

USER MANUAL



USE OF TICKETING PLATFORM

Edition 1.0 | EN

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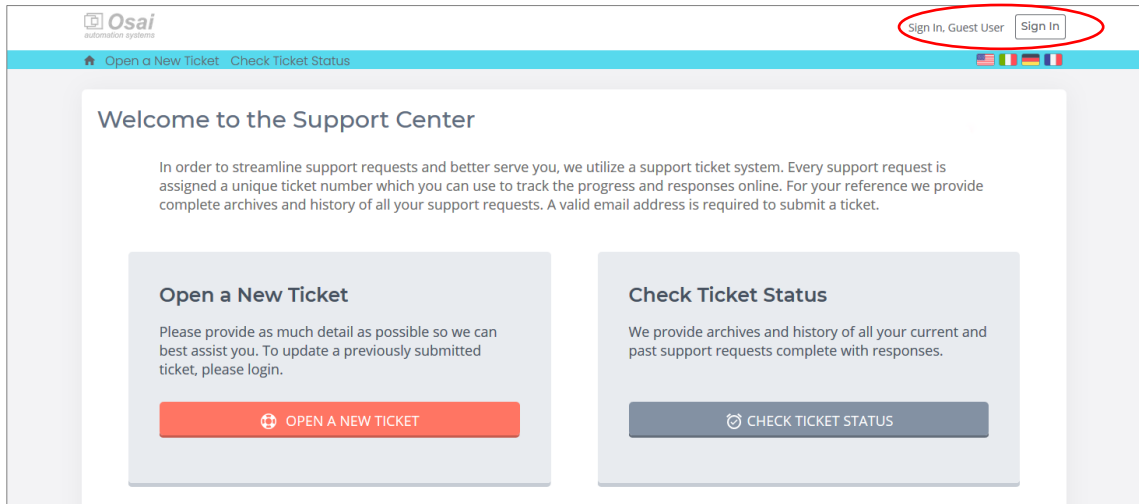
1. HOW TO REGISTER

You can access our site from the following link:

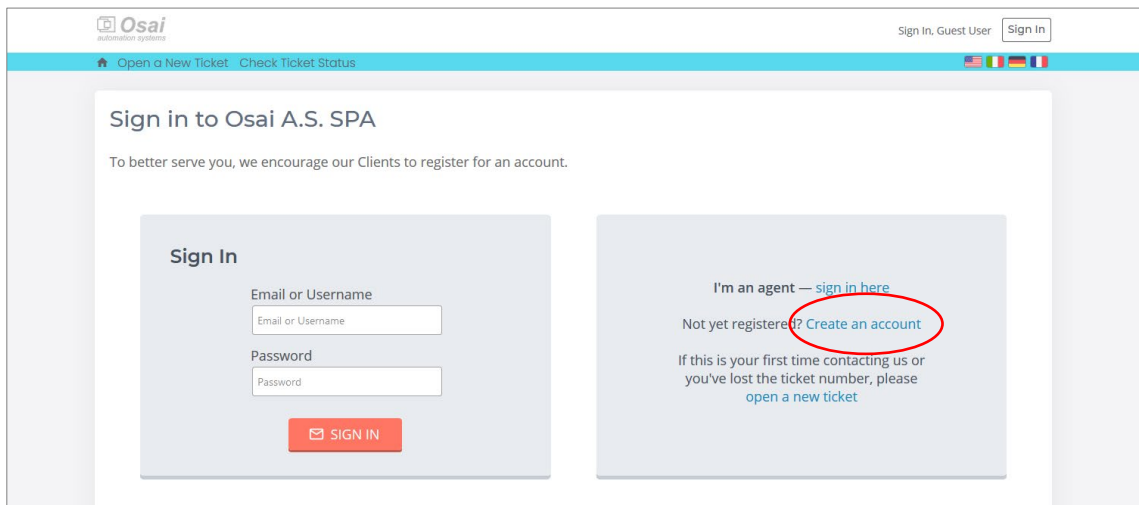
<https://aftersales.osai-as.com/>

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

Sign In, Guest User Sign In

Open a New Ticket Check Ticket Status

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](#)

