USER MANUAL

INTESA SERVICE DESK

version 2.0

Summary
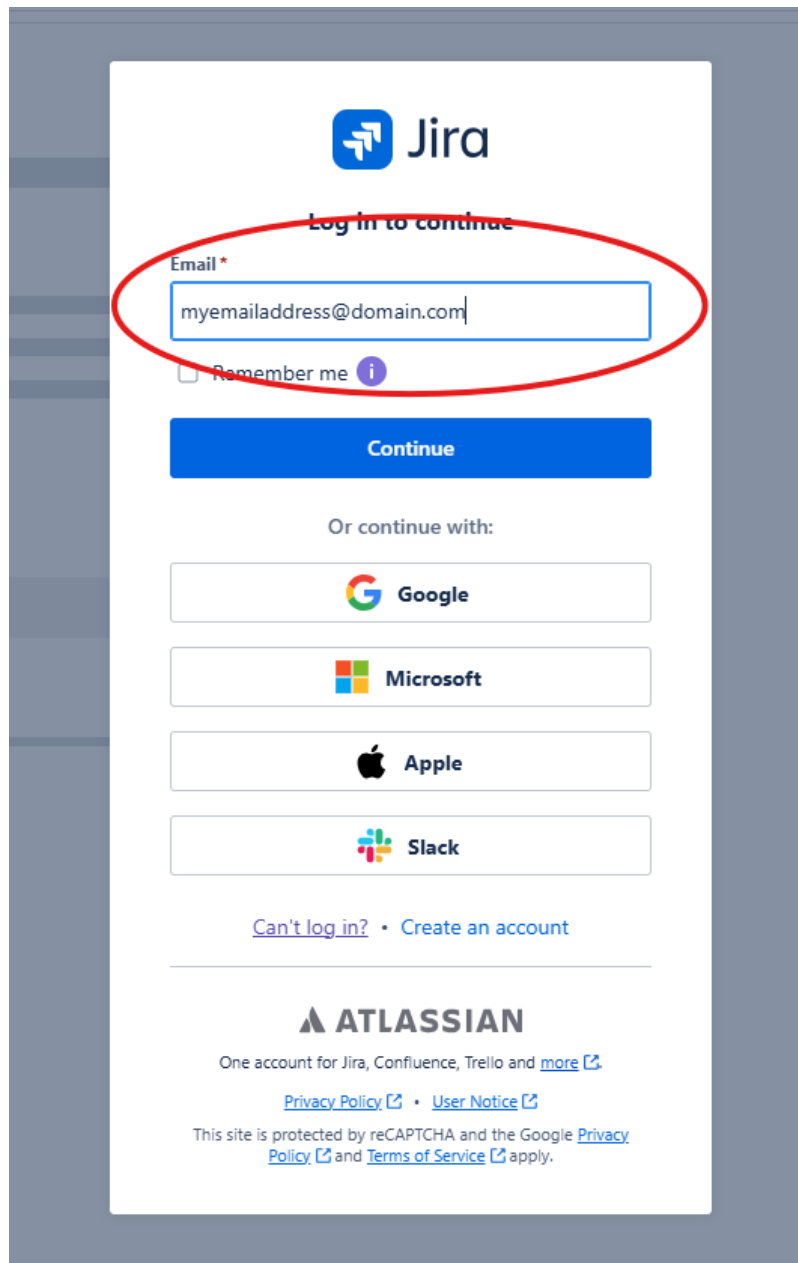
Sommario

1. Access to the Help Desk

To access the Intesa Help Desk, go to https://www.hda.intesa.it/area-clienti/ and click the ENTER button under the "Customer Area" section.
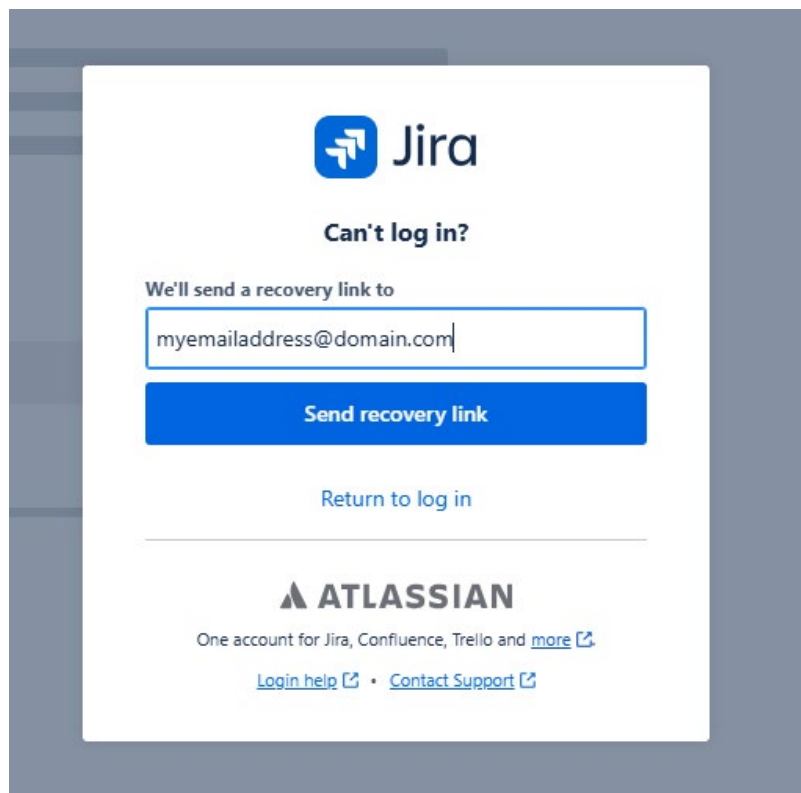The following box will appear. If you already have a password, enter your email address