



Achieve RFID

Creation of support tickets

Support ticket creation procedure

Create your account on our new portal

1. As a first step, please send the following information to : support@axemtec.com

- ❖ E-mail address :
- ❖ Telephone number :
- ❖ Contact name :
- ❖ Company name :
- ❖ Company address :

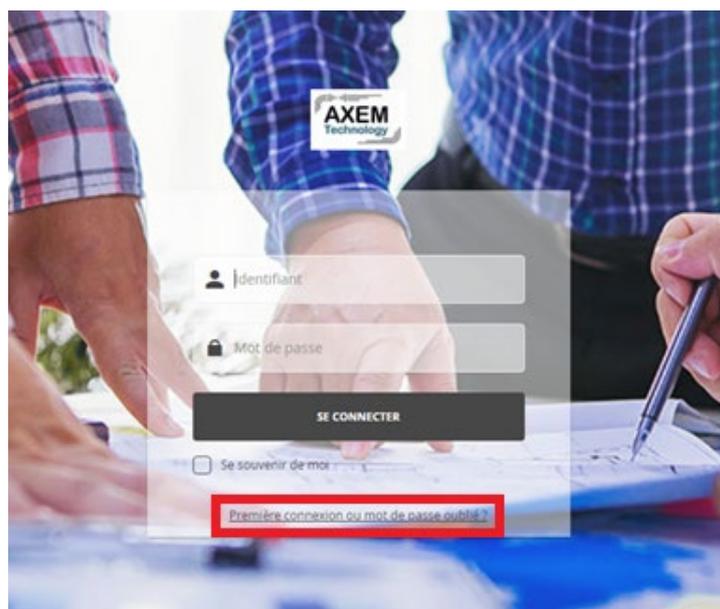
Note :

You can click directly on the link support@axemtec.com to open a pre-filled email and only have to fill in the necessary fields.

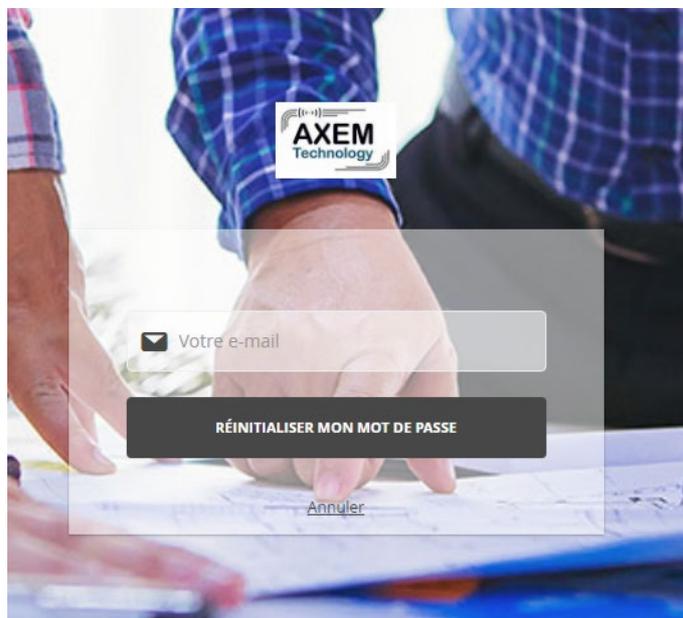
2. Once you have received our confirmation, go to our new portal :

<https://axem-technology.myportal.fr/>.

3. Request a temporary password by clicking on « First time login or forgot your password ? » below :



4. Enter your email address and click to receive your login and temporary password :



5. Here is an example of the email you will receive. One this email received, click on “Change my password” below :

 Bonjour Yann,

Vous recevez cet email afin de réinitialiser votre mot de passe.

