

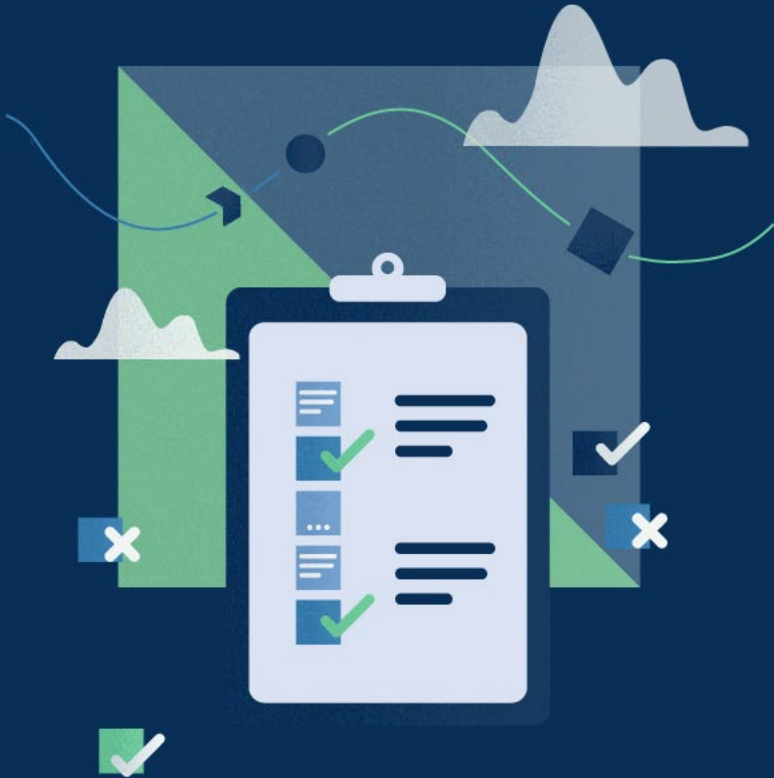


# Intesa Help Desk

Short Guideline to get access to customer care



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## Short Guideline to the Intesa Help Desk service

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# Introduction

The **Help Desk** allows Intesa customers to access to the technical support supplied by specialized people. Customers have to recognize themselves typing their personal codes.

## Reference number

For telephone access: Email

For web access: Email + Password

The reference credentials are your email and password.

The password must be set the first time by clicking on the “Forgot your password?” link from the authentication page, after being registered on the Intesa systems.





# Access procedure by telephone

Access by telephone allows:

- opening the trouble ticket
- technical assistance supplied by our operators
- ticket opening notification received by e-mail
- ticket take-on notification received by e-mail
- ticket closure notification received by e-mail

For access to the telephone service:

