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 Cloud Customer Space

2. Go to the Requests page and click on the "Make a request" button.

To access the page, you must have at least the Visitor profile on this section (to understand your rights, refer to the chapter "Rights" in the Cloud Customer Space User Guide).
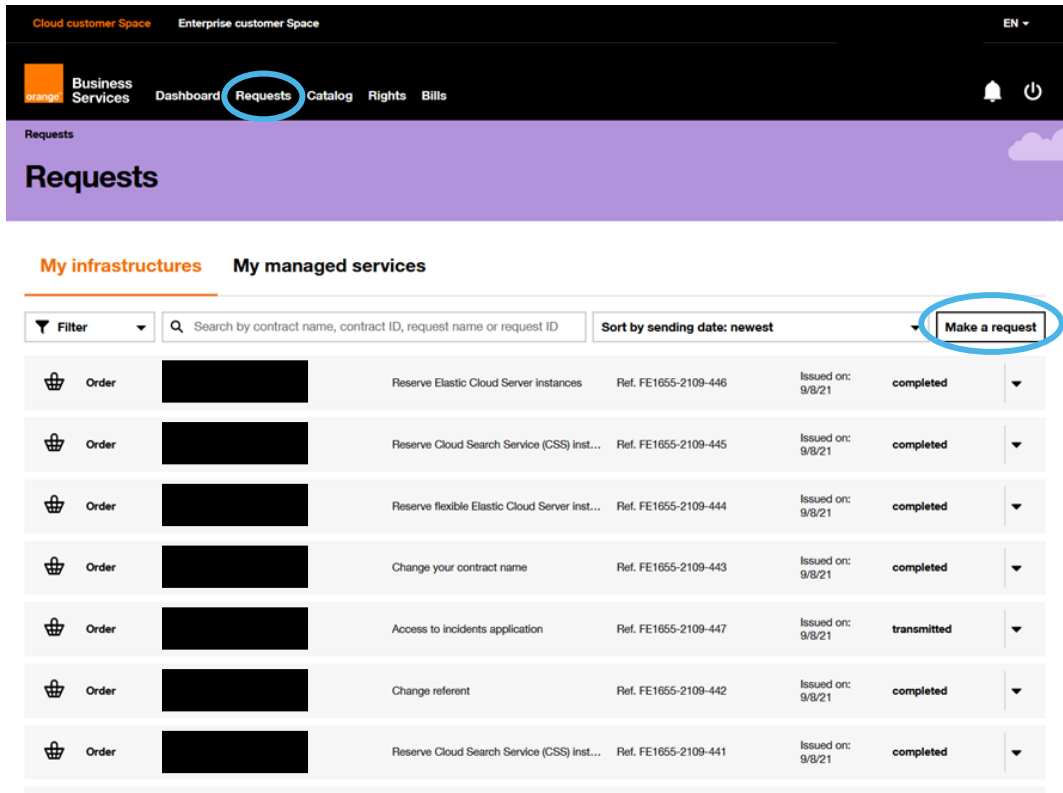
