

# ATS ITSM Customer User Guide

*Version 2.0*





## 1/ Registration process for logging onto ATS portal

Please open the link <https://support.ats-global.com/> and follow instructions and screenshots below:

Press the **Sign in** now:

Sign in with your existing account

Forgot your password?

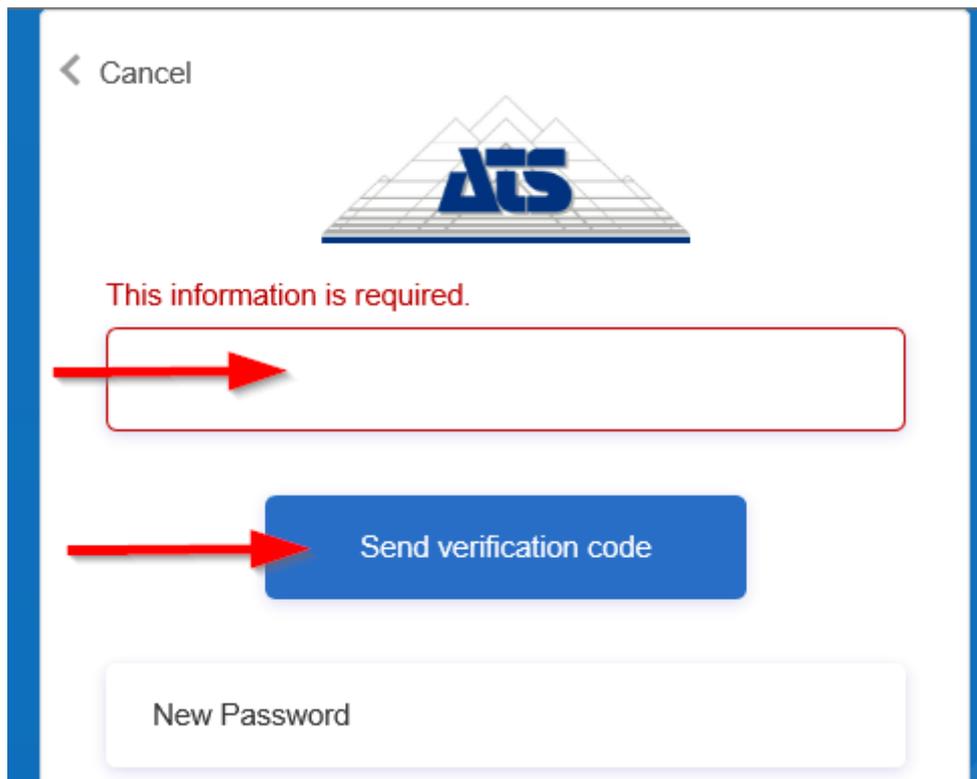
Sign in

Don't have an account? [Sign up now](#)

Sign in with your social account

ATS Internal Login

Enter your email address and press **Send verification code** button:

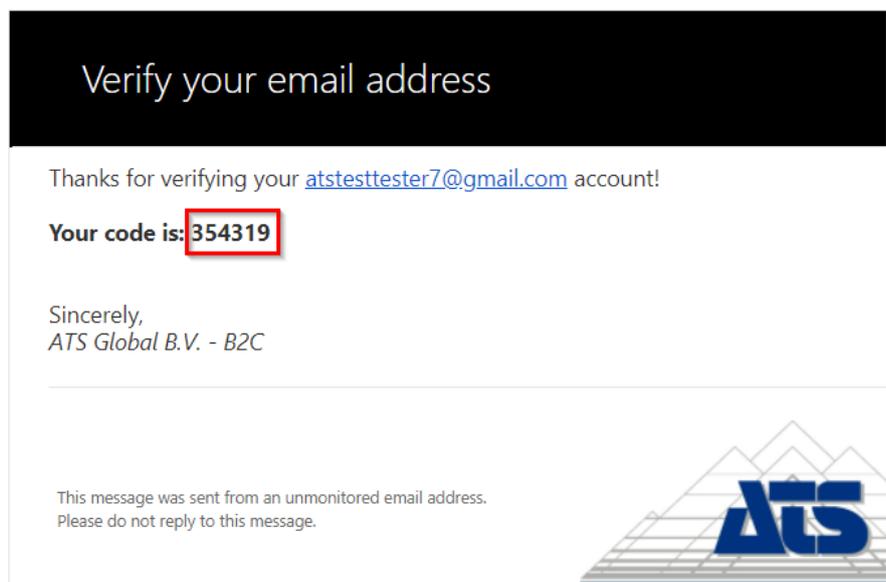


You will receive Verification code to your email from ATS.

ATS Global B.V. - B2C account email verification code Inbox x

Microsoft on behalf of ATS Global B.V. - B2C <msonlineserviceteam@microsoftonline.com>  
to me ▾

15





Copy your unique Verification code to Registration form and press Verify code button:

A screenshot of a mobile registration form. At the top left is a back arrow and the text 'Cancel'. In the center is the ATS logo. Below the logo is a text input field containing 'email@com.com'. Underneath that is another empty text input field, with a red arrow pointing to it from the left. Below the second input field are two blue buttons: 'Verify code' and 'Send new code'. A red arrow points to the 'Verify code' button from the left. At the bottom of the form is a third text input field containing the text 'New Password'.



Fill all required details:

Press **Create** button:

This information is required.