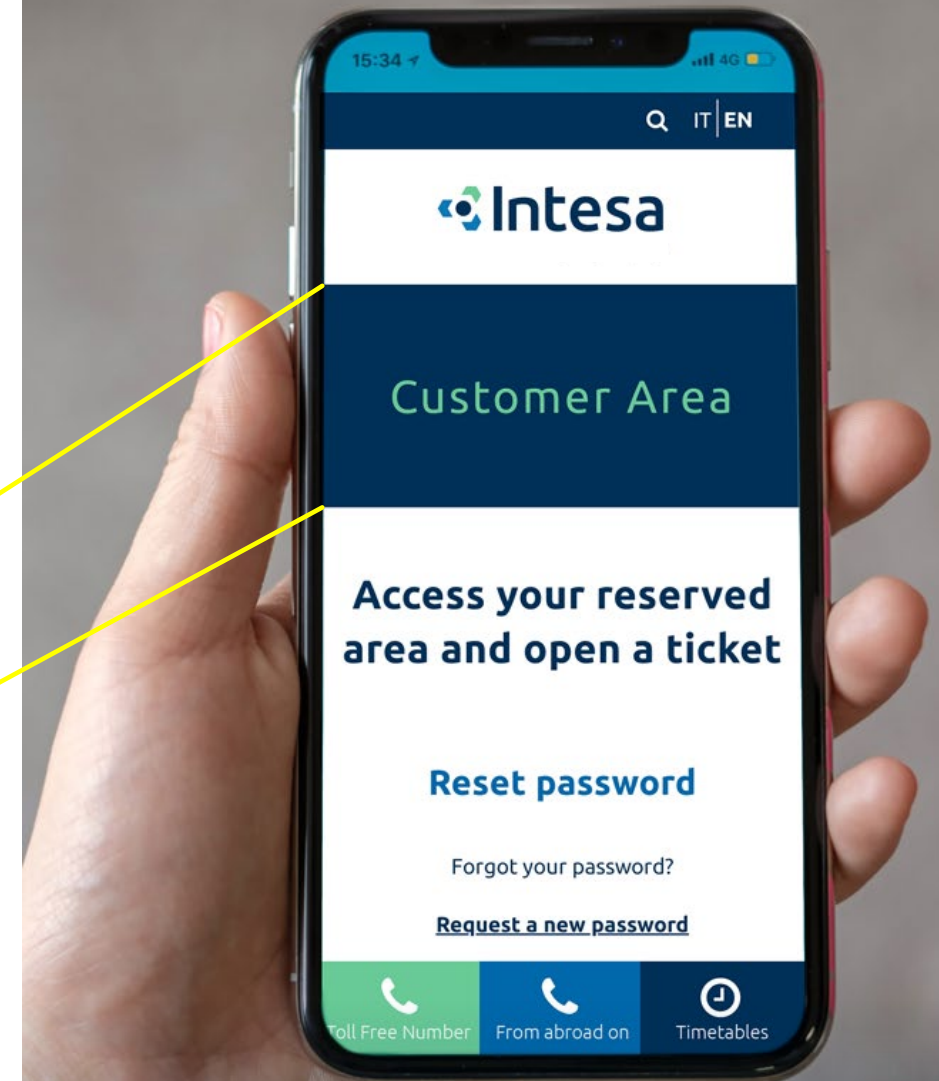
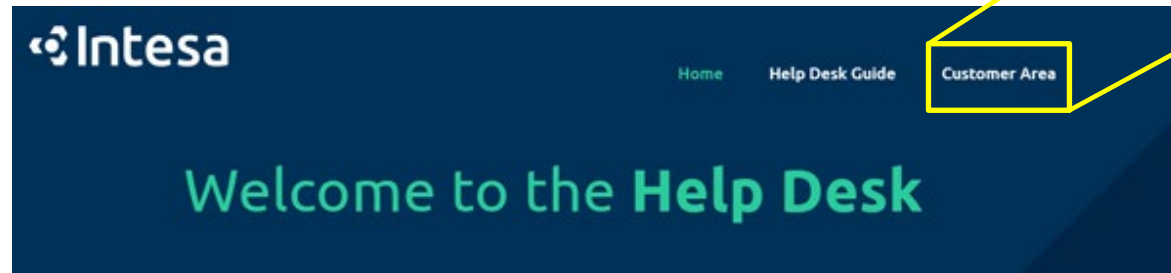
1. Call the following number: +39 02 3930 9066
2. Wait to be connected with the first free operator
3. Provide the email used for registration



# Access procedure by website

Access by website allows:

- opening the trouble ticket
- tracking of the ticket status
- consultation of the previous ticket

