Customer space
Request a change
2021

Introduction

The purpose of this procedure is to guide you in opening your change request tickets from your customer portal.

This document will allow you to evolve within the Orange tools in an easy way so that your Flexible Engine solution will be able to best fit your needs.

Request a change

1. Login to your customer space
2. Go to the application page and click on the "Create a request" button

To access the page, you must have at least have the Visitor profile on this section (to understand your rights, refer to the chapter “Rights” in the Cloud Customer Space User Guide).

Fill in the relevant contract and select the type of request (Request a change).
3. Open your ticket by selecting "Request a Change" IMPORTANT: Make sure here that you are in the scope of your request (top right of the screen).

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.
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.

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