**This information is required.**

Postal Code

Country/Region **This information is required.**

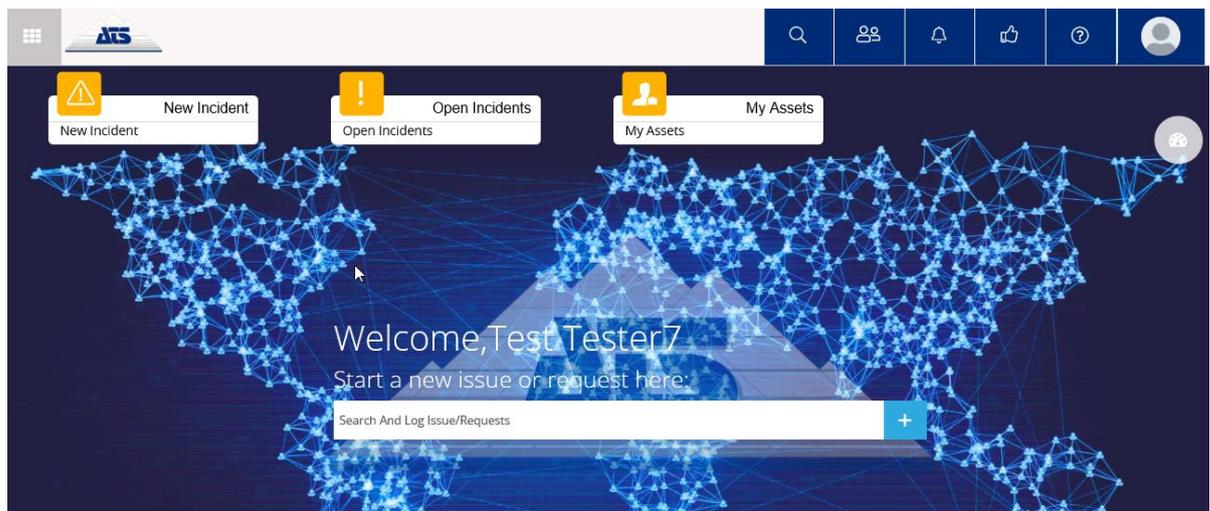
Country/Region

Postal Code

Display Name

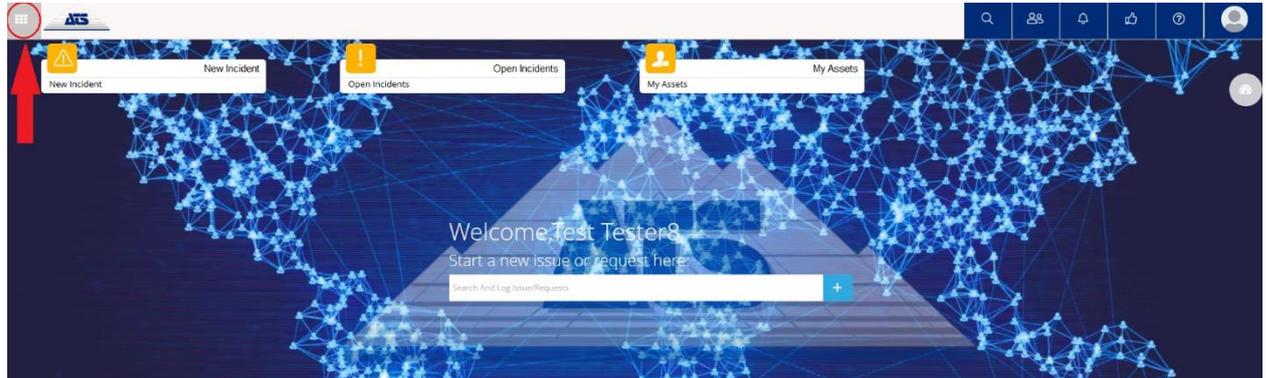
**Create**

You have now access to Support portal:

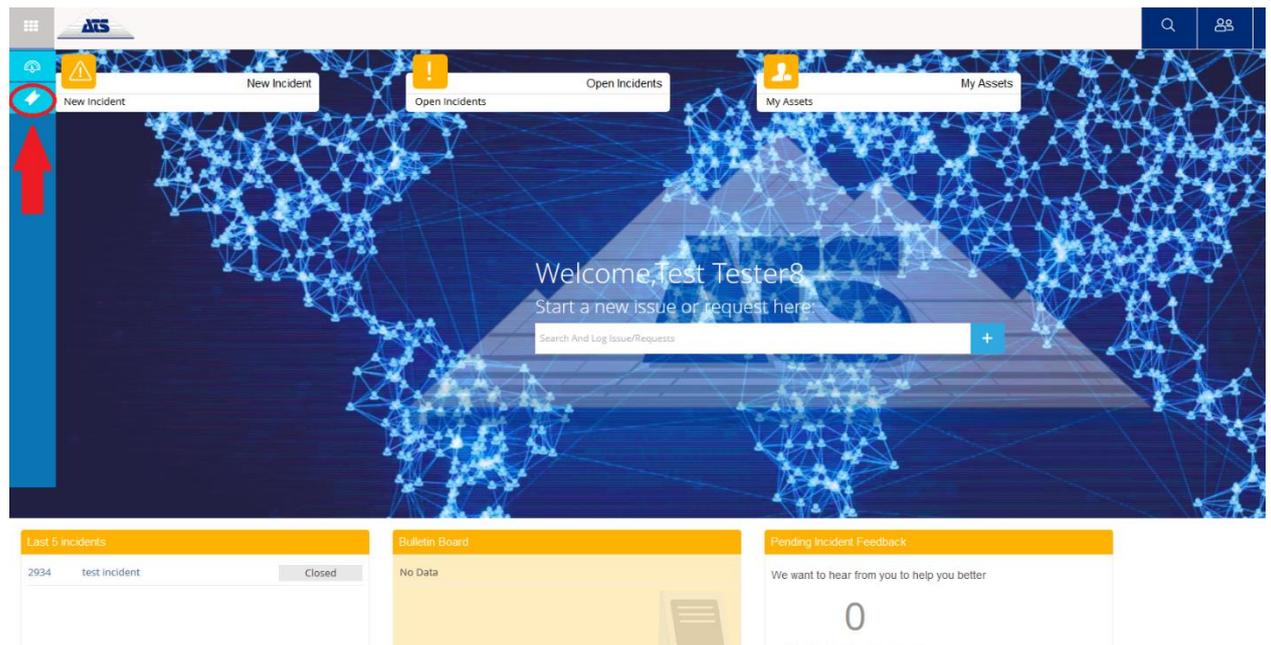


## 2/ How to log new incident

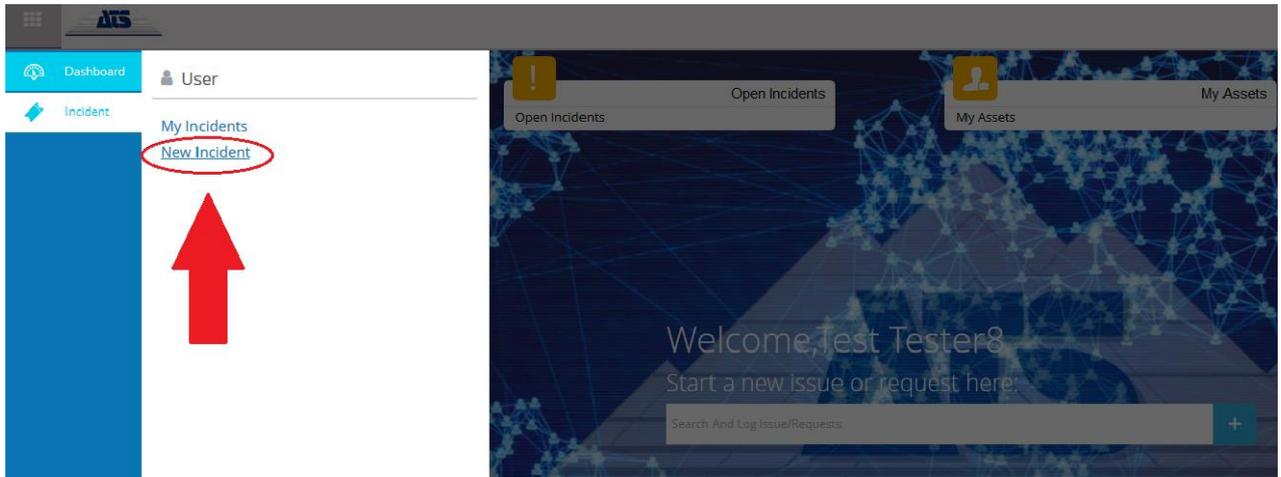
1. Click on **MENU** option on your homepage.



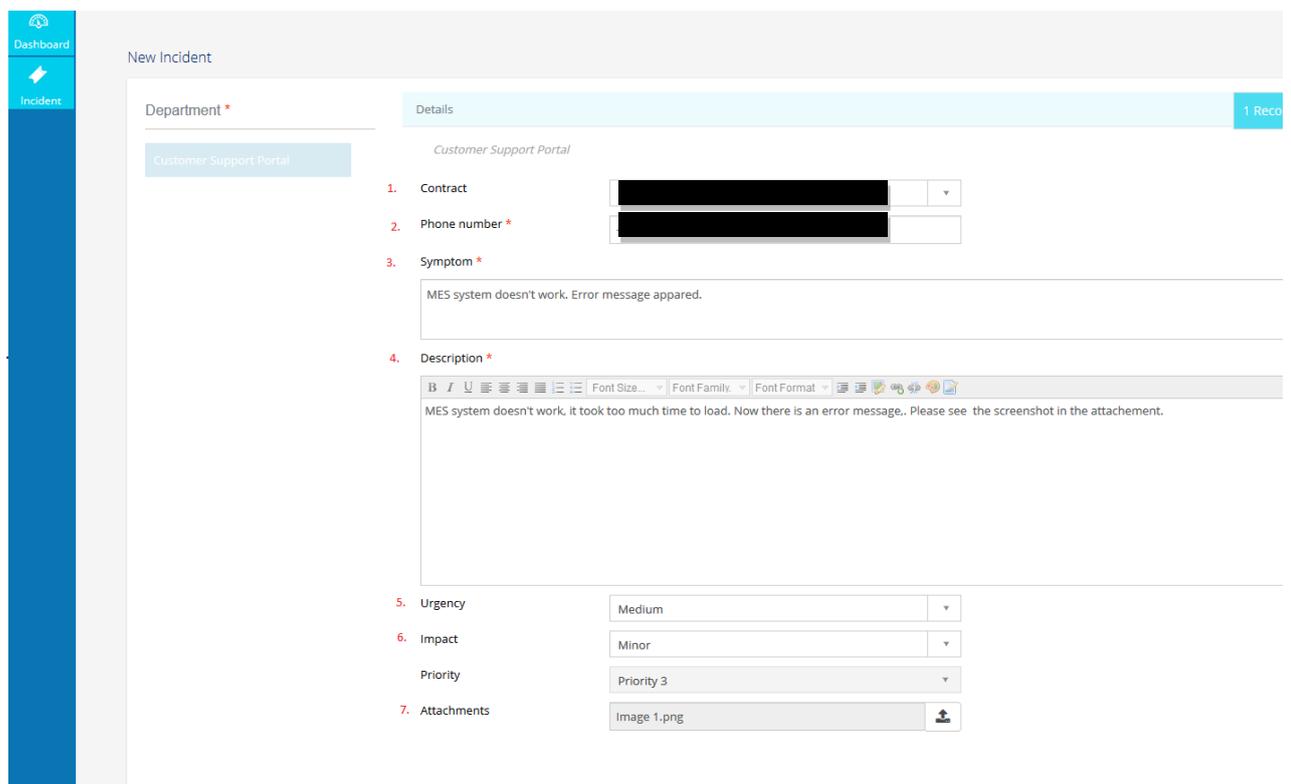
2. Choose **Incident** option at the panel on the left side.



3. Now choose support option: **New incident**



4. Please fill all information needed.



**New Incident**

Department \*  
Customer Support Portal

Details 1 Reco

*Customer Support Portal*

- Contract
- Phone number \*
- Symptom \*  
MES system doesn't work. Error message appeared.
- Description \*  

MES system doesn't work, it took too much time to load. Now there is an error message. Please see the screenshot in the attachment.
- Urgency  
Medium
- Impact  
Minor
- Priority  
Priority 3
- Attachments  
Image 1.png

1. Select correct Contract – company you are creating this incident for.
2. Add phone number of the end user, in case our engineers will need more information about this issue
3. Add short description of the issue at least 20 characters long.
4. Add detailed description of the issue.
5. Select correct Urgency
6. Select correct Impact, both those values will affect final Priority of the issue:
  - a. **Priority 3** – not urgent



- b. **Priority 2** – urgent, but the issue is not affecting production and can wait until next business day
  - c. **Priority 1 – very urgent, production is stopped**
7. Click on the arrow next to the “Max upload file size 4 MB” and select attachment you want to add to this incident

5. After you’ve added all information needed, please click on **Submit** button in the left bottom corner.

Description \*

MES system doesn't work, it took too much time to load. Now there is an error message. See the screenshot in the attachment.

Urgency:

Impact:

Priority:

Attachments:

6. After you click on Submit button, this window with incident number, Priority, Service Window and Resolution Deadline appears. It means that it has been done successfully and our engineers can start investigating it.

X

✔ Your Incident is logged successfully.

