

External user operative guide

coesia

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Accept invitation to COESIA Customer Portal

To access te COESIA Customer Portal you need to accept the invitation to the portal first.

You will receive an email containing a link. Clicking the invitation link redirects you to the Microsoft login page and, after successful login, you will be redirected to Microsoft MFA configuration (please refer to the Microsoft documentation for more information about this topic:

<https://learn.microsoft.com/it-it/entra/external-id/redemption-experience>).

Please follow the steps below to log in and complete the setup.

1. user clicks on the received registration link

Oggetto: [GUEST] CP - Your Invitation

Dear Doe
you have been invited to Coesia Customer portal.
Please click the link below to access

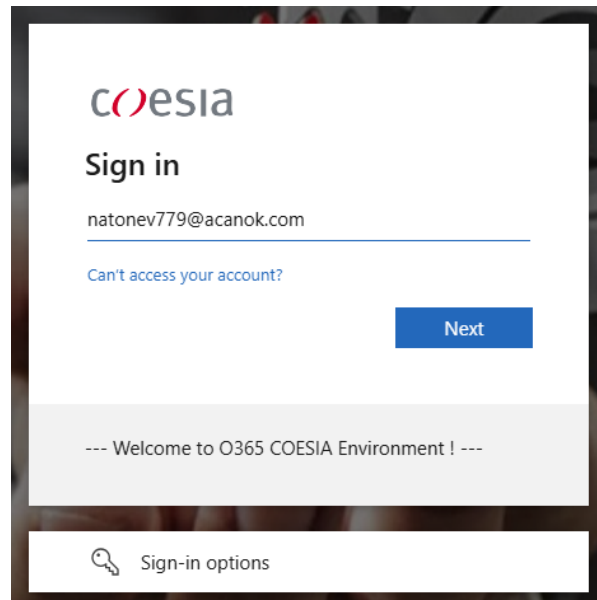
Please note that by accessing the portal you automatically accept [privacy and GDPR conditions](#).

Please check also the [General T&C](#).

[Click here](#)

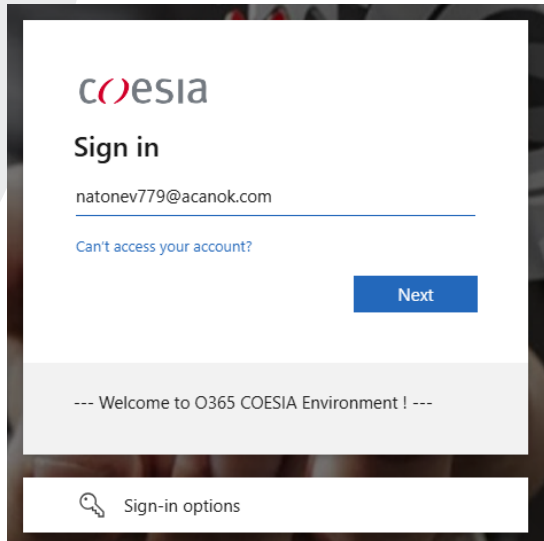
Accept invitation to COESIA Customer Portal