You must then fill in the contract concerned and select the type of request (Report an incident):
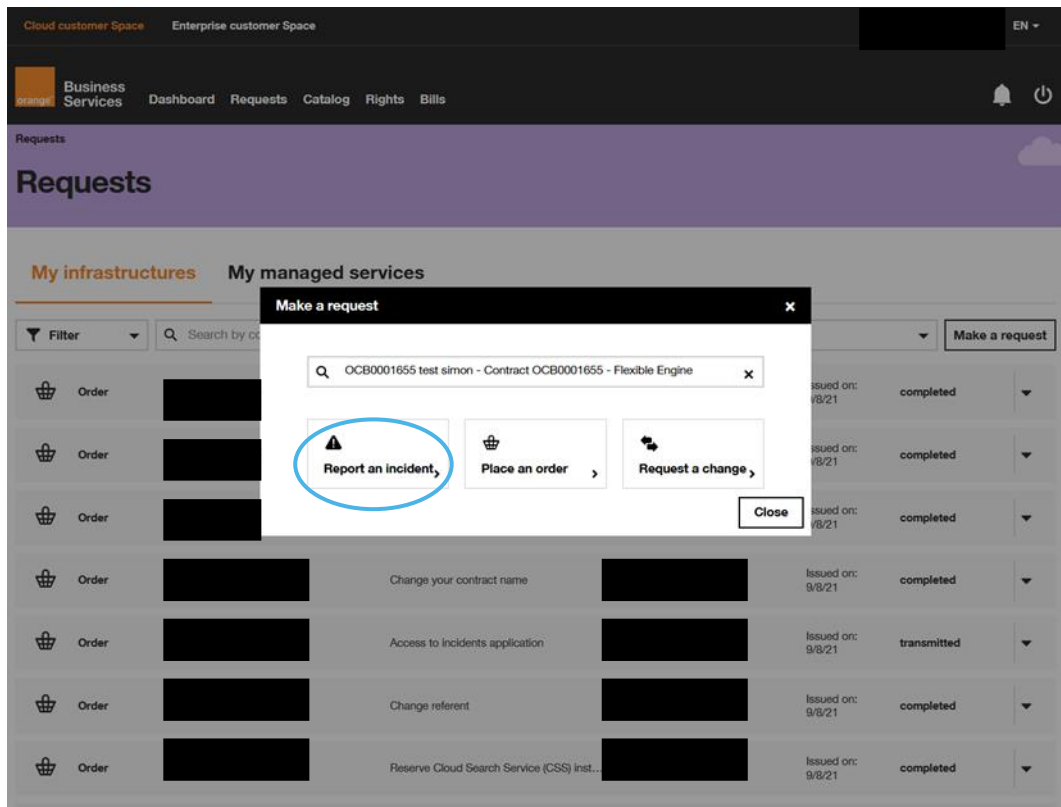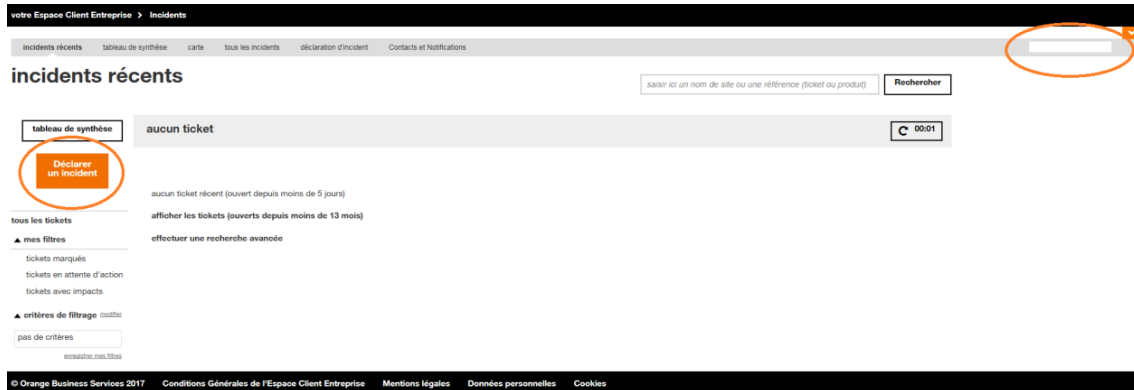
Depending on your profile, you either have access to the incident tool described in **section A** or the incident tool described in **section B**:
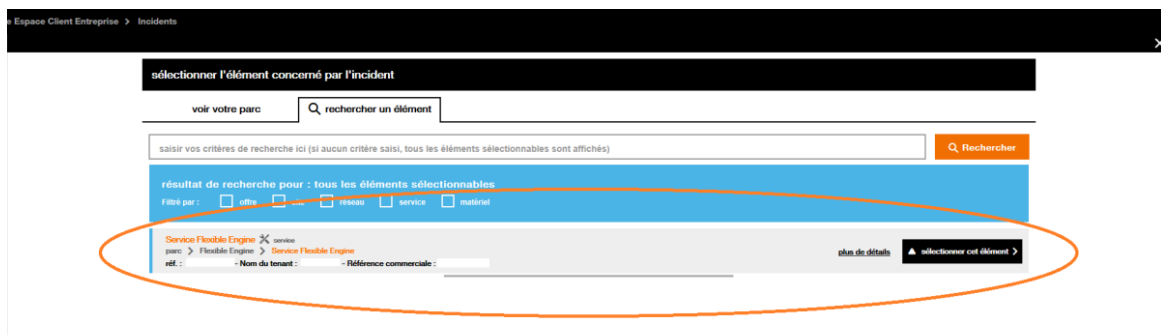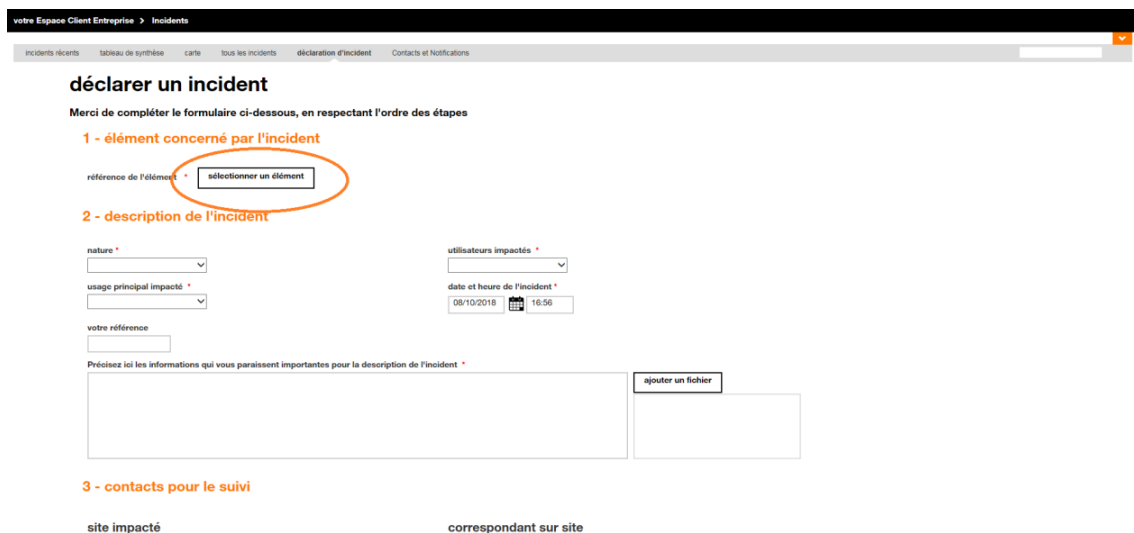
A - From "Incidents" home page