<b>Incident ID:</b>	2984
<b>Priority:</b>	Priority 3
<b>Service Window:</b>	24X7 Support
<b>Resolution Deadline:</b>	2020-04-20 02:52:00

VIEW DASHBOARD

VIEW MY INCIDENTS

LOG NEW INCIDENT

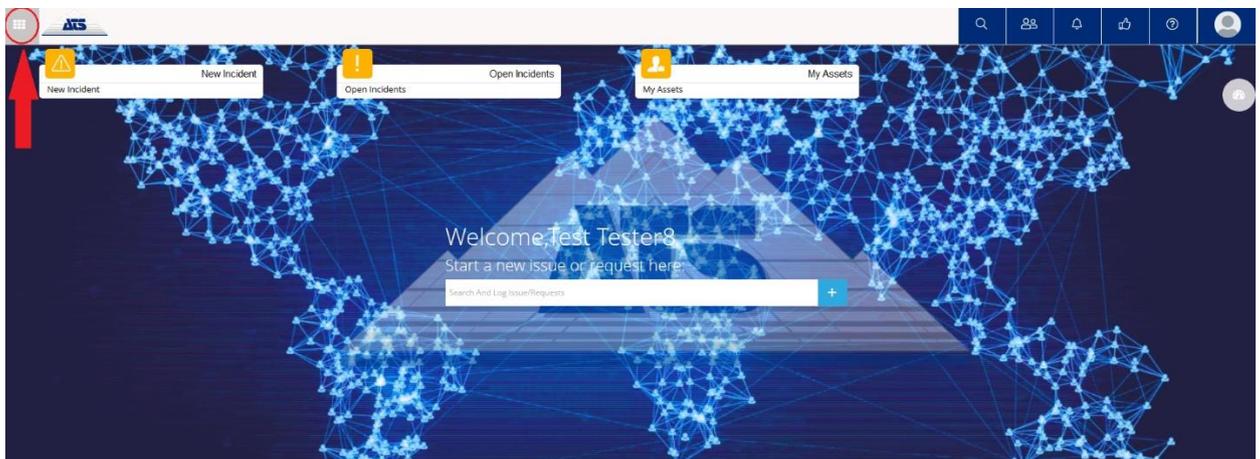
7. After logging a new incident you should receive a notification about this incident into your mailbox.

8. You'll receive another notifications in this following cases:
  - a. incident has been suspended
  - b. incident has been updated by analyst
  - c. incident has been closed

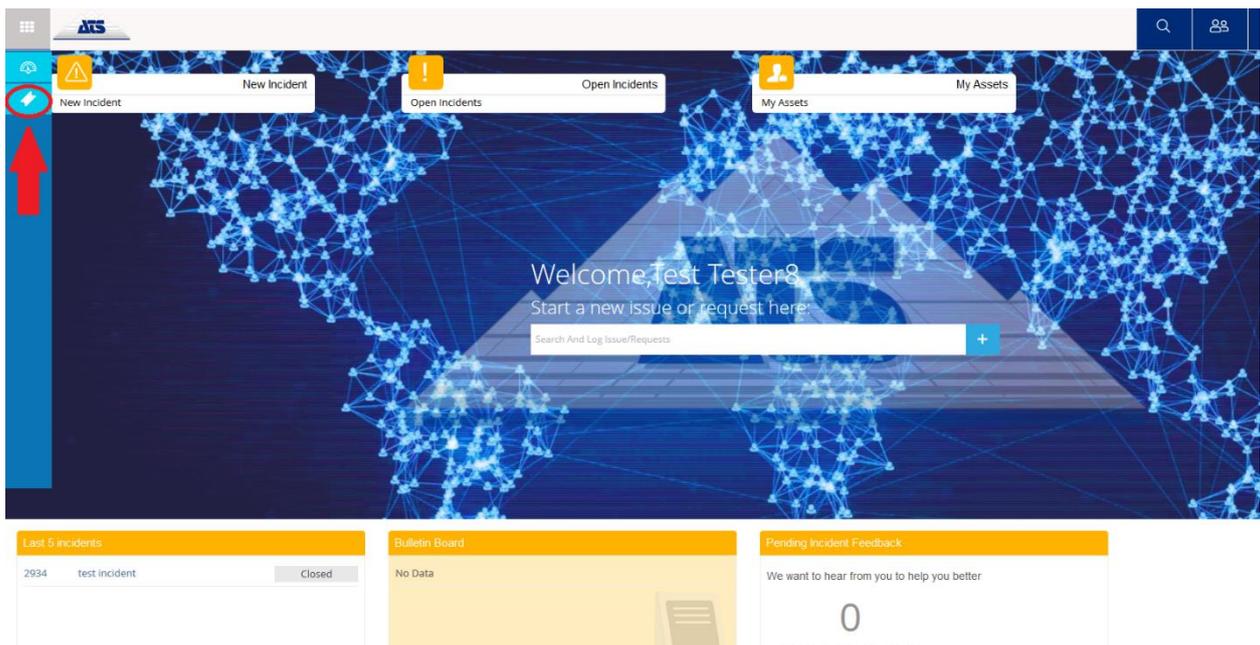
## 3/ How to view created incident

If you've created an incident, you can also view it (and also all other incidents you've already created) through My incidents option.

