

USER MANUAL



USE OF TICKETING PLATFORM

Edition 1.0 | EN

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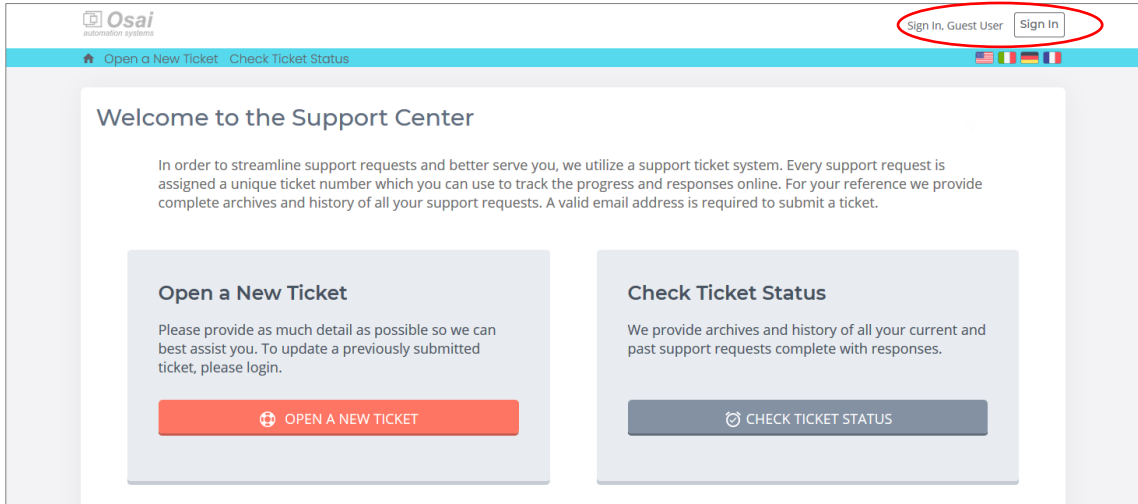
1. HOW TO REGISTER

You can access our site from the following link:

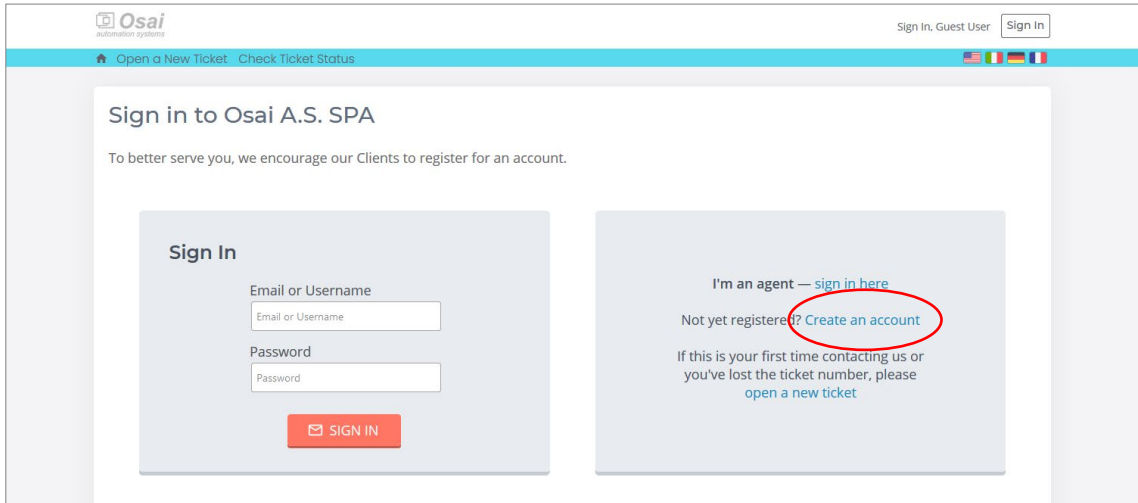
<https://aftersales.osai-as.com/>

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.

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"**:



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://osai-as.com/service/>

and then press **"ENTER THE SERVICE"** button:

The screenshot shows the OSAI A.S. Online Service portal homepage. At the top, there is a navigation menu with links for Company, Press, Products, Service, Contact, Investor relations, Download, and Language. The main heading reads "WELCOME TO OSAI A.S. ONLINE SERVICE". Below this, there is an illustration of a man in a white lab coat pointing at a computer monitor. To the right of the illustration, there is text explaining the online service platform and its benefits. Below the text, there are two buttons: "ACCESS THE SERVICE" (highlighted with a red circle) and "VIDEO TUTORIAL". At the bottom of the page, there is contact information for OSAI A.S. S.p.A. and social media icons for LinkedIn and YouTube.

Company ▾ Press ▾ Products ▾ Service ▾ Contact Investor relations Download ▾ Language: ▾

WELCOME TO OSAI A.S. ONLINE SERVICE

The online service platform it's a **unique and priority channel** for all needs related to the OSAI's products after sales services and guarantees a **fast and efficient answer** to customer requests.

Thanks to a **simple and intuitive interface**, you can access your private area. Inside this area you may request support, supervise the status of requests and draw on content or personalized communications made available by our service staff.

The OSAI A.S. Online Service guarantees:

- Unified system for assistance management, spare parts and quotes
- Faster answers
- A better problem identification
- Focus on solutions
- Friendly interface

To access our online platform it's easy: take a look to our video tutorial to learn every step!

[ACCESS THE SERVICE](#) [VIDEO TUTORIAL](#)

OSAI AUGMENTED SUPPORT TECHNOLOGY

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Email: Info@osai-as.it
Cap. Soc. € 1.400.000,00 I.v. - C.C.I.A.A. Torino 815298 - Reg. Impr. Torino n.TO815298
P.I. e C.F.: 06802510013 - Codice Destinatario: RWB54PB

[in](#) [yt](#)

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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:

The screenshot shows the OSAI Support Center login page. At the top, there is a navigation menu with links for "Open a New Ticket" and "Check Ticket Status". In the top right corner, there are two buttons: "Sign In. Guest User" and "Sign In" (highlighted with a red circle). Below the navigation menu, there is a heading "Welcome to the Support Center" and a paragraph explaining the support ticket system. Below this, there are two main sections: "Open a New Ticket" and "Check Ticket Status". Each section has a brief description and a button to proceed. The "Open a New Ticket" button is highlighted with a red circle.

Osai
automation systems

Sign In. Guest User Sign In

Open a New Ticket Check Ticket Status

Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

Open a New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

[OPEN A NEW TICKET](#)

Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

[CHECK TICKET STATUS](#)

Enter your credentials chosen during registration, and press the "**Sign in**" button:

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automation systems

Sign In, Guest User Sign In

Open a New Ticket Check Ticket Status

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
Email or Username

Password
Password

SIGN IN

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](#)

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

Help Topic

Select a Help Topic

- Implementation/Update
- Request for Parts
- Technical Assistance Request
- Technical Documentation Request
- Training

Create Ticket Reset Cancel

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**":

Osai
SILVIA STRAZZA PROFILE TICKETS (0) SIGN OUT

Knowledgebase Open a New Ticket Tickets (0)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email
Client

Help Topic
Technical Assistance Request

Ticket Details
Please Describe Your Issue

Serial Number *
(see the CE Label)

Reference Person *

Reference Person Mail

Other reference Person
if you want to add another reference

Other reference Person Mail

Details on the reason(s) for opening the ticket.

Drop files here or choose them

General Condition *
I declare to have read and accepted the general conditions of assistance / spare parts request

Create Ticket Reset 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