and click "Continue". The form for entering the password will be displayed.
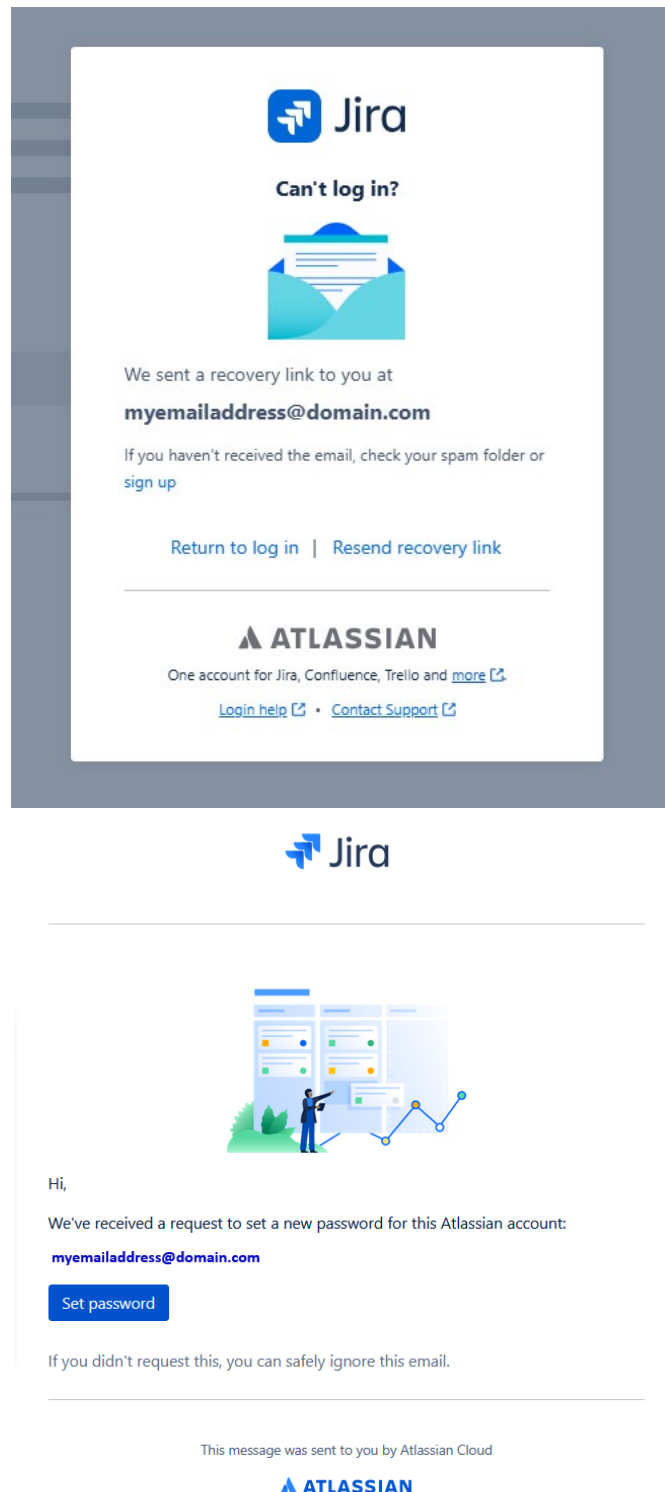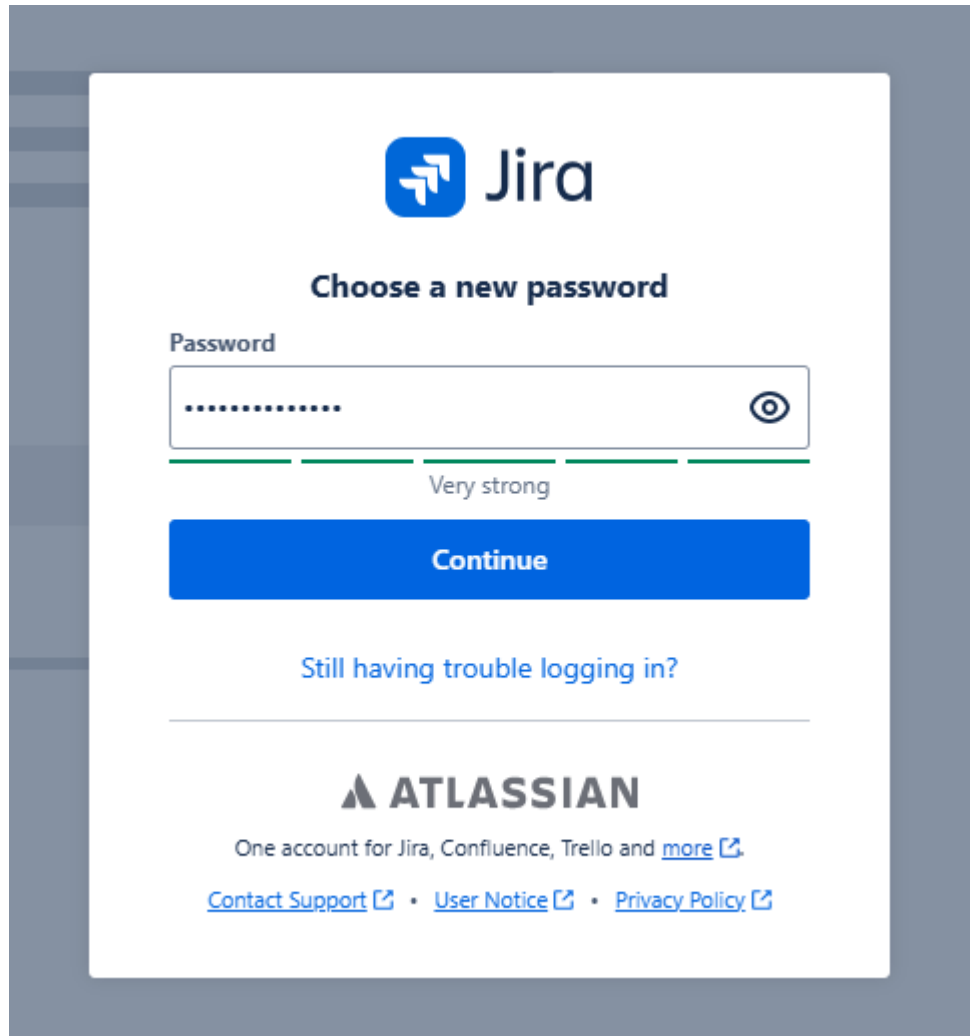
2. First Access and Password Recovery