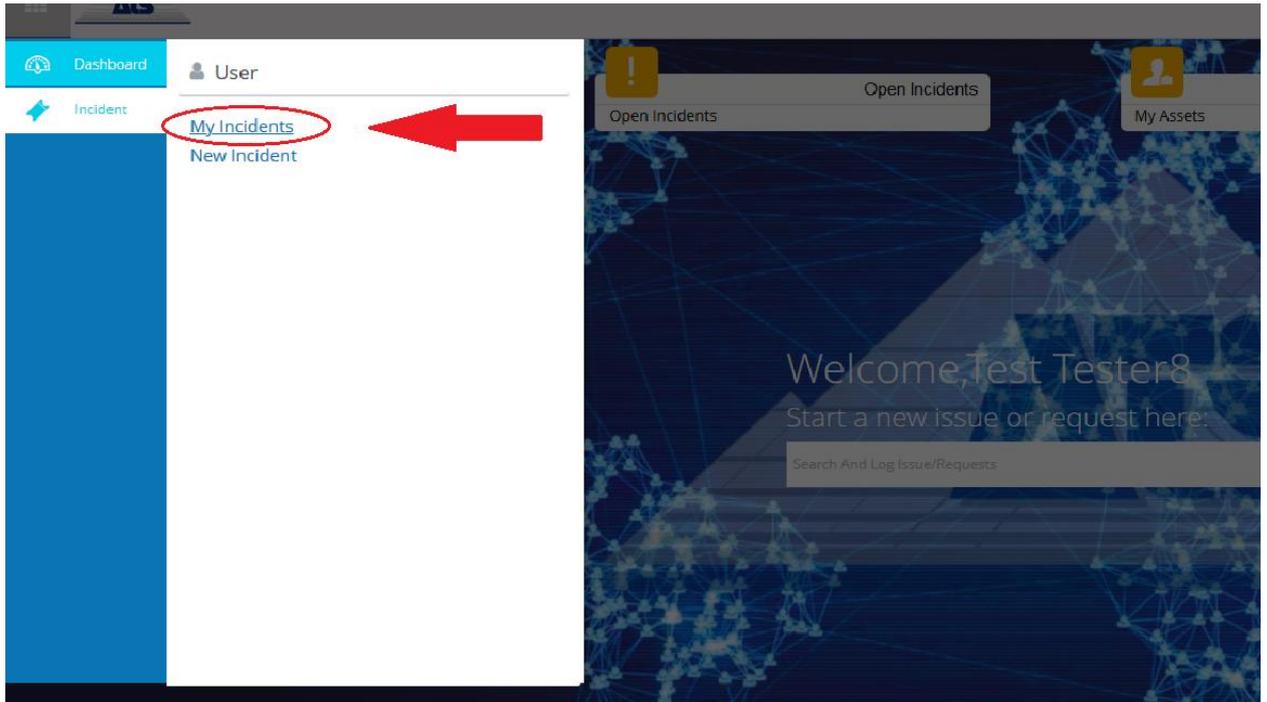
1. To do it, click on **MENU** on your homepage.



2. Then choose **Incident** on the left panel.



### 3. Click on **My incidents**



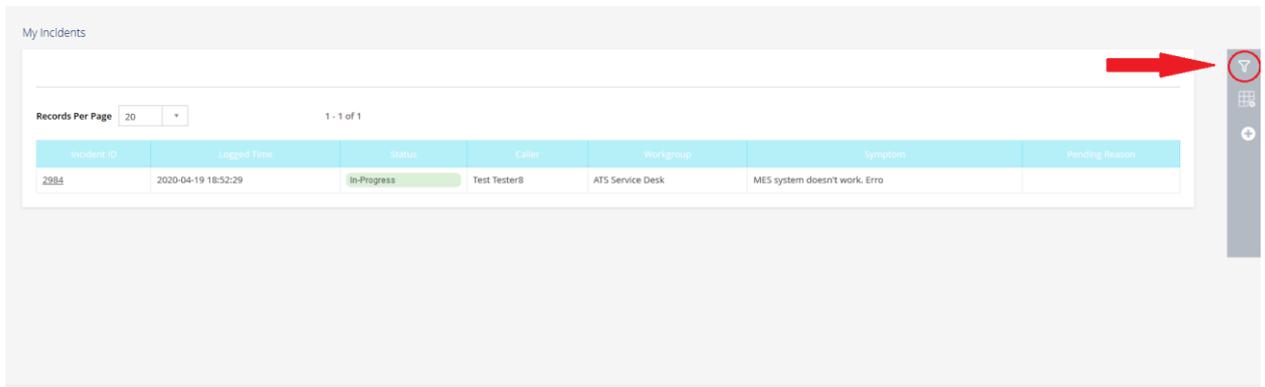
### 4. Now you can see the list of your incidents.

My Incidents

Records Per Page: 20 | 1 - 1 of 1

Incident ID	Logged Time	Status	Caller	Workgroup	Symptom	Pending Reason
2984	2020-04-19 18:52:29	In-Progress	Test Tester8	ATS Service Desk	MES system doesn't work. Erro	

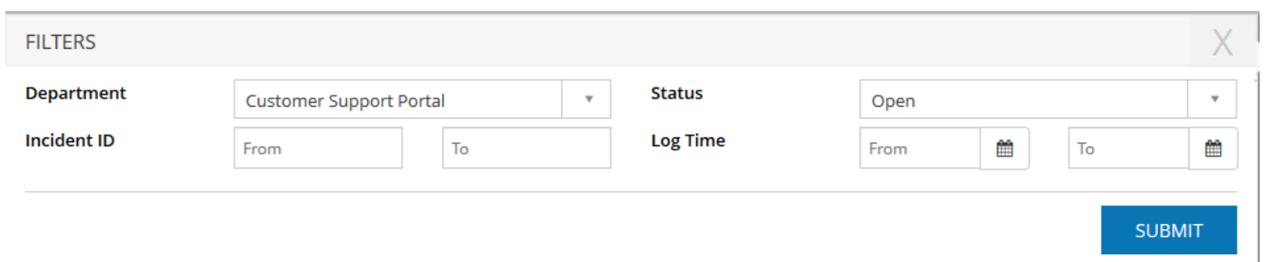
- You can also filter which incidents will show in this table. To do it, click on **Filters** icon on right side.



- Specify filter criteria of Incidents shown. And then click on Submit button on the bottom right.

There are three options for you.

- Incident ID – type incident numbers (for example from 100 to 200)
- Status – you can choose from Opened, In Progress, Pending, Resolved and Closed, or you can select to show all Statuses
- Log Time – select a date via From and To options (for example from 2020-04-06 to 2020-04-19)

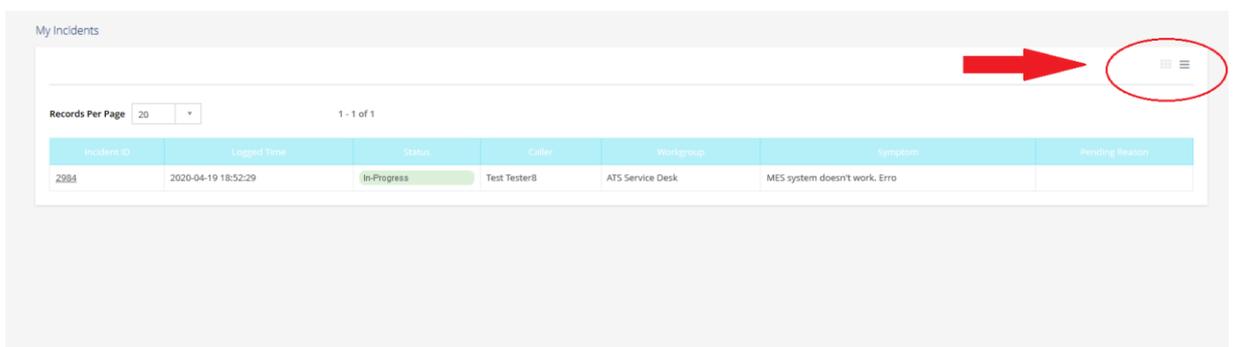


The screenshot shows the 'FILTERS' dialog box with the following options:

- Department: Customer Support Portal
- Status: Open
- Incident ID: From [ ] To [ ]
- Log Time: From [ ] To [ ]

A blue 'SUBMIT' button is located at the bottom right of the dialog box.