2. The portal redirects the user to the login page and Microsoft MFA configuration

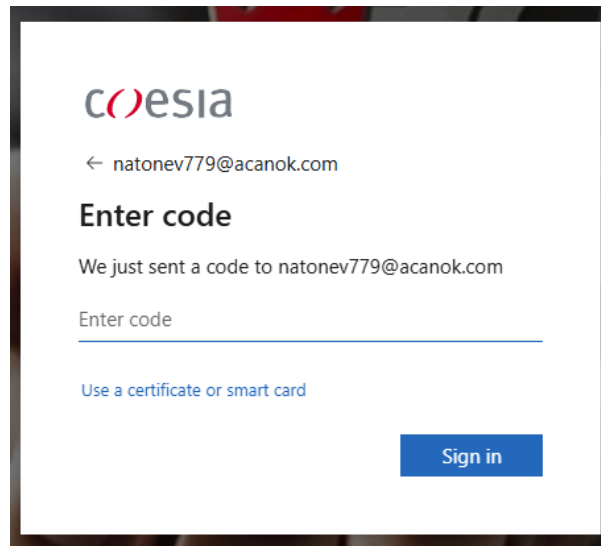


Accept invitation to COESIA Customer Portal

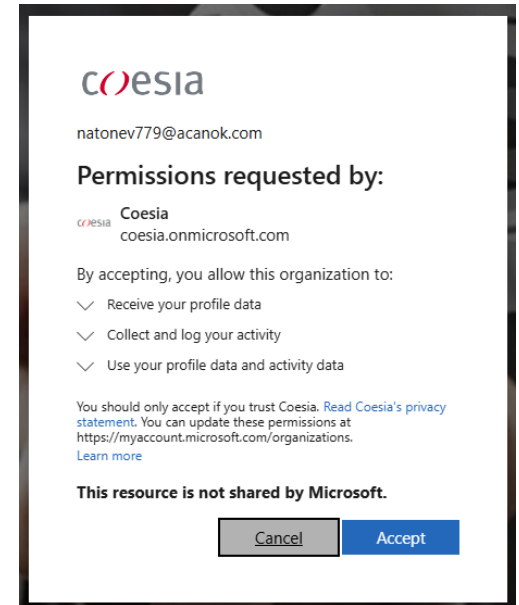
3. The user choose an authentication method (Microsoft Authenticator in this example) and the wizard guide the user to configure it.
The login is required through the user password or an OTP.
Coesia will never know the Microsoft password of the user.



The first screenshot shows the COESIA sign-in page. At the top is the COESIA logo. Below it is the text 'Sign in' followed by the email address 'natonev779@acanok.com' in a text input field. A link 'Can't access your account?' is below the input field. A blue 'Next' button is to the right. At the bottom, there is a grey banner with the text '--- Welcome to O365 COESIA Environment ! ---' and a 'Sign-in options' link with a magnifying glass icon.



The second screenshot shows the 'Enter code' screen. It features the COESIA logo and the email 'natonev779@acanok.com'. The heading 'Enter code' is followed by the message 'We just sent a code to natonev779@acanok.com'. There is a text input field for the code. A link 'Use a certificate or smart card' is below the input field. A blue 'Sign in' button is at the bottom right.

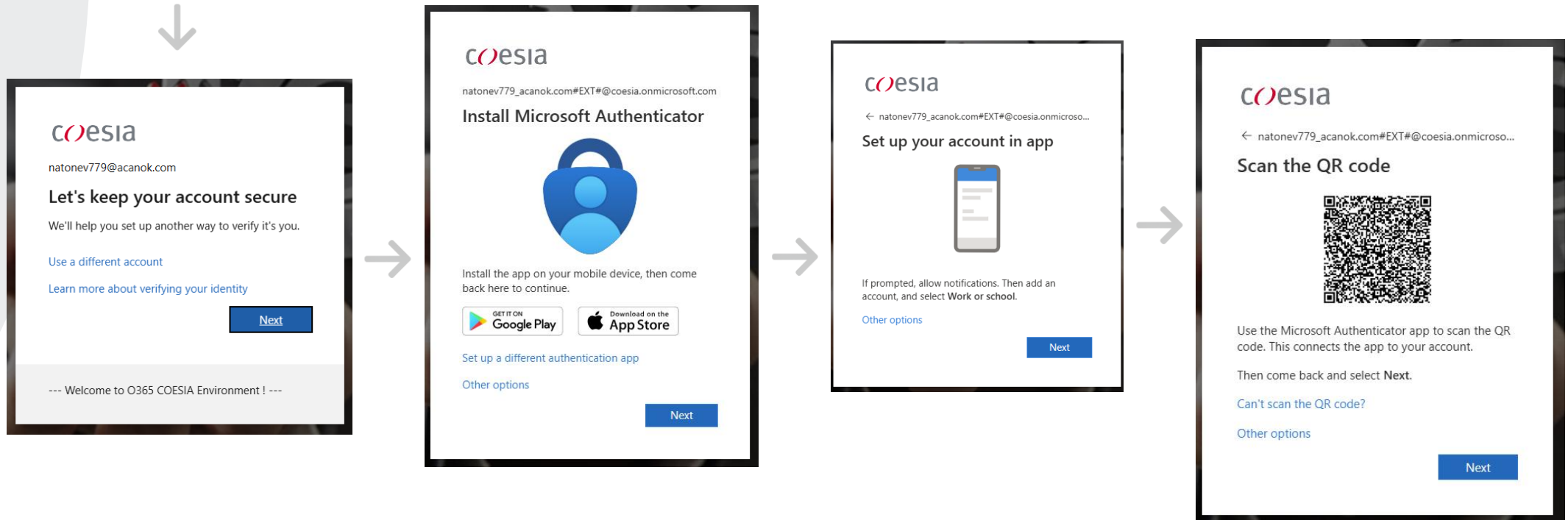


The third screenshot shows the 'Permissions requested by:' screen. It displays the COESIA logo, the email 'natonev779@acanok.com', and the organization 'Coesia coesia.onmicrosoft.com'. It lists permissions: 'Receive your profile data', 'Collect and log your activity', and 'Use your profile data and activity data'. A note states: 'You should only accept if you trust Coesia. Read Coesia's privacy statement. You can update these permissions at https://myaccount.microsoft.com/organizations. Learn more'. At the bottom, it says 'This resource is not shared by Microsoft.' with 'Cancel' and 'Accept' buttons.



