

How to use Help Desk website

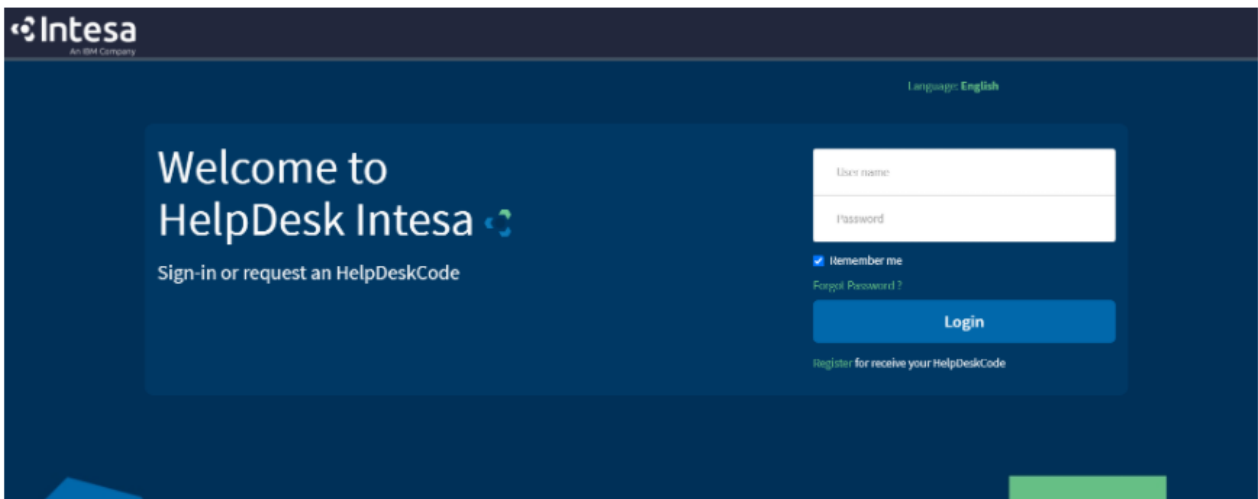
1. How to login
2. How to register
3. How to open a ticket
4. How to search a ticket
5. Account settings
6. How to reset password

1 – How to login the Help Desk website

Click on the following link to access the website:

https://innovawayprod.service-now.com/sp_intesa

Here you will find the login page where you have to enter your HelpDeskCode In.Te.Sa. (INS.xxxxxx) and your password:



The screenshot shows the Intesa HelpDesk login page. The page has a dark blue background with the Intesa logo in the top left corner. The main heading is "Welcome to HelpDesk Intesa" with a sub-heading "Sign-in or request an HelpDeskCode". On the right side, there is a login form with fields for "User name" and "Password", a "Remember me" checkbox (which is checked), and a "Forgot Password?" link. Below the form is a blue "Login" button and a link that says "Register for receive your HelpDeskCode". The language is set to "English".

You can click on **remember me** to save your credentials for next login:

Remember me



In.Te.S.A. - Iniziative Telematiche per i Servizi Applicativi S.p.A.

Company with a single shareholder subject to management and coordination of Kyndryl Italia S.p.A.
Share Capital € 6.300.000 i.v. • VAT number & Tax Code: 05262890014 • R.E.A. n. 696117

Registered Office: Strada Pianezza, 289 - 10151, Turin, Italy
INTESA@pec.trustedmail.intesa.it • marketing@intesa.it • www.intesa.it

2 – How to register

If you don't have an In.Te.Sa username, it's possible to request a new HelpDeskCode by clicking on **Register**:

[Register for receive your HelpDeskCode](#)

You will see the following form where you have to fill in all the blanks:

Register

* First name

* Last name

* INTESA Customer

* Company Name

* Email

Business Phone

[Sign Up](#)

Company Name Enter your Company name

INTESA Customer Here you have to specify if your Company has one or more active contracts with INTESA as direct client

Organization If your Company is not an INTESA direct client, please specify the INTESA's Company name

Email Enter your email

Business Phone Enter your business phone



Then click on **Sign Up**.

If the sign-up request has been correctly submitted, you will see the following message:

Thank you for signing up!
Please check your registered email for login instructions.

Then you will receive, at the registered email, a verification email. If you don't find this email, please check the spam or junk email folders.



User Administration <innovawayprod@service-now.com>

a me ▾

Hello

Thank you for registering with us!

Please confirm that you want to use this as your account email address by clicking on the link given below:

[Verify Account](#)

Please note that you cannot use your account without activation.