Vous pouvez modifier ce dernier en cliquant sur le lien suivant, ce dernier expirera au bout de 24 heures:

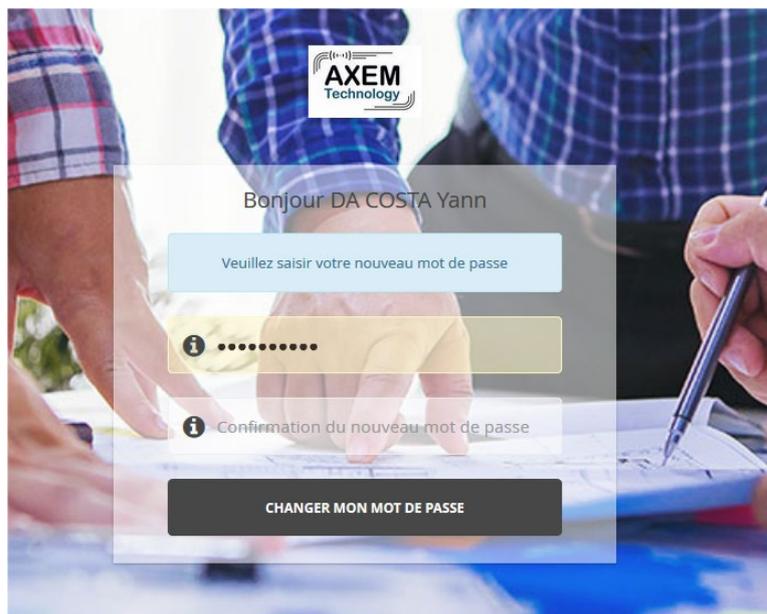
Login : yann

[Changer mon mot de passe](#)

Cordialement,

axem-technology

6. Finally, enter the required password in both field and click on « Change my password » :



7. You can now log in with your new password :



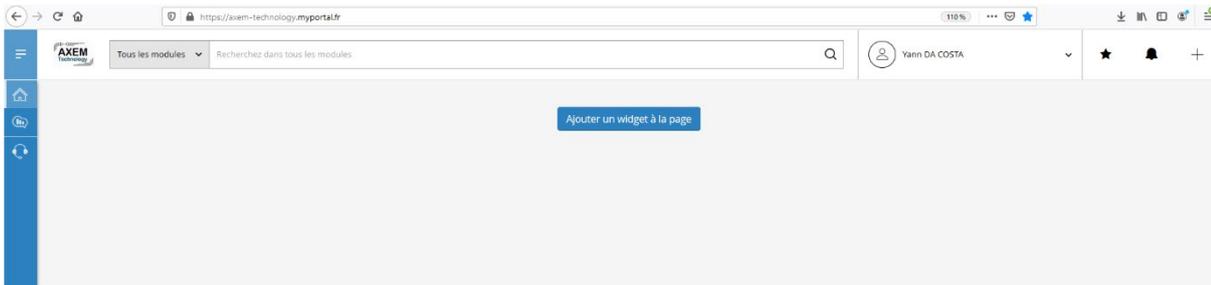
Warning : Internet Explorer is a browser that is incompatible with the use of our new tool !

Create your support tickets

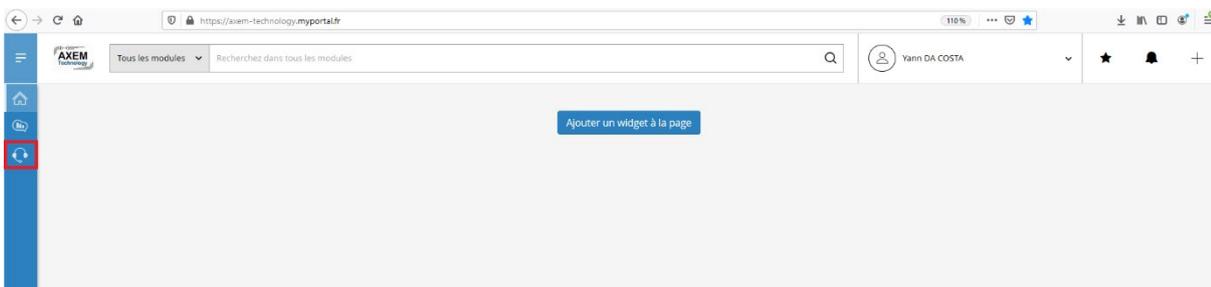
8. Once your account has been created, log in to your space on our portal :

