

USER MANUAL



## USE OF TICKETING PLATFORM

Edition 1.0 | EN

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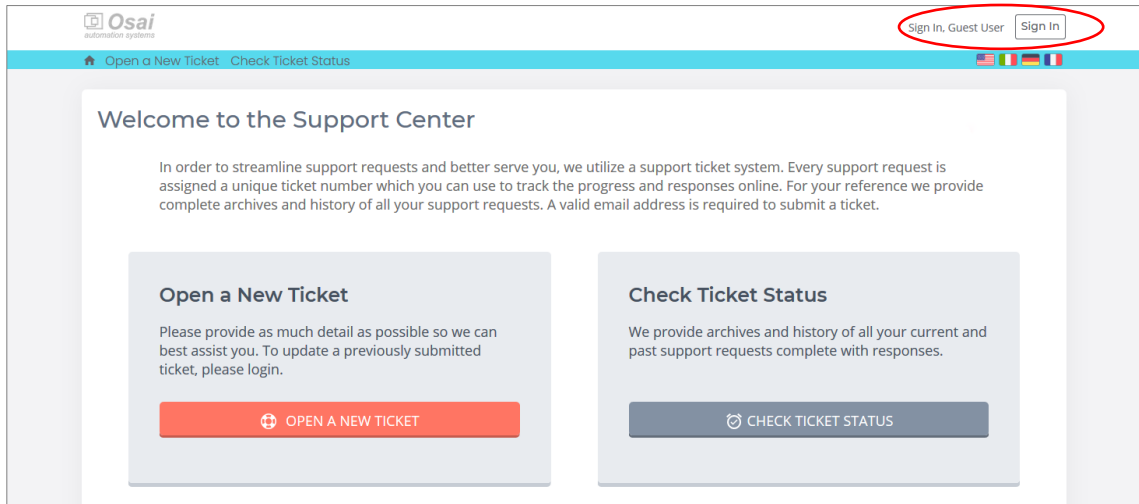
## 1. HOW TO REGISTER

You can access our site from the following link:

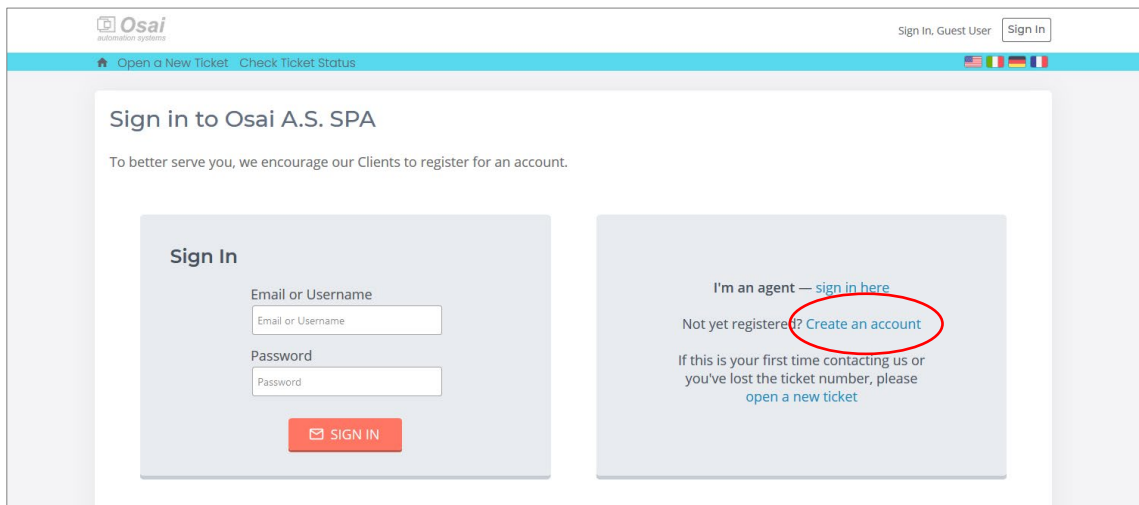
<https://aftersales.osai-as.com/>

Select your preferred navigation language on the top right.

To proceed with registration, select the button "**Sign in**" next to "Guest User" at the top right:



On the next screen, in case it is the first time you log in, you need to register a new account, so click on "**Create an account**":



In the next registration screen, fill in the required data. In particular are mandatory:

- Email
- Full name
- Password (and password confirmation)



The choice of password is personal and should be kept for future access to the portal.