The link will expire in 24 hours to keep your account secure.

Click on the link **Verify Account** as indicated in the email and wait until you get the following message:

Your email address has been verified.
Please check your registered email for further details.
Thank you!

Then you will receive a second email at the registered email address with the HelpDeskCode as shown below:



Hi

Your user account is successfully created on Intesa HD.

Your user name is: **INS.9 . 5**

Please set your password to access your user account by clicking on the link below.

[Set a new Password.](#)

Note: This link will expire in 12 hours.

Click on the link **Set a new Password** as indicated in the email and follow the procedure to create a new password for your account.

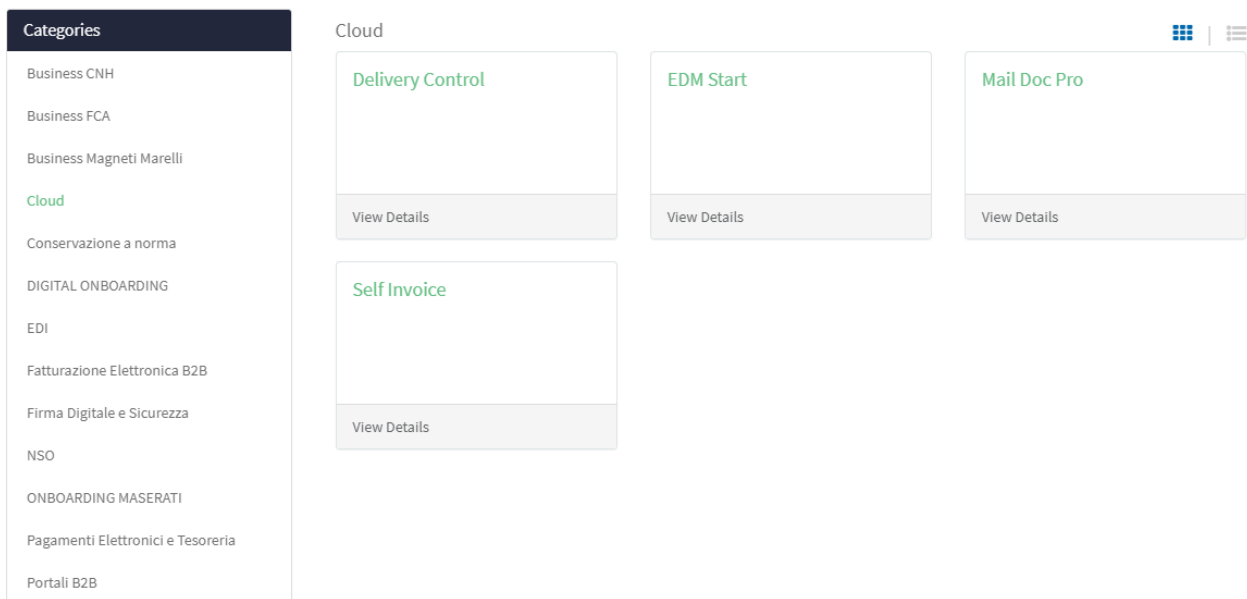
Please wait until an In.Te.Sa operator validates your account. Once your account will be validated, you will receive another confirmation email.

3 – How to open a ticket

To open a new support request, please click on the button **New Ticket** present in the home page of the website.



In the following screen, you have to select Category and product for which you need support:

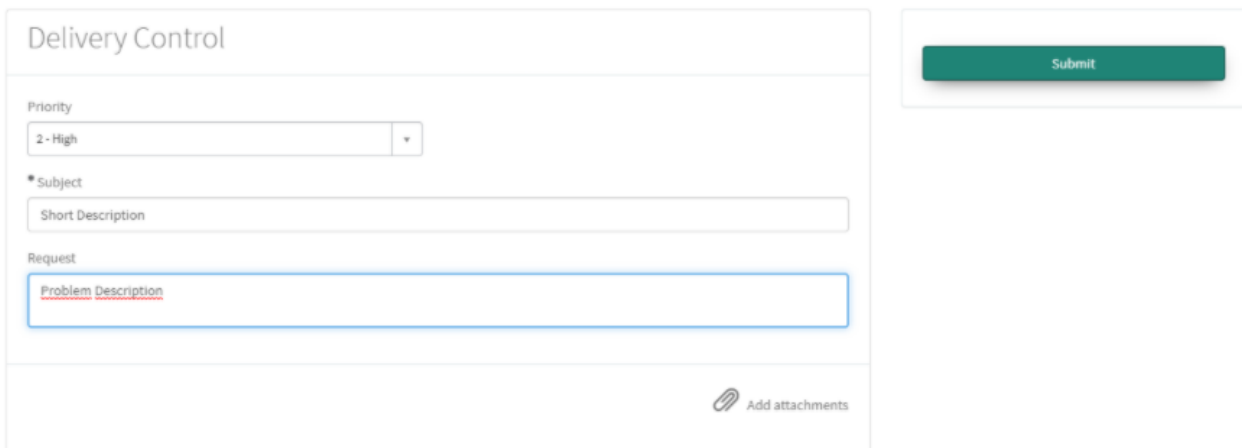


In the following form, you have to specify the priority of the issue selecting between these options:

- High**
- Medium**
- Low**

- If some of the main functionalities of the service are not available
- If the issue is not blocking severely the use of the services
- If the request is about informations or suggestions

Fill in the **Subject** and **Request** blanks entering the subject and the description of the issue.

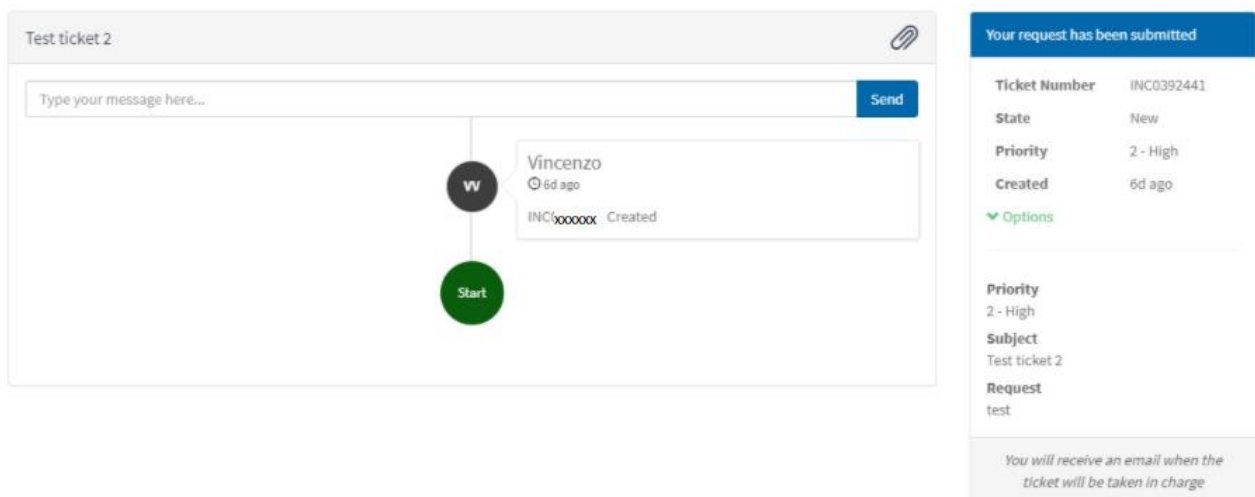


The click on **Submit** button.

As shown in the following screen it's possible to see the summary of the ticket you have just submitted.

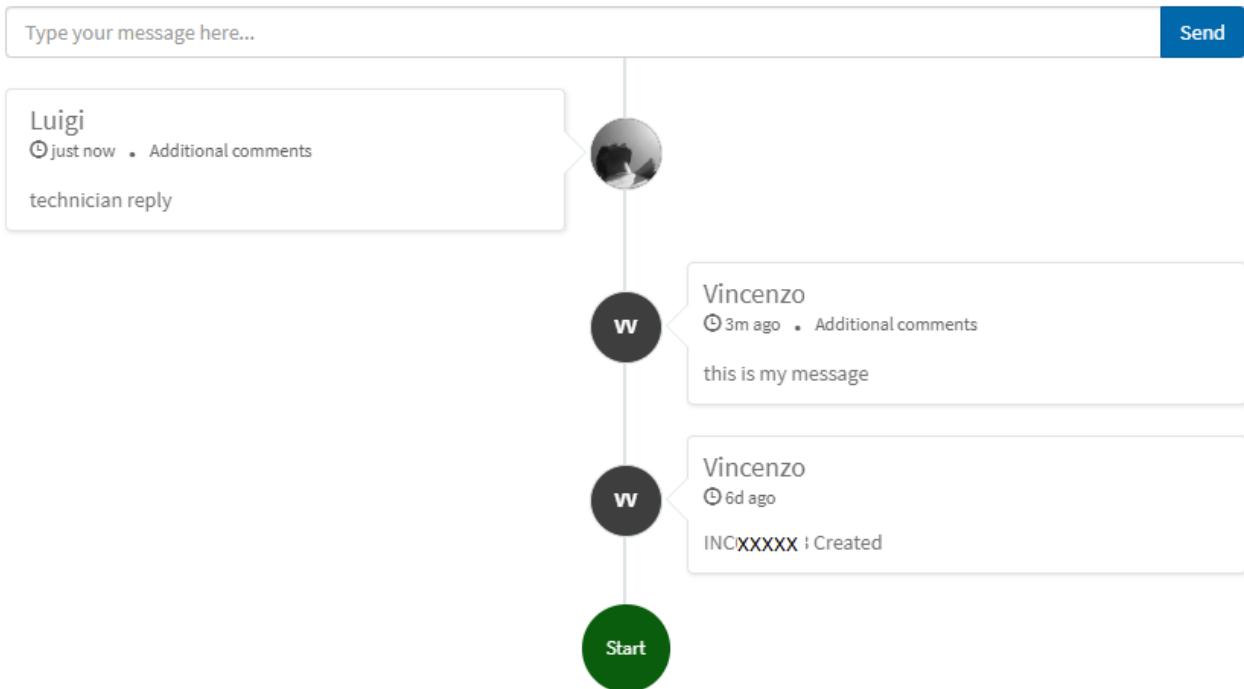
In the right column you will see all the informations about the ticket, including the processing status.