<https://axem-technology.myportal.fr/>

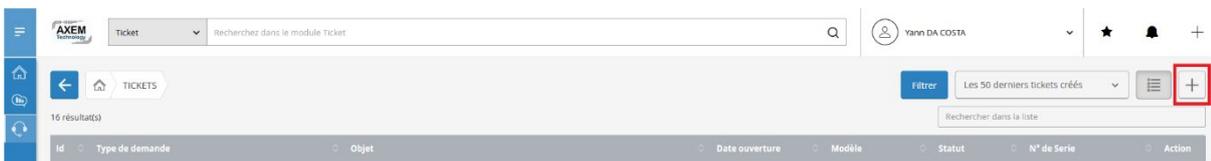
Once logged in, you will have access to the following page :



9. Then click on the helmet  on the left to access the « Tickets » section of your account :



10. Once on the « Tickets » page is open, click on the + in the upper right-hand corner :



11. To make a support request, fill in the following fields. The serial number is not mandatory when creating the ticket :

The screenshot shows the AXEM support ticket creation interface. The user is logged in as Yann DA COSTA. The form is titled 'SYNTHÈSE' and contains the following fields:

- Type de ticket/Ticket type: SUPPORT
- SN: *Numéro de série de l'appareil cible*
- * Type de demande/Request type: Developpement / Development
- Date d'ouverture/Opening date: 24/02/2022
- * Objet/Object: *Raison principale de l'envoi (panne)*
- * Statut/Status: A quater
- Modèle/Model: S-8800

Note :

*The fields with a * are mandatory.*

12. In the « Type of failure » field, please choose the one that is closest to your request as shown below: :

SUPPORT

Documentation & SDK

Utilisation / Use

Developpement / Development

13. Then fill in the fields relating to the issue :

The screenshot shows the 'ACTIONS DE TICKET' section of the support ticket. The contact is DA COSTA Yann (AXEM TECHNOLOGY). The failure type is 'Autre /Other issue'. The description field is empty and has a rich text editor toolbar. The date is 24/02/2022 10:34. The attachment field is empty and has a 'Parcourir...' button.

Note :

The description of the issue should be as precise as possible for a quick processing of the request.

14. Register the ticket. The « REGISTER » button is located at the top right corner:

The screenshot shows the AXEM ticket registration interface. At the top, there is a search bar with the text "Recherchez dans tous les modules" and a user profile icon for "Yann DA COSTA". Below the search bar, there are navigation icons and a "TICKETS" tab. The main form area is titled "SYNTHÈSE" and contains several input fields: "Type de ticket/Ticket type" (SUPPORT), "SN" (*Numéro de série de l'appareil cible*), "* Type de demande/Request type" (Developpement / Development), "Date d'ouverture/Opening date" (24/02/2022), "* Objet/Object" (*Raison principale de l'envoi (panne)*), and "Modèle/Model" (S-8800). A red box highlights the "Enregistrer" button in the top right corner. There is also an "Annuler" button next to it.

15. Your ticket is created:

The screenshot shows the AXEM ticket details page. At the top, there is a search bar with the text "Recherchez dans le module Ticket" and a user profile icon for "Yann DA COSTA". Below the search bar, there are navigation icons and a "TICKETS" tab. The main content area is titled "*Raison principale de l'envoi (panne)*" and contains a summary of the ticket information: "Type de ticket/Ticket type" (SUPPORT), "SN" (*Numéro de série de l'appareil cible*), "Type de demande/Request type" (SUPPORT | Developpement / Development), "Date d'ouverture/Opening date" (24/02/2022), and "Modèle/Model" (S-8800). A red box highlights the "A qualifier" button. To the right of the summary, there is a large "14min" timer indicating the time elapsed since the last action. Below the summary, there are buttons for "AJOUTER UNE NOUVELLE ACTION DE TICKET" and "REPONDRE A LA DERNIERE ACTION". There is also a "Tout afficher / Tout masquer" link.