COESIA

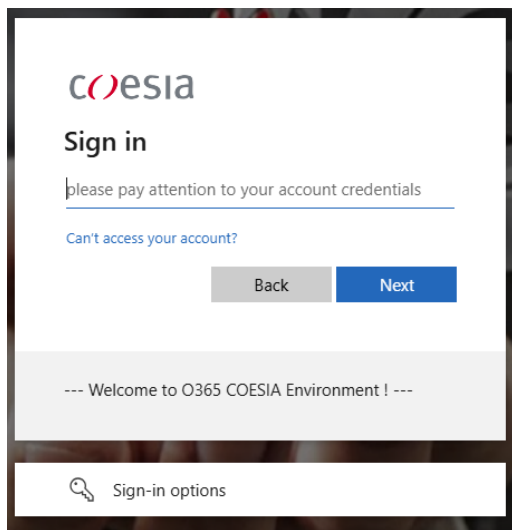
Accept invitation to COESIA Customer Portal



4. After completing the Authenticator setup, the registration process is complete and user will be redirected to the Portal home page.

Login to COESIA Customer Portal

To login to the COESIA Customer portal simply follow the link <https://customerportal.coesia.com>, click on the signin button in the middle section or in the top of the page and enter the credentials you defined in the previous steps:

A screenshot of the COESIA Sign in page. The page has a white background with a dark border. At the top, the COESIA logo is displayed. Below it, the text "Sign in" is shown. A blue line of text reads "please pay attention to your account credentials". Below this, a link "Can't access your account?" is visible. At the bottom of the main section, there are two buttons: "Back" (grey) and "Next" (blue). A light grey banner at the bottom of the main section contains the text "--- Welcome to O365 COESIA Environment ! ---". At the very bottom, there is a white box with a magnifying glass icon and the text "Sign-in options".

coesia

Sign in

please pay attention to your account credentials

[Can't access your account?](#)

Back Next

--- Welcome to O365 COESIA Environment ! ---

 Sign-in options

Site navigation

After login you will see the home page.

Here you can find, in the top of the page, the buttons to:

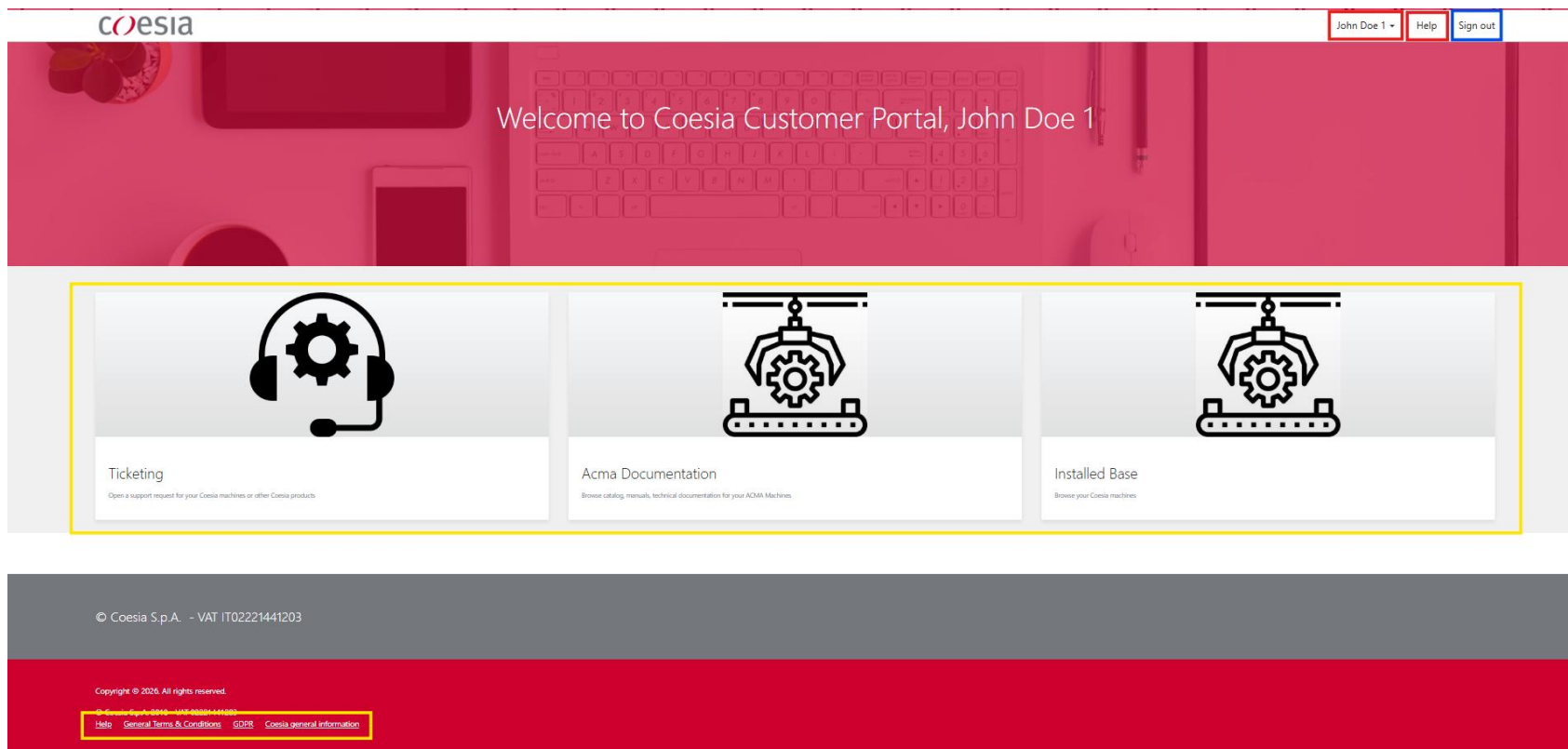
1. Access your personal profile data,
2. Access the help page,
3. Logout the portal.

The middle section will contain a clickable card for each service configured for you.

In the footer you will find the buttons to access the help page, and the informative documentation (privacy policy, General Terms and Conditions, Coesia general information).

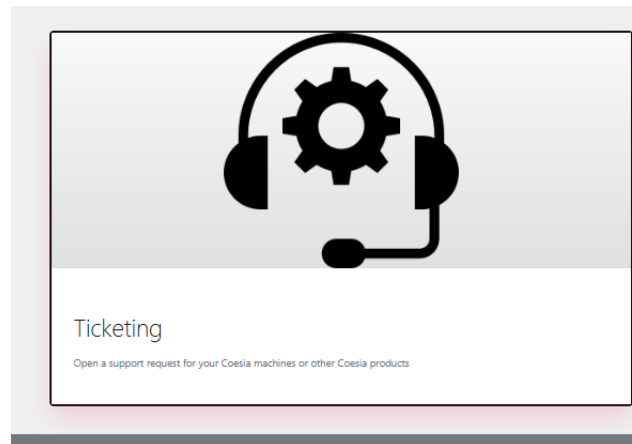
The site is responsive, so the rendering may be slightly different based on you screen dimension and resolution.

Site navigation



Launch a service from main page

To launch one of the services visible on the home page you simply need to click on the card of the desired service:



Launch a service from main page

The click will redirect you to the desired service:



John Doe 1 ▾ Help Sign out

Home > Support

Support

☰ My Open Cases Customer Self ▾

Case Number	Case Title	Subject	Equipment Current Status	Type of Issue	Customer	Status Reason	Customer Asset	Modified On	Created On ▾
CAS-01356-H7T5K3	qwert	Request for Assistance/Service	In production	Significant performance / quality / cost	BAT KENYA PLC PIN P000595091F	Opened	C002-15101556	5/15/2026 12:47 PM	5/15/2026 12:46 PM ▾
CAS-01354-T9H9M2	test plugin 6	Request for Assistance/Service		Health, quality or legal risk	BAT KENYA PLC PIN P000595091F	Opened	C002-15101556	5/14/2026 11:25 AM	5/14/2026 11:25 AM ▾
CAS-01353-X8T8Z1	test plugin 5	Request for Assistance/Service		Health, quality or legal risk	BAT KENYA PLC PIN P000595091F	Opened	C002-15101556-TESTCR	5/14/2026 11:23 AM	5/14/2026 11:22 AM ▾
CAS-01352-T4N5B9	TEST URGENCY	Request for Assistance/Service	In production	Health, quality or legal risk	BAT KENYA PLC PIN P000595091F	Opened	C002-15101556	5/14/2026 10:54 AM	5/14/2026 10:54 AM ▾
CAS-01351-K8Z2M2	plugin test 4	Request for Assistance/Service		Health, quality or legal risk	BAT KENYA PLC PIN P000595091F	Opened	C002-15101556	5/14/2026 10:26 AM	5/14/2026 10:24 AM ▾
CAS-01350-C3D1G3	plugin test 3	Request for Assistance/Service		Health, quality or legal risk	BAT KENYA PLC PIN P000595091F	Opened	C002-15101556-TESTCR	5/13/2026 5:46 PM	5/13/2026 5:46 PM ▾
CAS-01349-D0Z8Q2	test plugin 1	Request for Assistance/Service		Health, quality or legal risk	BAT KENYA PLC PIN P000595091F	Opened	C002-15101556-TESTCR	5/13/2026 5:35 PM	5/13/2026 5:35 PM ▾

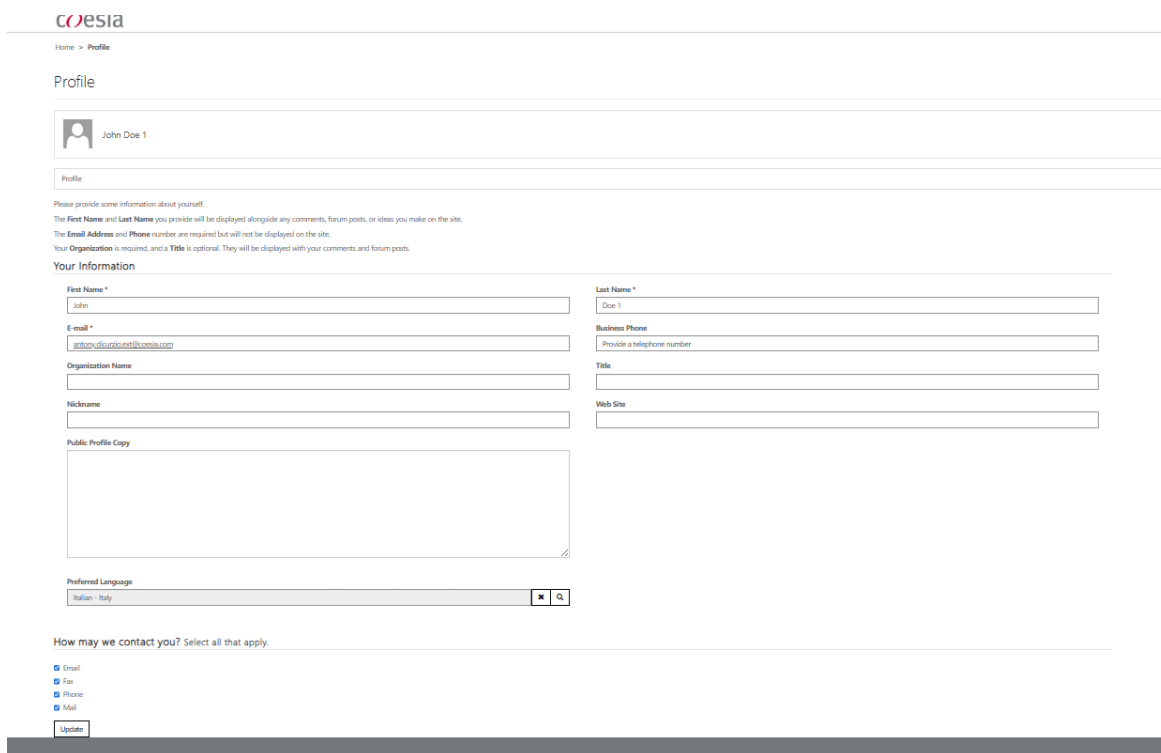
Access and edit user profile

Clicking on your Name in the top of the page will open a menu.
Clicking on the Profile entry will redirect you to your Profile page.



Access and edit user profile

In the Profile Page you can review and edit your personal data entered in the system. If needed, simply edit the field that needs to be updated and click on the Update button to save the information in the system.