To the ticket will be also associated one unique ID number (INCxxxxxxx) shown as **Ticket Number**.



Your request has been submitted	
Ticket Number	INC0392441
State	New
Priority	2 - High
Created	6d ago
Options	
Priority	2 - High
Subject	Test ticket 2
Request	test
You will receive an email when the ticket will be taken in charge	

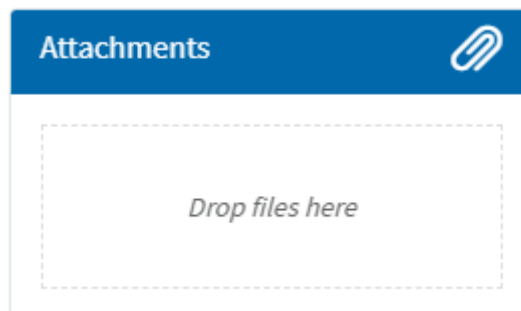
In the left column, in the blank **Type your message here...** it's possible to write a comment inside the ticket that will be seen also by the technician in charge of the issue.



The screenshot shows a ticket conversation interface. At the top, there is a text input field labeled "Type your message here..." with a blue "Send" button to its right. Below the input field, a vertical timeline of messages is displayed. The first message is from Luigi, a technician, with a profile picture, the name "Luigi", a timestamp of "just now", and the text "technician reply". The second message is from Vincenzo, with a profile picture, the name "Vincenzo", a timestamp of "3m ago", and the text "this is my message". The third message is also from Vincenzo, with a profile picture, the name "Vincenzo", a timestamp of "6d ago", and the text "INCXXXXX | Created". At the bottom of the timeline is a green circular button labeled "Start".

It's also possible to add attachments and share them with the technician through the ticket.

To do so, you have to click on the right icon next to **Attachments** and select the file you need to upload. Moreover, you can also drag&drop the file directly on the webpage as shown below.



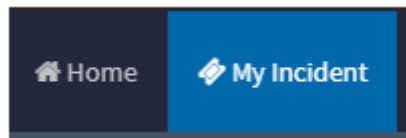
The screenshot shows an "Attachments" section. It has a blue header with the word "Attachments" and a paperclip icon. Below the header is a dashed rectangular box containing the text "Drop files here".

4 – How to search a ticket

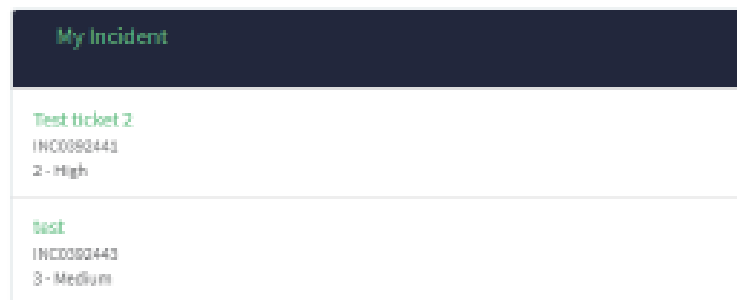
To search a ticket previously opened, you can click on the button **Search** in website's home page:



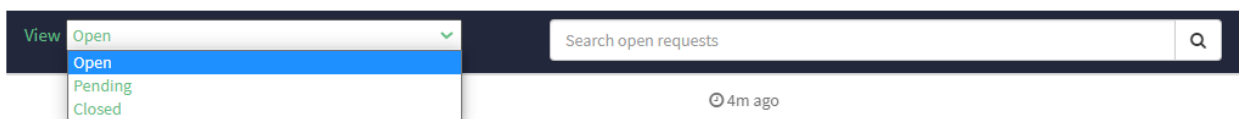
Or click on the upper menu at **My Incident** button:



You will see the list of tickets you opened.