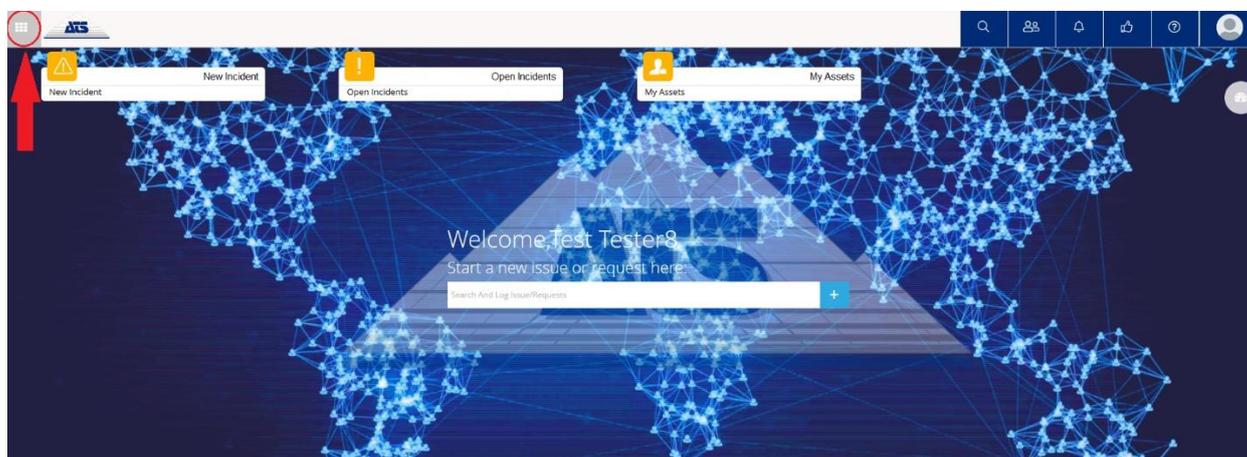
- Also you can change displaying the incident from **Tile** to **Tabular view**. To do it, click on the option you prefer.



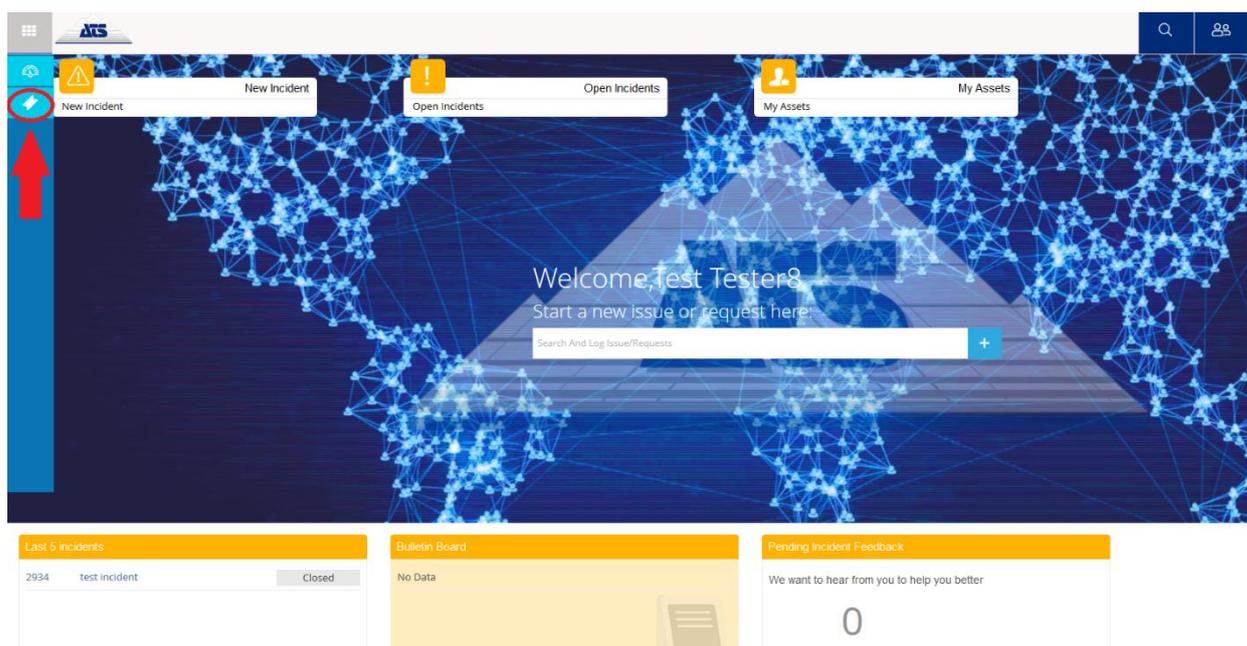
## 4/ How to update your incident

To update already created incident, you have to select it in **My incidents**.

