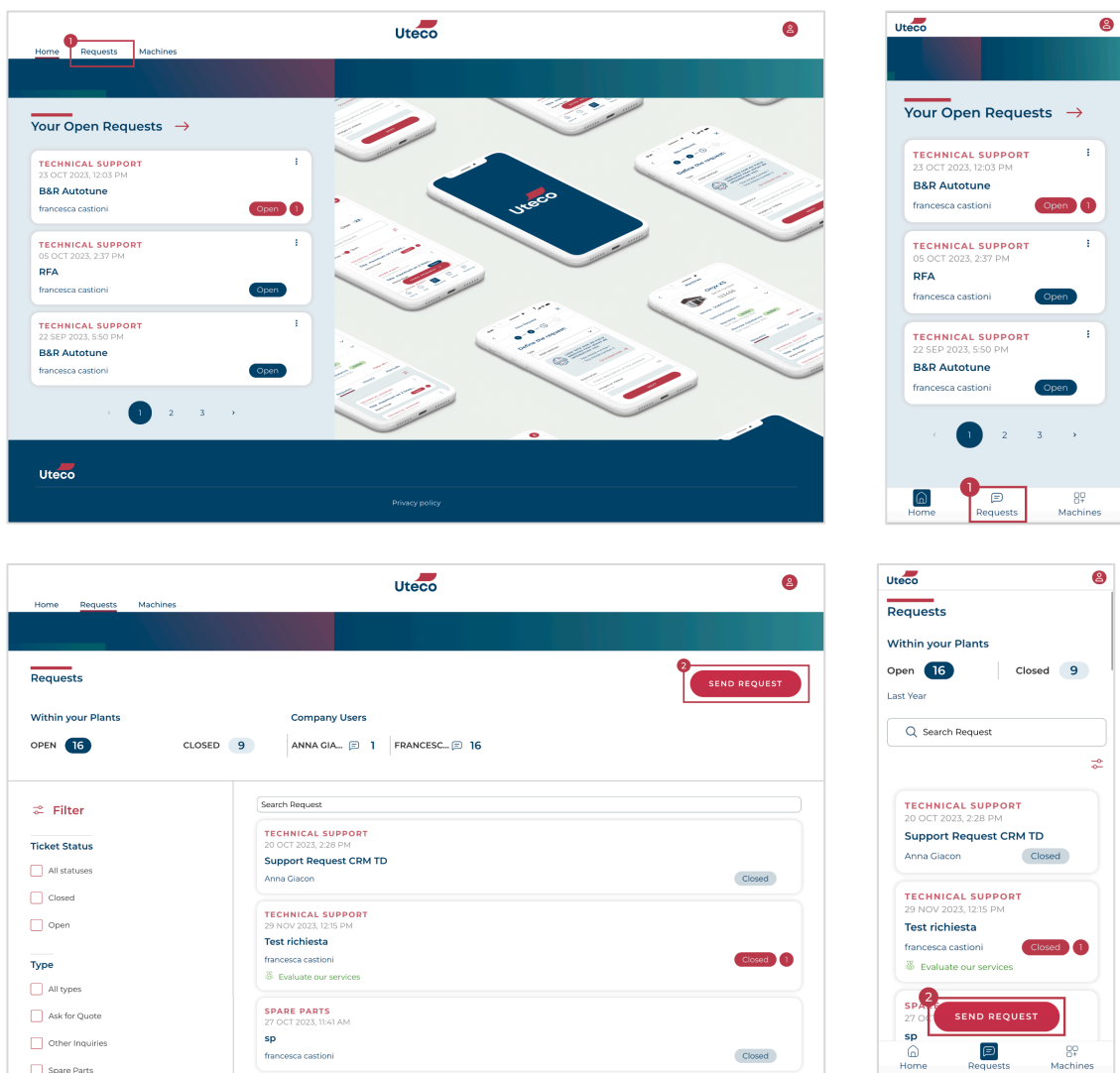


HOW TO ACCESS TO THE NEW CUSTOMER PORTAL

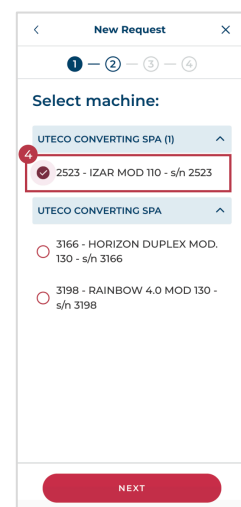
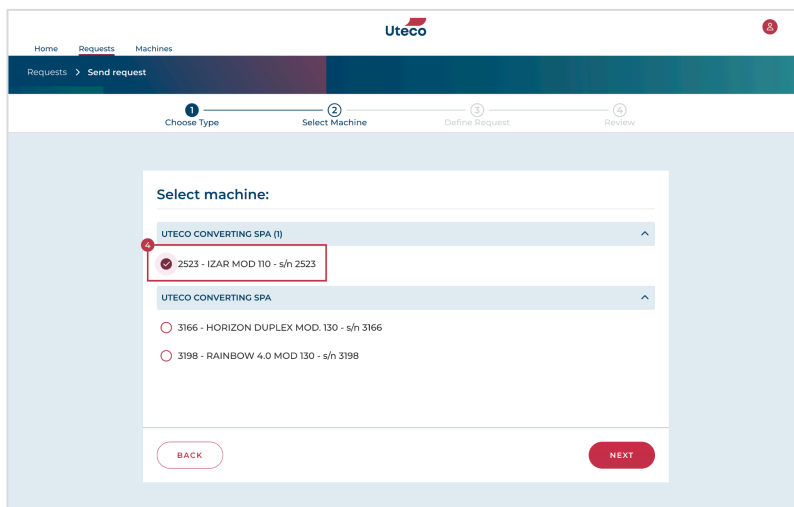
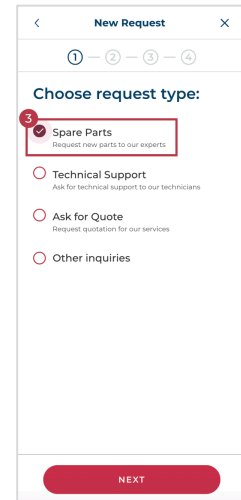
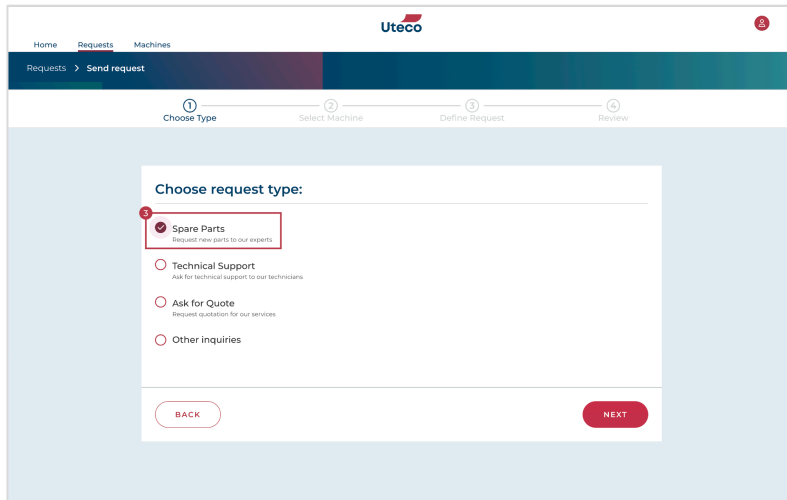
To access the new customer portal, you must connect to the portal website and access the reserved area. You need to enter your username and password or follow the instructions on the page to request the credentials.

HOW TO OPEN A TICKET

To open a ticket, go to the “Requests” section within the customer portal (1): you will then have an overview of all the open requests, with an indication of their open or closed status, and the possibility of sending a new request through the “Send Request” button. (2)

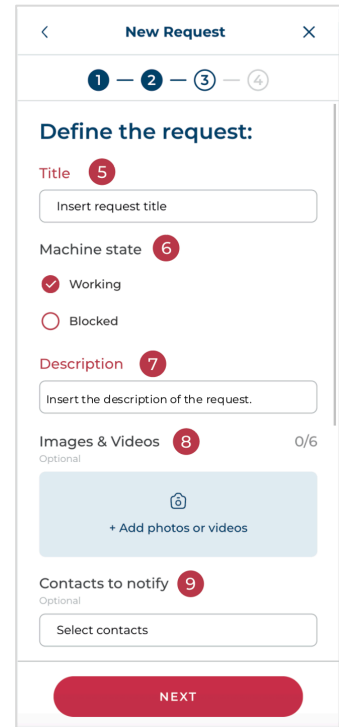