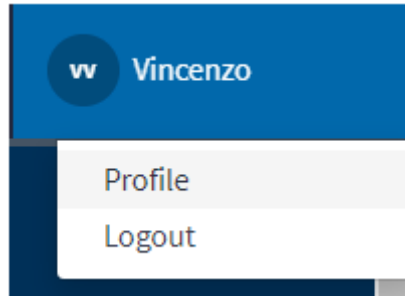


From the **View** drop-down menu it's possible to see the requests divided by status, in the field **Search** it's possible to search by key word or ticket number.

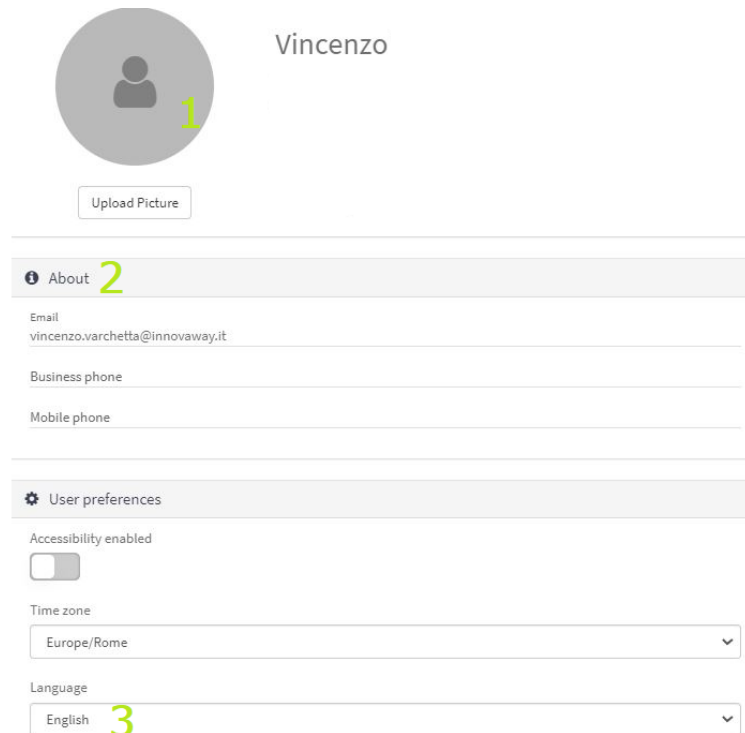


5 – Account settings

To modify your account's settings please click on your name in the upper right side of the page and then on **Profile** as shown below:



You will see the following screen:



1 – **personal data** - it's possible to specify your personal data and upload a profile image for your account

2 - **about** – you will see all the informations related to the registered email address and the registered phone numbers.

3 - **language** – it's possible to change website's language: this setting will also change all the communication emails related to the opened tickets in the selected language.

6 – How to reset your password

Once you enter the main login page, please click on **Forgot password**

[Forgot Password ?](#)

In the following steps you need to specify, in the field **Username**, your HelpDeskCode:


* Username [Next](#)

Then the registered email address:

Personal Data Verification

* Email [Next](#)

Then click on **Done**:



An email has been sent to you providing instructions to reset your password

[Done](#)



At the end of this procedure, you will receive an email to continue with the password reset.
If you don't find this email, please check the spam or junk email folders.



IT Service Desk

a me ▾

Hello,

A password reset was requested for your user account on the ServiceNow instance

[Click here to reset your password.](#)


If you do not want to reset your password, please disregard this email.

The link will expire in 12 hours.

If you did not request this password reset, please notify your company's ServiceNow administrator.

Please click on **Click here to reset your password** and follow the procedure as shown below:

Reset Password

 Account is not locked

- At least 8 characters
- At most 40 characters
- At least 1 uppercase letter(s)
- At least 1 lowercase letter(s)
- At least 1 digit(s)
- At least 0 Special character(s)

* New password

Does not meet requirements

* Retype password