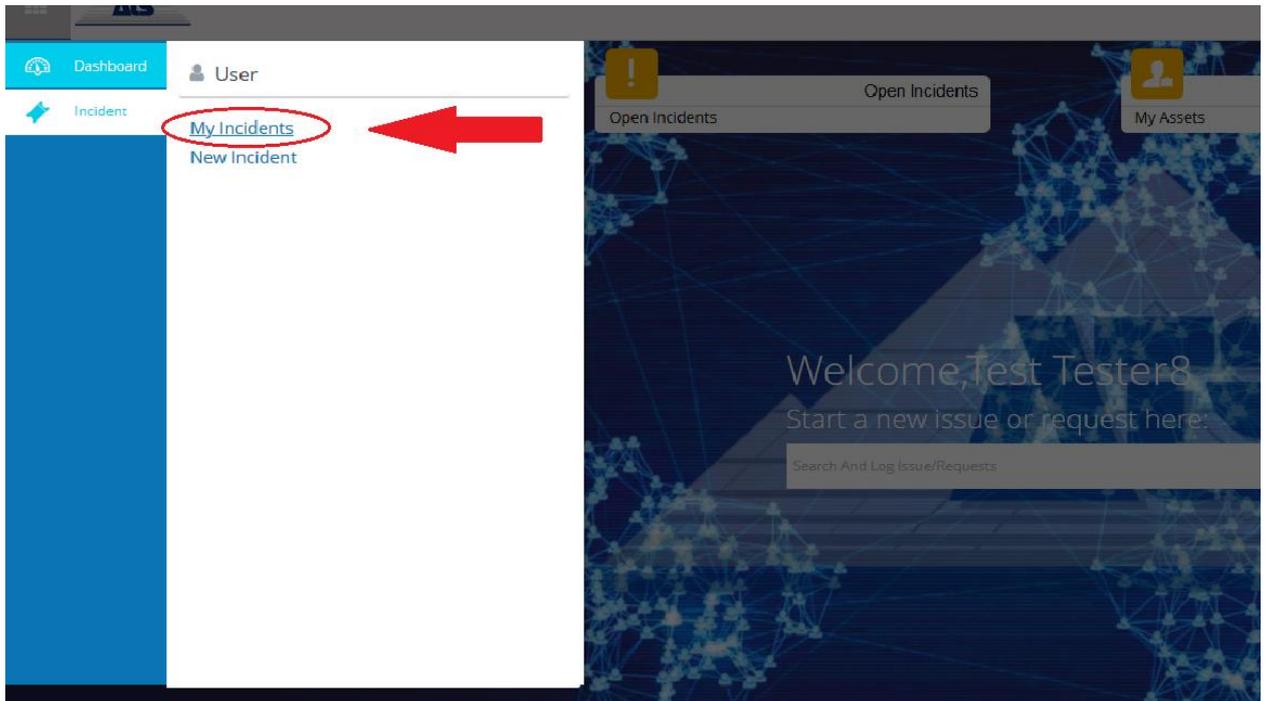
8. To do it, click on **MENU** on your homepage.



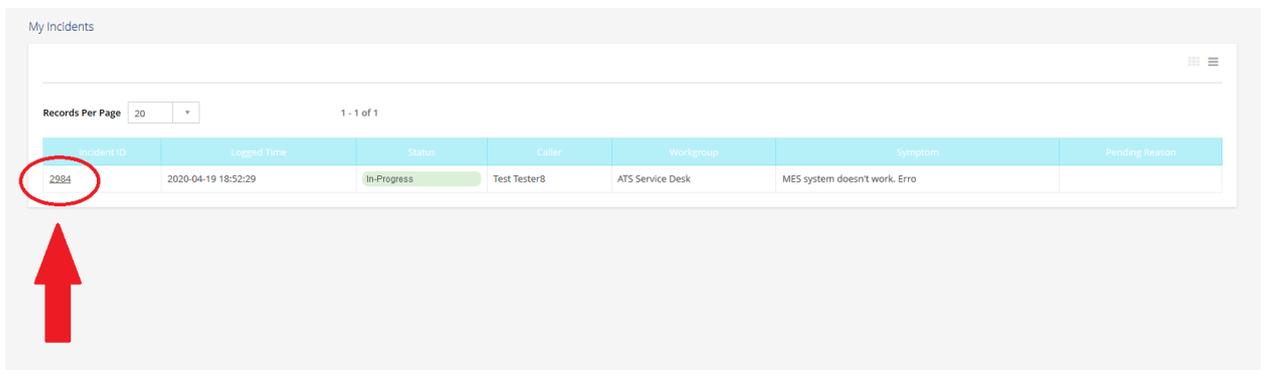
9. Then choose **Incident** on the left panel.