Osai automation systems

Sign In, Guest User Sign In

Open a New Ticket Check Ticket Status

### Account Registration

Use the forms below to create or update the information we have on file for your account

Contact Information

Email Address

Full Name

Phone Number  Ext:

Preferences

Time Zone:

Access Credentials

Create a Password:

Confirm New Password:

In case you forget your password for a future access, the following screen will appear and, at first access denied, you need to select **"Forgot My Password"**:



Osai automation systems

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**Access denied**

### Sign in to Osai A.S. SPA

To better serve you, we encourage our Clients to register for an account.

**Sign In**

Email or Username

Password

[Forgot My Password](#)

**I'm an agent — sign in here**

Not yet registered? [Create an account](#)

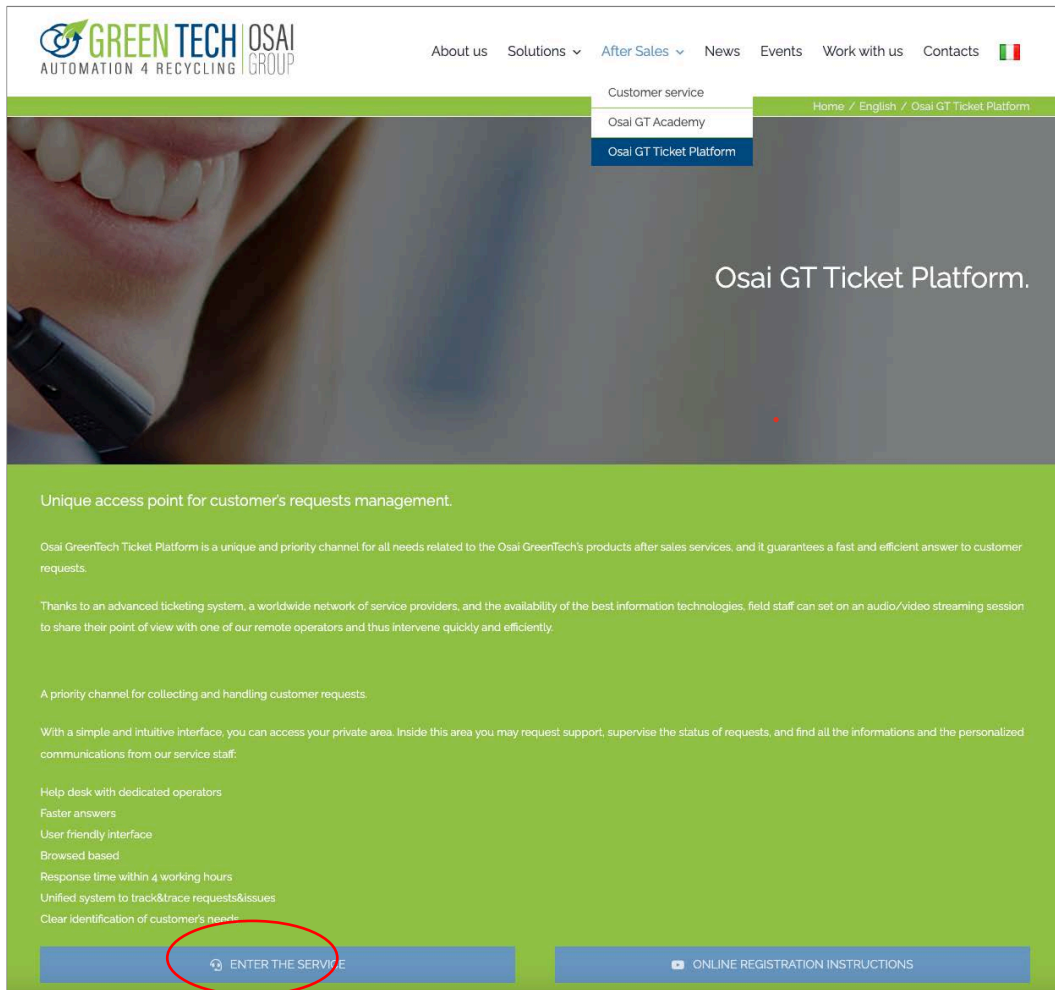
If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

## 2. HOW TO OPEN A REQUEST (TICKET)

Access the portal from the following link:

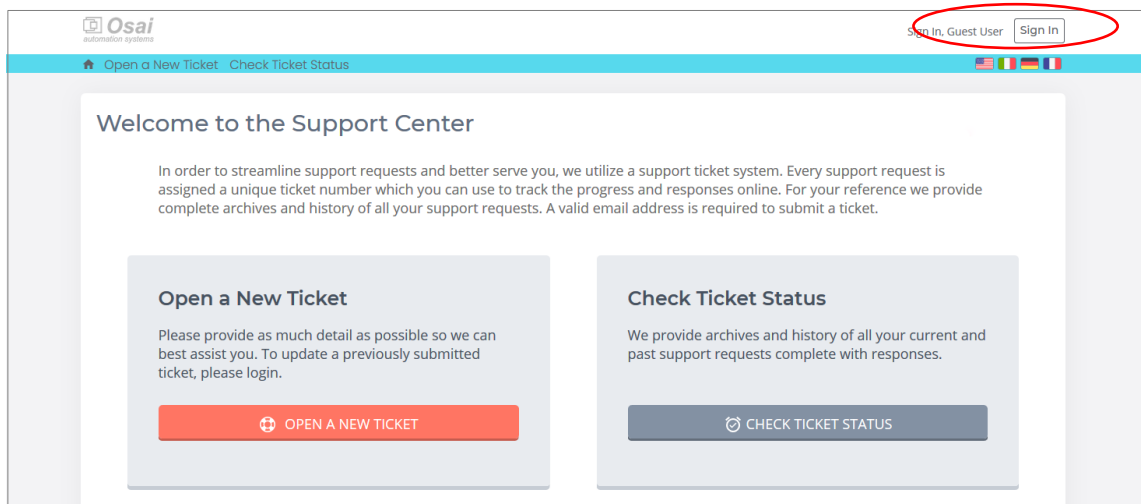
<https://automation4recycling.com/en/osai-gt-ticket-platform-en/>

and then press “**ENTER THE SERVICE**” button:



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To proceed with login to your user area, on the next screen, select the “**Sign in**” button next to “Guest User” at the top right:



Enter your credentials chosen during registration, and press the "**Sign in**" button:

The screenshot shows the Osai A.S. SPA Sign In page. At the top, there is a navigation bar with the Osai logo and links for 'Open a New Ticket' and 'Check Ticket Status'. The main heading is 'Sign in to Osai A.S. SPA'. Below the heading, a message states: 'To better serve you, we encourage our Clients to register for an account.' There are two sign-in options. The first is a 'Sign In' form with fields for 'Email or Username' and 'Password', and a 'SIGN IN' button. This form is circled in red. The second option is for agents: 'I'm an agent — sign in here', with links for 'Create an account' and 'open a new ticket'.

In the next screen select the reason you are opening the ticket from the drop-down:

The screenshot shows the 'Help Topic' selection screen. A dropdown menu is open, showing the following options: 'Select a Help Topic', 'Implementation/Update', 'Request for Parts', 'Technical Assistance Request', 'Technical Documentation Request', and 'Training'. Below the dropdown menu are three buttons: 'Create Ticket', 'Reset', and 'Cancel'.

Fill the form with information requested, mandatory fields have the red asterisk.

Enter as much information as possible, details can help to have a faster solution; it is possible to send pics or videos (max 20Mb).



Carefully read the general conditions before putting the check, then conclude the operation by clicking the green button "**Create ticket**":

The screenshot shows a web interface for creating a new ticket. At the top, there's a navigation bar with 'Osai' logo, user name 'Silvia Strazza', 'Profile', 'Tickets (0)', and 'Sign Out'. Below the navigation, there are tabs for 'Knowledgebase', 'Open a New Ticket', and 'Tickets (0)'. The main heading is 'Open a New Ticket' with a sub-heading 'Please fill in the form below to open a new ticket.' The form contains several sections: 'Email' and 'Client' with input fields; 'Help Topic' with a dropdown menu showing 'Technical Assistance Request'; 'Ticket Details' section with 'Please Describe Your Issue' and several input fields for 'Serial Number', 'Reference Person', 'Reference Person Mail', 'Other reference Person', and 'Other reference Person Mail'. A large text area for 'Details on the reason(s) for opening the ticket.' is followed by a file upload area with the text 'Drop files here or choose them'. At the bottom, there is a 'General Condition' checkbox with the text 'I declare to have read and accepted the general conditions of assistance / spare parts request'. Three buttons are at the bottom: 'Create Ticket' (green), 'Reset', and 'Cancel'.

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Every time there is an answer or new information in the ticket, you will receive an email from a "No reply" sender.



Do not respond to this email directly, you must access the ticket from your user profile to do so.

In the email there is a link for fast access to the login area:

```
Da: noreply@osai-as.com <noreply@osai-as.com>
Inviato: giovedì 3 dicembre 2020 09:16
A: your@email
Oggetto: New Message Alert

-- reply above this line --

Hi MS/MR xxxxx,

New message appended to ticket #123456

From: xxxxxxxxxxxx - %{ticket.user.organization}
Department: Aftersales

To view or respond to the ticket, please login to the support ticket system
Your friendly Customer Support System
powered by  OSTicket
```

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