

COESIA CUSTOMER PORTAL

External User Manual

Sommario

1. Introduction	1
2. Customer Portal Support Scope.....	2
3. How to Request Support.....	2
3.1 Help Page (Available Before Login)	2
3.2 Help Link in Top Menu	2
3.3 Help Link in Footer	3
3.4 Homepage Help Access	3
4. How the Support Request Works.....	4
5. What Happens After Sending the Request	4
6. Communication with the Support Team.....	5
7. Best Practices.....	5
8. Important Notes	5
9. Glossary.....	6

1. Introduction

This document explains how external users can request support for the Coesia Customer Portal.

The manual provides:

- an overview of the available support channels
- instructions on how to request support
- information about what happens after a request is submitted
- general guidelines for interacting with the support service

2. Customer Portal Support Scope

The support service covers issues related to the Customer Portal, including:

- Portal access issues
- login problems
- Portal navigation issues
- missing visibility of available services
- broken links or unexpected Portal behavior

If the issue occurs inside a Connected Service after the Portal redirection, the request may be managed by a different support team.

3. How to Request Support

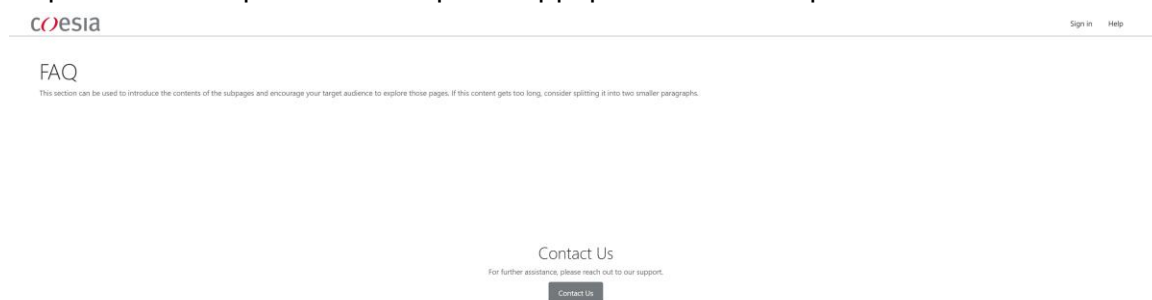
The Customer Portal provides multiple access points to request support.

3.1 Help Page (Available Before Login)

Support can be requested through the public Help page available even when the user is not logged in.

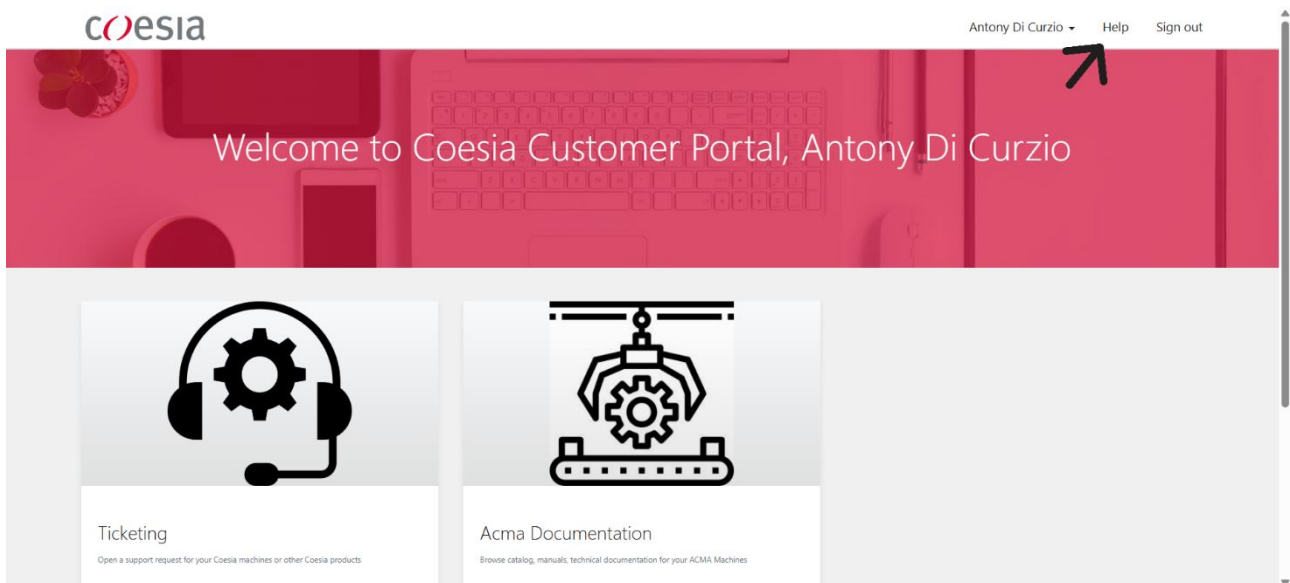
Example URL:

<https://customerportal-coesia.powerappsportals.com/help/>



3.2 Help Link in Top Menu

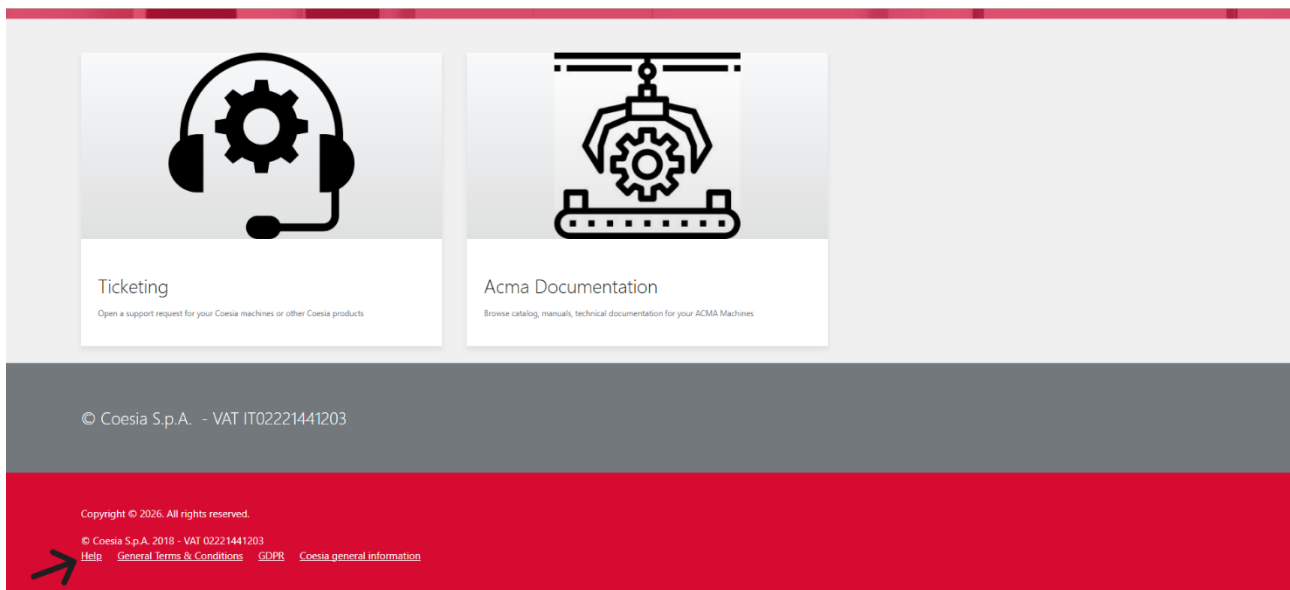
When logged into the Customer Portal, users can access support through the “Help” link available in the top-right navigation menu.