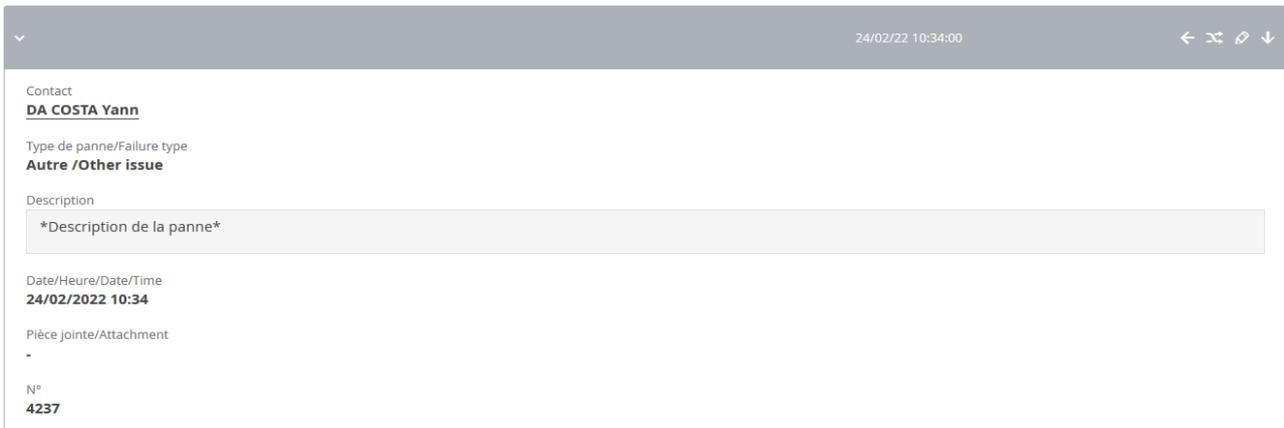
16. You can unfold the Description to find all the information about your ticket as well as the follow-up of the different steps of the processing of your request:

The screenshot shows the AXEM ticket details page with the description unfolded. The "ACTIONS DE TICKET" section is active, and the "Description" field is expanded to show the following information: "Contact" (DA COSTA Yann), "Type de panne/Failure type" (Autre /Other issue), "Description" (*Description de la panne*), "Date/Heure/Date/Time" (24/02/2022 10:34), "Pièce jointe/Attachment" (-), and "N°" (4237). The "ACTIONS DE TICKET" section also contains buttons for "AJOUTER UNE NOUVELLE ACTION DE TICKET" and "REPONDRE A LA DERNIERE ACTION". There is also a "Tout afficher / Tout masquer" link.

17. After that, the first step is the « To be qualified » step. Once qualified by the AXEM support team, your ticket is notified as "Qualified". An email will be sent to you to confirm that your request has been taken into account.

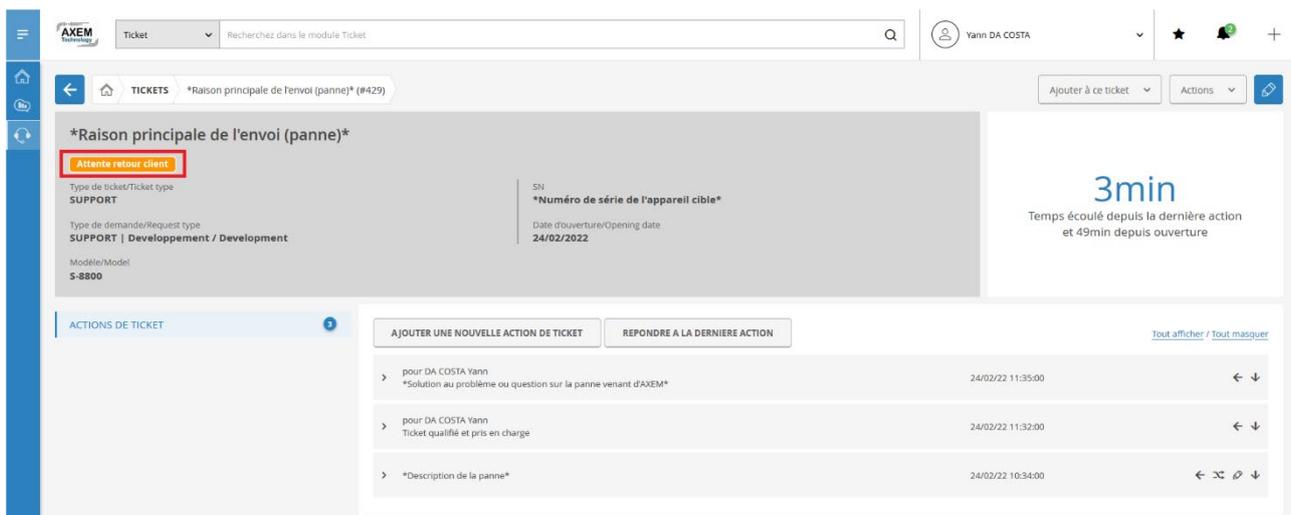
Consultation and processing of your support tickets

1. As indicated, by clicking on « ***Failure description*** » in your ticket, you will have access to the full details of the selected action:



The screenshot shows a support ticket details page. At the top right, the date and time are 24/02/22 10:34:00. The contact is DA COSTA Yann. The failure type is Autre /Other issue. The description field contains the text '*Description de la panne*'. The date and time of the ticket is 24/02/2022 10:34. There are no attachments. The ticket number is 4237.