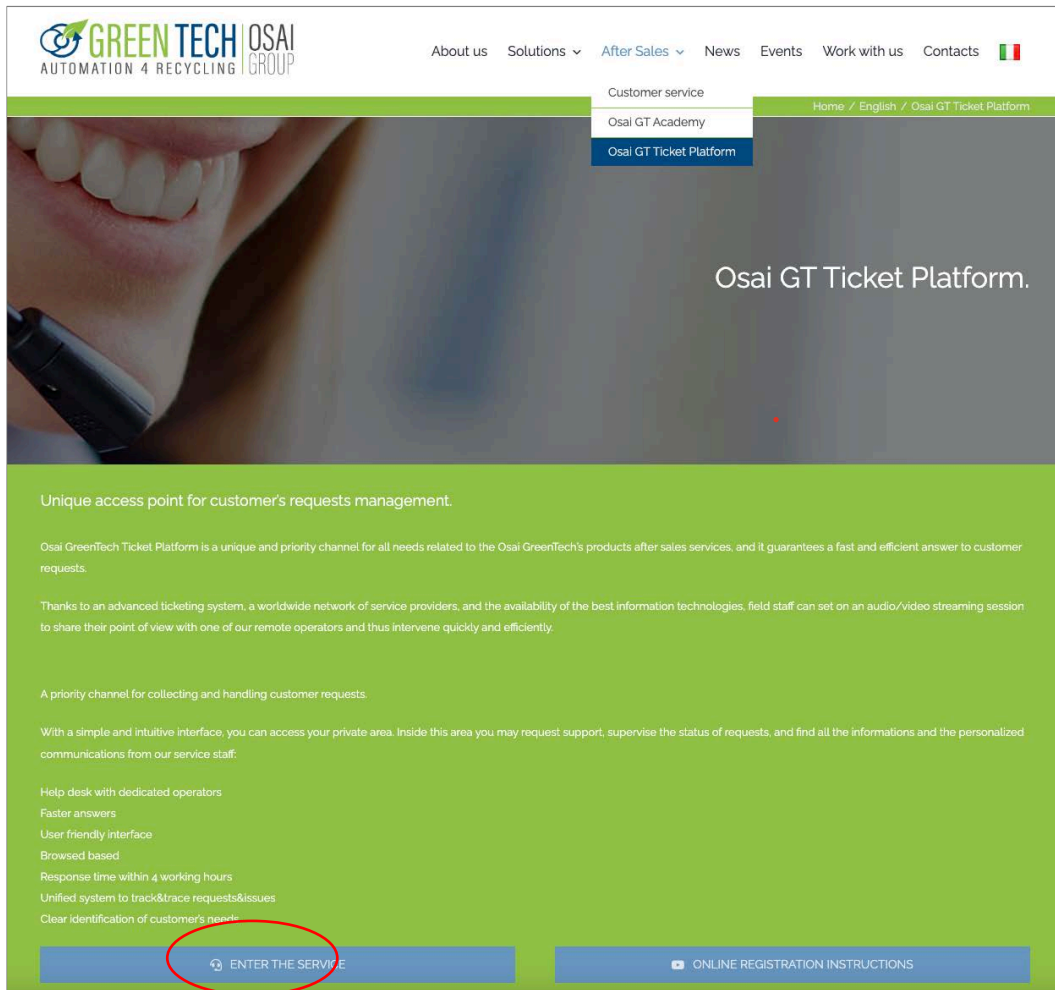
If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

2. HOW TO OPEN A REQUEST (TICKET)

Access the portal from the following link:

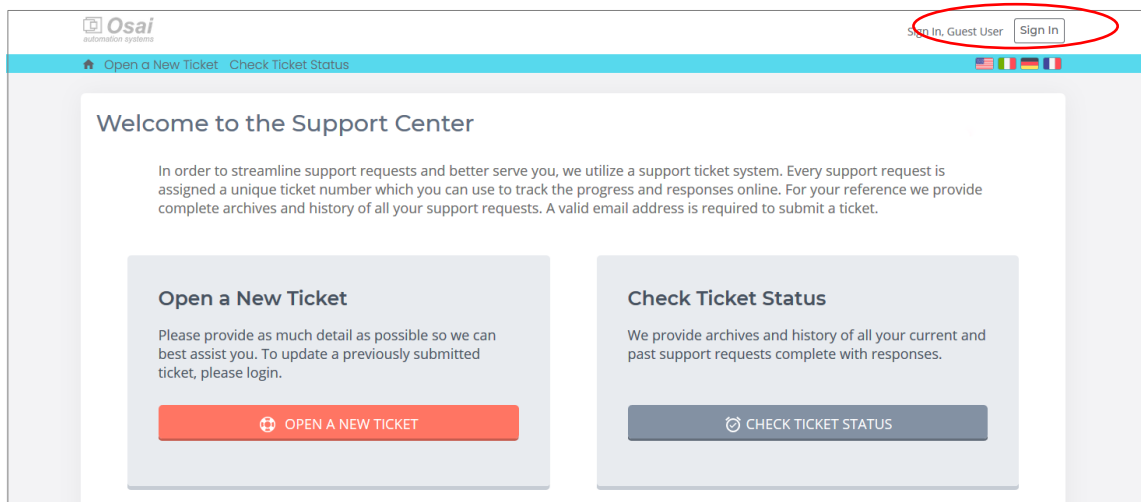
<https://automation4recycling.com/en/osai-gt-ticket-platform-en/>

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 'Sign in to Osai A.S. SPA' 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 main sections for sign-in. The left section is titled 'Sign In' and contains two input fields: 'Email or Username' and 'Password', both with placeholder text. Below these fields is a red button with a mail icon and the text 'SIGN IN'. This entire sign-in form is circled in red. The right section is titled 'I'm an agent — sign in here' and contains the text 'Not yet registered? [Create an account](#)' and 'If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)'.

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

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

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 that, a breadcrumb trail shows 'Knowledgebase > Open a New Ticket > Tickets (0)'. The main heading is 'Open a New Ticket' with a sub-instruction: 'Please fill in the form below to open a new ticket.' The form consists of several sections: 'Email' and 'Client' (text input); 'Help Topic' (dropdown menu with 'Technical Assistance Request' selected); 'Ticket Details' section with 'Please Describe Your Issue' and several text input fields for 'Serial Number', 'Reference Person', 'Reference Person Mail', 'Other reference Person', and 'Other reference Person Mail'. A rich text editor is provided for 'Details on the reason(s) for opening the ticket.' Below it is 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 very 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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