3A. Open your ticket by selecting "report an incident"

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

4A. Select the park element concerned by your request

5A. 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.

6A. 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.

B - From "Report an incident"

3B. Open your ticket by selecting "report an incident" and click on "Search".
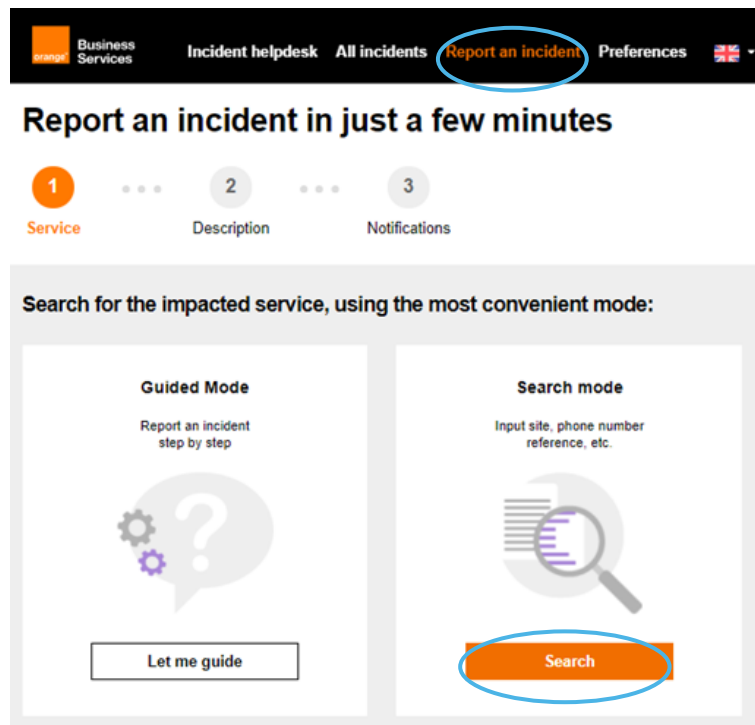
4B. Search by "contract number" or "service concerned", then select the service element concerned by your request.
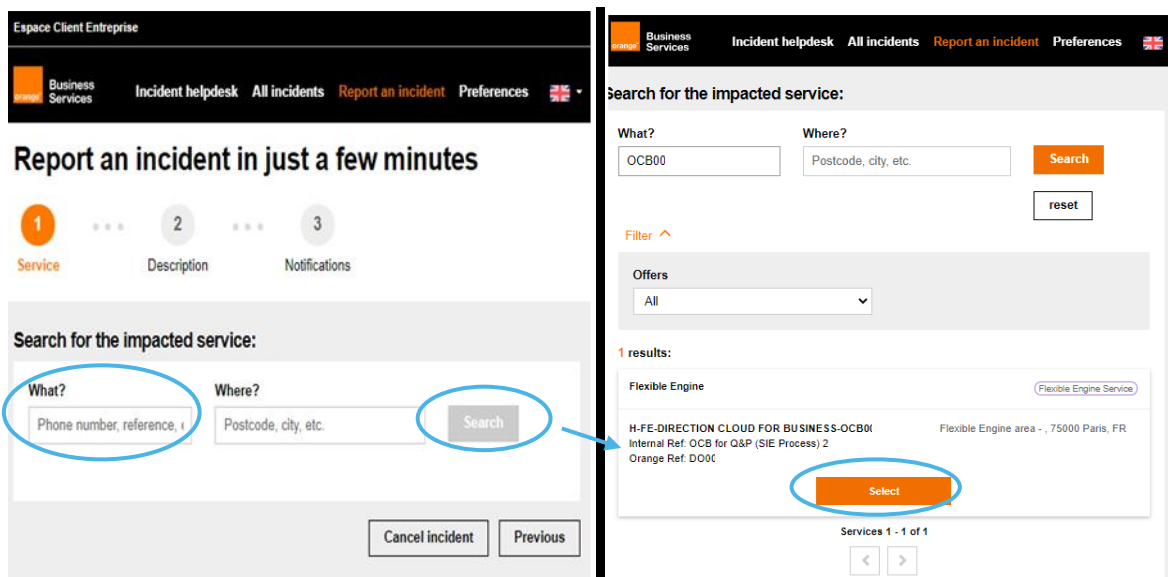
5B. Fill in the blank in incident description in order to guide our team in supporting your solution.

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.

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

7B. 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.

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