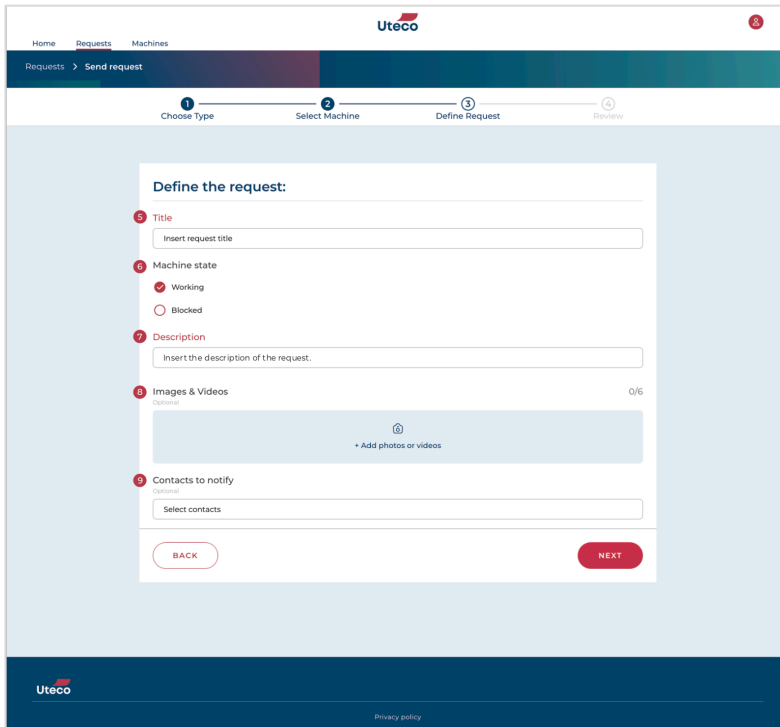


In the next section, you will be asked to explain which type of ticket you want to open. (3) After that, you will need to choose the machine for which you want to open a request. (4)



Fill the title of the request (5), select the status of the machine (6), enter additional information about the component (7) in the description field and finally, if needed, attach pictures or videos (8) which may be useful in order to better describe the purpose of your ticket.

Should you also wish to keep other contacts updated on the progress of the request, add the contact in the "Contact to notify" section (9).



After reviewing the request and ensuring that all data entered is correct, send the request by clicking on the "Send" button (10).