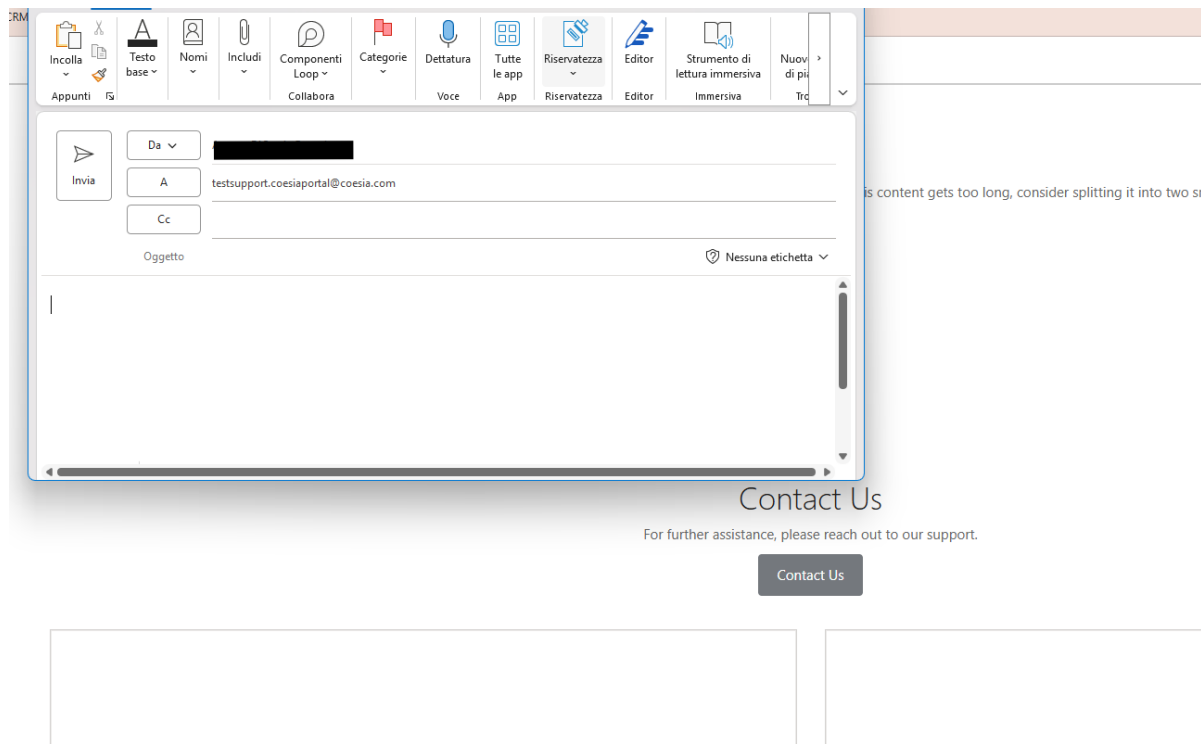


The screenshot displays the COESIA user profile page. At the top, the COESIA logo is visible, followed by a breadcrumb trail: Home > Profile. The main heading is "Profile". Below this, there is a profile card for "John Doe 1" with a placeholder for a profile picture. A sub-heading "Profile" is followed by a note: "Please provide some information about yourself. The **First Name** and **Last Name** you provide will be displayed alongside any comments, forum posts, or ideas you make on the site. The **Email Address** and **Phone** number are required but will not be displayed on the site. Your **Organization** is required, and a **Title** is optional. They will be displayed with your comments and forum posts."

The form is titled "Your Information" and is divided into two columns. The left column contains fields for "First Name *" (with "John" entered), "E-mail *" (with "john.doe1@coesia.com" entered), "Organization Name", "Nickname", and a large text area for "Public Profile Copy". The right column contains fields for "Last Name *" (with "Doe 1" entered), "Business Phone" (with a placeholder "Provide a telephone number"), "Title", and "Web Site". Below the form is a "Preferred Language" dropdown menu set to "Italian - Italy". At the bottom, there is a section "How may we contact you? Select all that apply." with checkboxes for "Email", "Fax", "Phone", and "Mail". An "Update" button is located at the bottom right of the form.

Ask for support

Clicking on one of the Help link will redirect you to the general help page where you can find the Contact Us button. Clicking on this button will open your Email client that you can use to send us an email.



Useful links

- <https://learn.microsoft.com/it-it/entra/external-id/redemption-experience>
- <https://support.microsoft.com/en-us/account-billing/work-or-school-account-help-718b3d92-a8a7-4656-8a05-c0228d346b7d>

Thank you