10. Click on **My incidents**

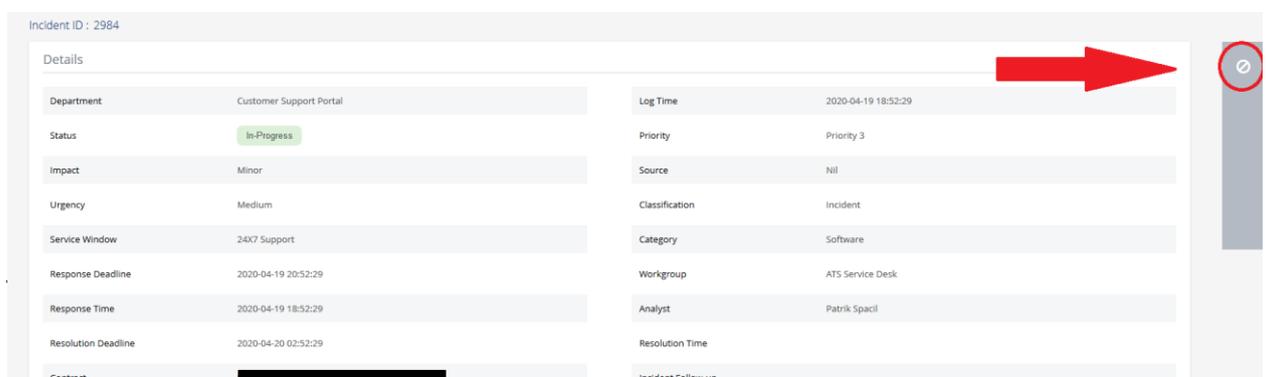


11. Click on Incident **ID** of incident you want to update.

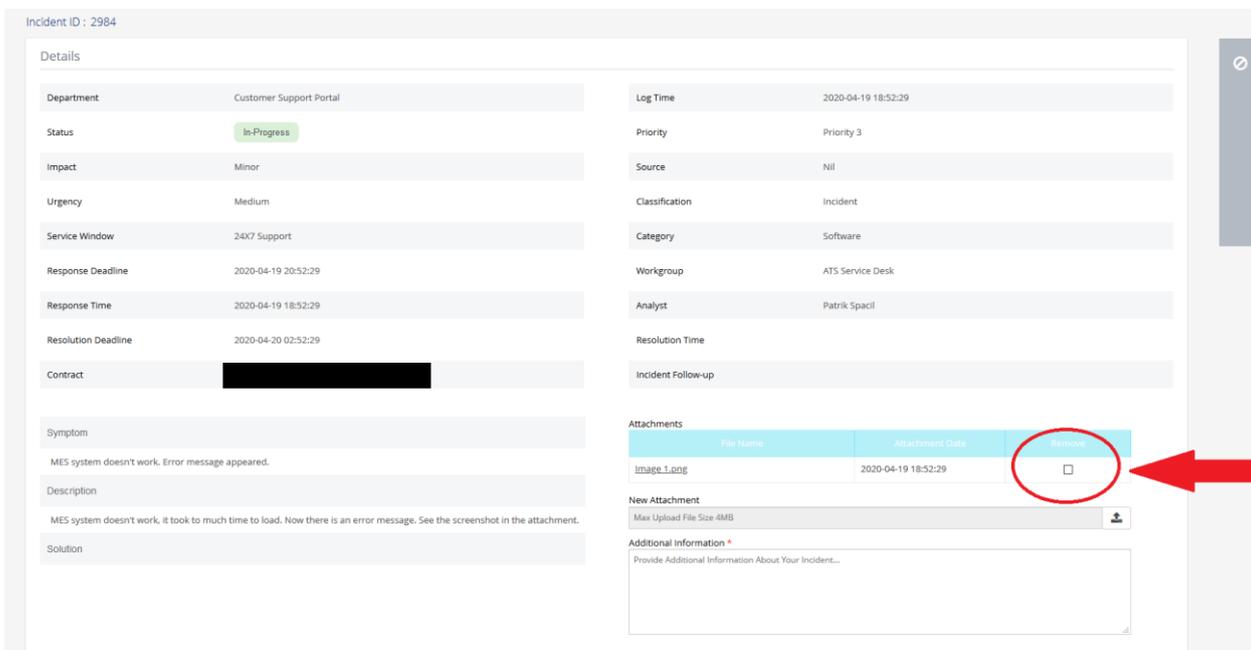


12. Now there is an overview of the incident. You can do several options.

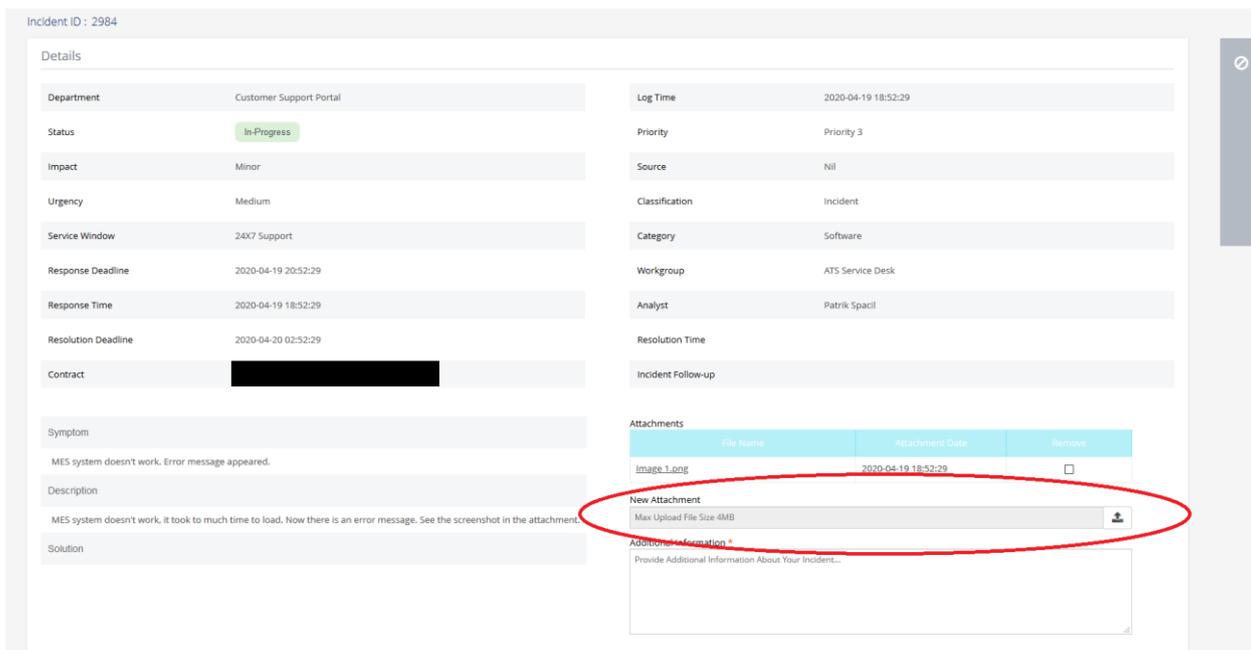
1. **Cancel the incident.** To do it, click on the icon in the top right corner, fill in the cancelation remarks and click on Submit button.



2. **Remove attachment.** In case you've added wrong attachment check the Remove checkbox and Submit it.



3. **Add new attachment.** Click on the icon next to the “Max update file size 4MB” and select a new attachment. Then click on Submit button.



4. **Add additional information** about your incident. Write any additional information you need and confirm it by clicking on Submit button.



Attachments

File Name	Attachment Date	Remove
Image 1.png	2020-04-19 18:52:29	<input type="checkbox"/>

New Attachment

Max Upload File Size 4MB

Additional Information \*

Two hours ago a new error message appeared. I've added a new attachment to this incident.

**Test Tester8** 2020-04-19 18:52:29  
Attachment: Added: Image 1.png

SUBMIT

CANCEL

Attachments

File Name	Attachment Date	Remove
Image 1.png	2020-04-19 18:52:29	<input type="checkbox"/>
image 2.png	2020-04-19 20:31:42	<input type="checkbox"/>

New Attachment

Max Upload File Size 4MB

Additional Information \*

Provide Additional Information About Your Incident...

**Test Tester8** 2020-04-19 20:31:42  
Attachment: Added: image 2.png

**Test Tester8** 2020-04-19 20:31:42  
New attachment.

**Test Tester8** 2020-04-19 20:30:55  
Two hours ago a new error message appeared. I've added a new attachment to this incident.



Now you can see that after submitting there are new records below Additional information table.

Don't forget to always **Submit** all changes done in the incident.