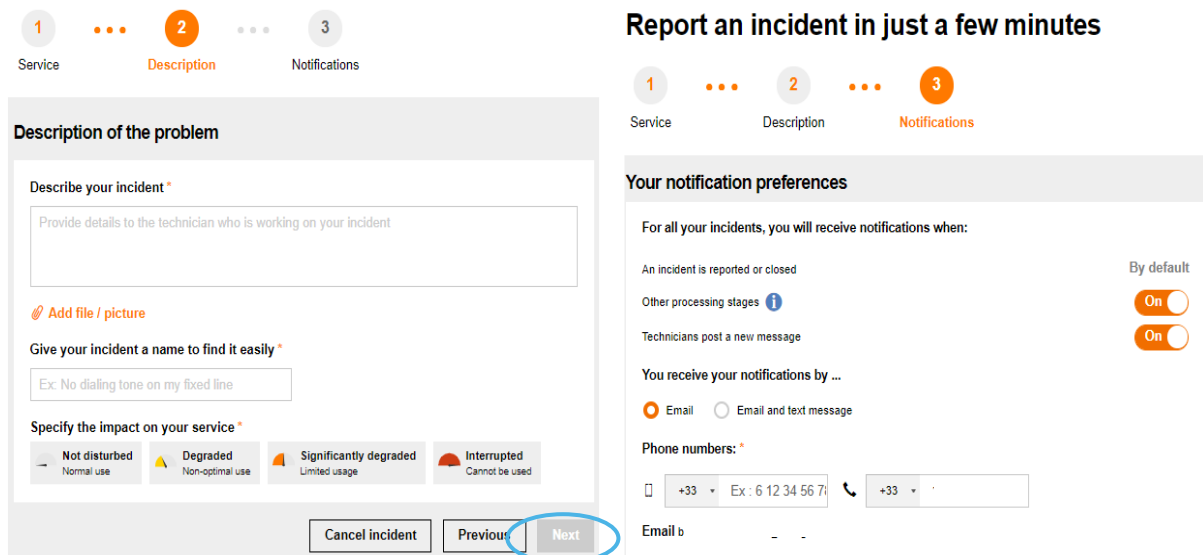


4. Search by “contract number” or “service concerned”, then select the service element concerned by your request.



5. Fill in the blank in incident description in order to guide our team in supporting your solution.

NB: You have access to a dedicated reporting section that allows you to provide us with as much information as necessary in order to resolve the incident



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

Informed contacts i

No contact informed.

Add contacts

Enter an email address Ok

On-site contact i Reset all fields

Name * **First name ***

Phone numbers: *

Email

Availability *

Cancel incident Previous Submit

7. 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.

Your incident has been registered

Your incident has been sent to our team. You will be informed of progress as soon as possible. Your incident reference will appear in the Track Progress page in a few seconds.

OK

On-site contact

Name * First name *

Delaruelle Bertrand

Phone numbers: *

+33 Ex : 6 12 34 56 78 +33

Email

Availability *

Cancel incident Previous Submit

All incidents

Report an incident

What? Where?

Phone number, reference, offer, ... Service location Search

Filter: ▾

Results: 5591/5591 Sort by: Opened on ▾

In progress	Ticket : 2103O41224	Opened on 30/03/2021 at 14h15 by	
Test	Flexible Engine DO000	Not disturbed Processing priority: P4	
In progress	Ticket : 2103O40704	Opened on 30/03/2021 at 14h01	
Hello team, Can you please open a P2 ticket for this VM for L2 Sys Egypt? Symptom : time-out between vCD and VNU-EPPRMQ01 on EPP2 Normandie DEI-	Cloud Infra Platform DF00	Significantly degraded Processing priority: P2	

Tip: The name you gave the ticket will allow you to easily search for it a later time.