2. Th: The status of the processing of your ticket is specified:
 - Waiting for customer return (waiting for a return from you)
 - Customer return (automatic status after a return from you)
 - Waiting for R&D return (waiting for a return from us).
3. Here is an example of a ticket after it has been handled (Qualified status) and the first response from AXEM support :



The screenshot shows a support ticket page in the AXEM system. The ticket title is '*Raison principale de l'envoi (panne)*'. The status is 'Attente retour client'. The ticket type is SUPPORT. The request type is SUPPORT | Développement / Development. The model is S-8800. The SN is '*Numéro de série de l'appareil cible*'. The opening date is 24/02/2022. A 3min timer is shown, indicating the time elapsed since the last action and 49min since opening. The actions list shows three actions: 'pour DA COSTA Yann *Solution au problème ou question sur la panne venant d'AXEM*' (24/02/22 11:35:00), 'pour DA COSTA Yann Ticket qualifié et pris en charge' (24/02/22 11:32:00), and '*Description de la panne*' (24/02/22 10:34:00).

4. To respond to an action, click on the red framed arrow (the one on the left) :

The screenshot shows the AXEM Technology ticket management interface. At the top, there is a search bar and a user profile for Yann DA COSTA. The main content area displays ticket details for '*Raison principale de l'envoi (panne)* (#429)'. On the right, a timer indicates '3min' of time elapsed. Below the details, there is a section for 'ACTIONS DE TICKET' with a list of actions. The first action is 'pour DA COSTA Yann *Solution au problème ou question sur la panne venant d'AXEM*' with a timestamp of '24/02/22 11:35:00'. A red box highlights a left-pointing arrow on the right side of this action, indicating it is the one to click to respond.

5. This action takes you to the screen below. To respond to the task, fill in only the description field. The other fields are already filled.

The screenshot shows the 'Nouvelle action de ticket' form in the AXEM Technology interface. The form is pre-filled with the following information: Contact: DA COSTA Yann (AXEM TECHNOLOGY); Type de panne/Erreur type: Autre /Other issue; Date/Heure/Date/Time: 24/02/2022 11:46; Pièce jointe/Attachment: Aucun fichier sélectionné. The 'Description' field is highlighted with a red box and contains the text '*Solution OK ou réponse aux questions du support*'. Below the form, there is a list of actions, with the first action being the one that was clicked in the previous screenshot.

6. To validate your answer, click on REGISTER to validate your answer. The ticket is assigned the status of "Customer return" and awaits a response from Support, and so on until the status "Closed" is assigned:

The screenshot displays the AXEM Technology support ticket interface. At the top, there is a search bar and a user profile for Yann DA COSTA. The main header shows the ticket title '*Raison principale de l'envoi (panne)*' and a timer indicating '1min' elapsed since the last action. The ticket details include the status 'Retour client', type 'SUPPORT', request type 'SUPPORT | Developpement / Development', and model 'S-8800'. The opening date is '24/02/2022'. Below the details, there are buttons for 'AJOUTER UNE NOUVELLE ACTION DE TICKET' and 'REPONDRE A LA DERNIERE ACTION'. The ticket history shows four actions:

- > *Solution OK ou réponse aux questions du support* (24/02/22 12:10:00)
- > pour DA COSTA Yann *Solution au problème ou question sur la panne venant d'AXEM* (24/02/22 11:35:00)
- > pour DA COSTA Yann Ticket qualifié et pris en charge (24/02/22 11:32:00)
- > *Description de la panne* (24/02/22 10:34:00)

Note :

All support tickets are managed via MyPortal. . If you have any problems creating your account/ticket, you can contact us at this address : support@axemtec.com