(Black arrow in the screen)

3.3 Help Link in Footer

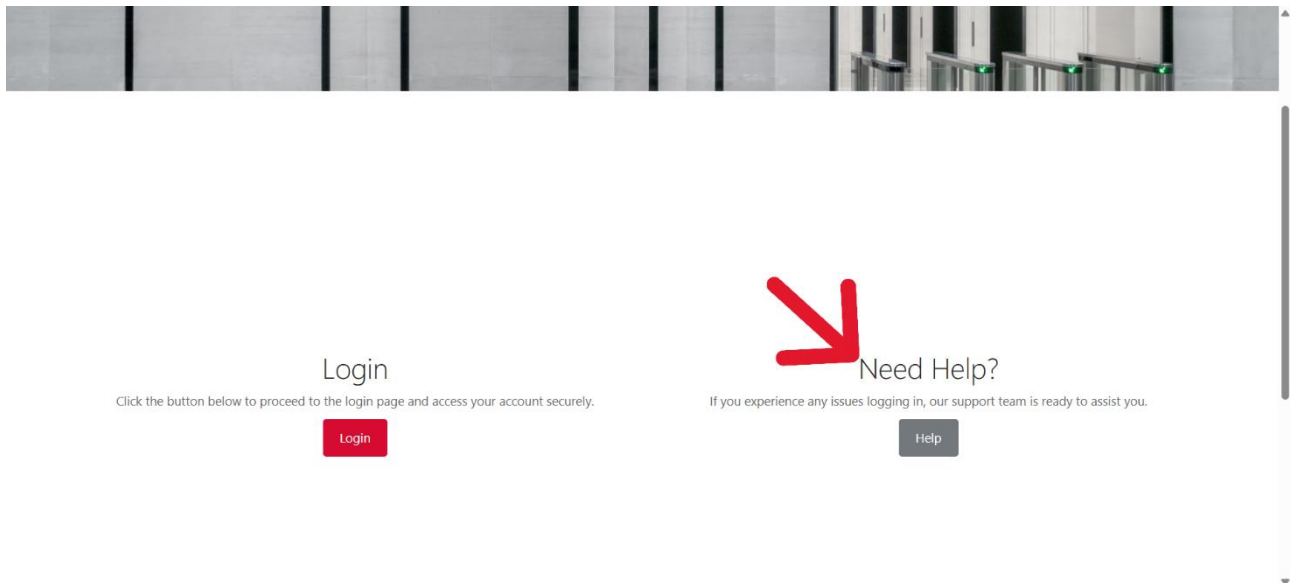
When logged into the Customer Portal, users can also access support through the Help link available in the page footer.



(Black arrow in the screen)

3.4 Homepage Help Access

When not logged in, support access may also be available directly from the homepage.



(Red arrow in the screen)

4. How the Support Request Works

When a Help link is selected:

- the default email client configured on the user's device is opened automatically
- the support email address is prefilled
- the user can describe the issue and send the email.

Users should include:

- a clear description of the issue
- screenshots if available
- details about the actions performed before the issue occurred
- any error messages shown by the Portal.

Providing detailed information helps the support team analyse the issue more efficiently.

5. What Happens After Sending the Request

Once the email is sent:

1. the request is received by the support team
2. a support ticket is automatically created
3. the ticket is analysed by the responsible team

4. users may receive additional requests for information if needed
5. users receive updates and resolution communication through email.

6. Communication with the Support Team

All communication related to the support request is managed through email.

Users may receive:

- confirmation messages
- requests for additional information
- status updates
- resolution notifications.

Replies sent through email are associated with the same support ticket.

7. Best Practices

To help the support team investigate the issue more quickly, users should:

- provide a detailed description of the problem
- include screenshots whenever possible
- specify the affected functionality
- include any visible error message
- describe the steps performed before the issue occurred.

8. Important Notes

- The Customer Portal support service is available through the Help links provided within the Portal.
- The support request process relies on the user's email client.
- Some issues may require involvement of additional support teams depending on the impacted service.

9. Glossary

Term	Description
Customer Portal	Coesia Portal used to access available services
Connected Service	External application or platform accessible through the Portal
Support Ticket	Official support request created after the email submission