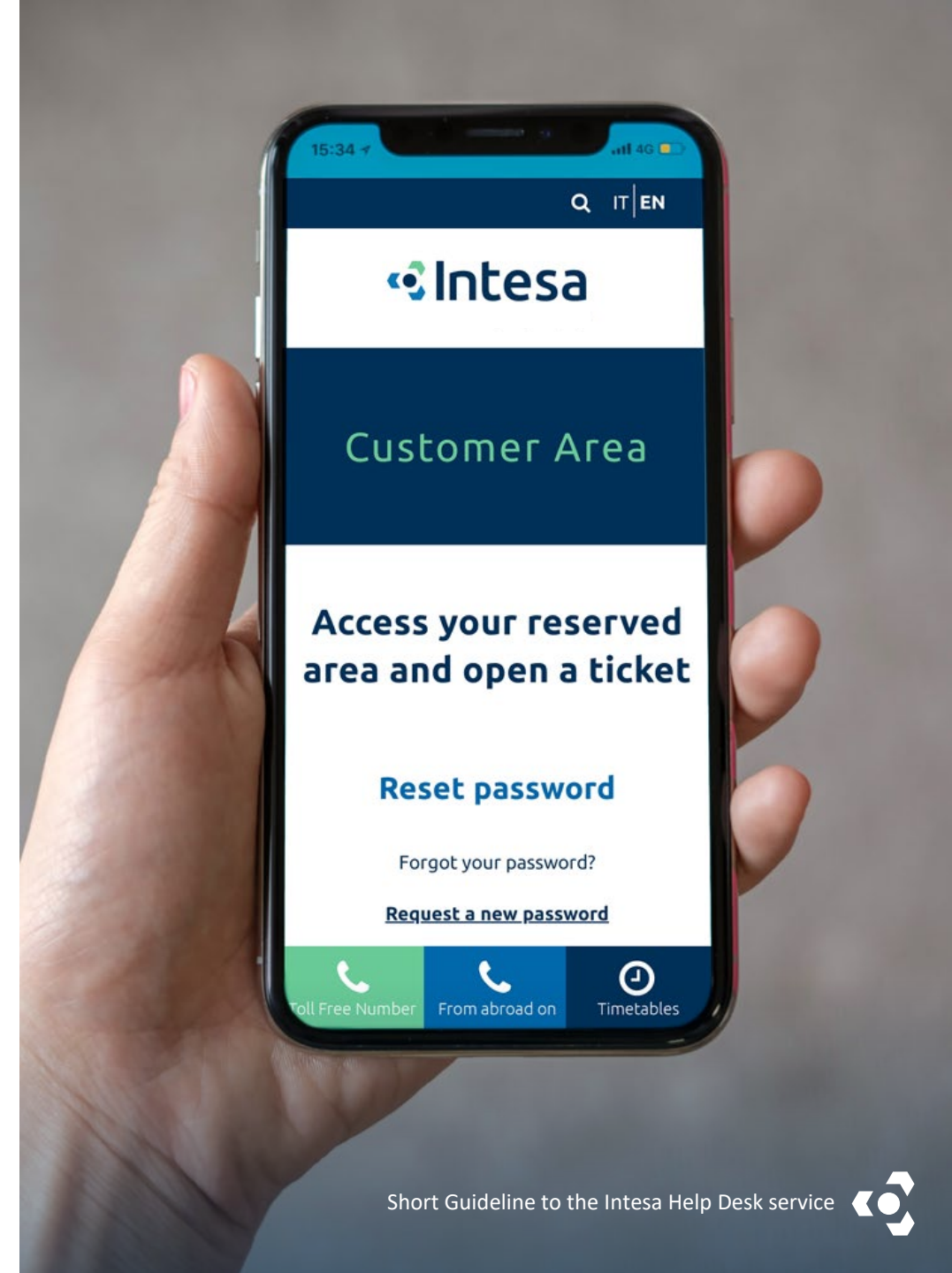


# Access procedure by website

To access to the Help Desk site:

1. Link up to: [www.hda.intesa.it](http://www.hda.intesa.it)
2. Click on “Customer Area”
3. Click on “Enter” button
4. Login on the Intesa Assistance Site and proceed to fill out the form

The Helpdesk site is reachable through our institutional site [intesa.it](http://intesa.it), by clicking on the “Help Desk” item at the top right of the page.





# Service opening time

From Monday to Friday from 8:30 am to 7:00 pm