If this is your first access, or in case of forgotten password, click on "Can't access?". The following box will appear where you need to enter your email address:

If the email is already registered in the Intesa Help Desk database, an email will be sent to the specified address with instructions to set up the password:

Once the new password has been set, you will be able to access the Customer Area.

3. Help Desk System

In order to open a new ticket, you need to choose the type of ticket first:

- **Incident**: An event that is not part of the standard operations of a service and that causes an interruption or a reduction in the quality of the service itself (e.g., application or infrastructure crashes).
- **Change Request**: : A request for a modification to software configuration that does not result from an anomaly (e.g., contractually planned changes, such as creating new user accounts).
- **Service Request**: A request for information, advice, standard changes, or access to an IT service (e.g., password reset).
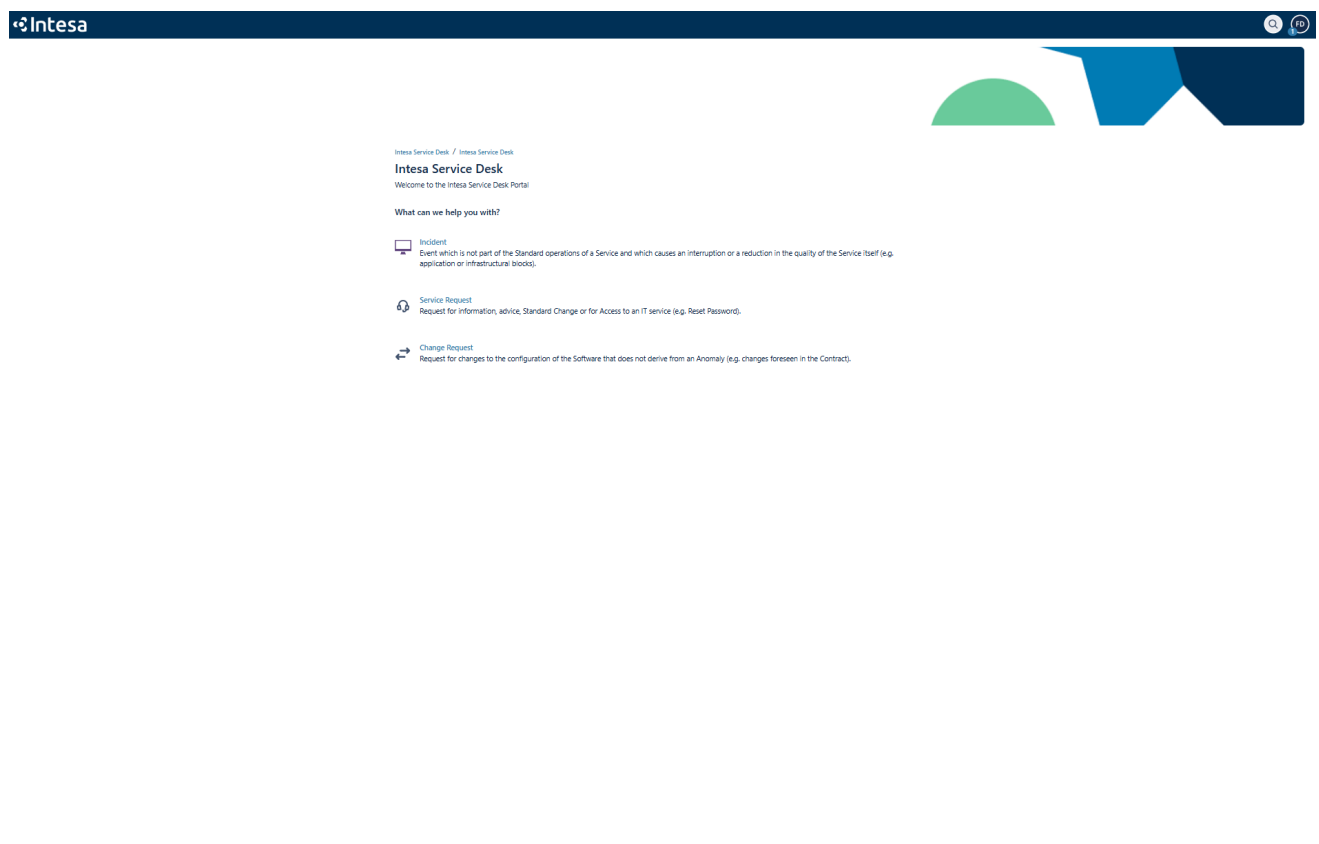
3.1 New Ticket Submission

Once you have selected the type of ticket, you can fill out the form with all the details of the issue encountered.

To make the support team's intervention easier and faster, we recommend providing as much detail as possible.

Please input:

- Summary: the title to give to the ticket to immediately frame the scope.
- Description: details of the request.
- Attachment: optional, in case you want to attach a document (e.g., a screenshot).
- Severity: the urgency of the request. The options to choose from are:

  1 - Critical: Services are not available, and the entire service is blocked.

  2 - High: Some major services or functionalities are not available, limiting user operations.

  3 - Medium: The service is not blocked, services are partially available, and there is a degradation in performance/functionality making the system unstable.

  4 - Low: Services are fully available, there are no widespread malfunctions, and the report concerns sporadic cases or specific requests for individual users.

- Category: select from the predefined list the category that the assistance request falls under.
- Environment: select the environment used:

  - Test

  - Production

By clicking the 'Send' button:

- The ticket is recorded in the Help Desk system.
- The ticket details, including the information entered in the form, are displayed on the screen.
- An email confirmation of the ticket opening is sent to the customer.
- An email notifying the support team of the ticket's insertion is sent.

Intesa Service Desk / Intesa Service Desk

Intesa Service Desk

Welcome to the Intesa Service Desk Portal

What can we help you with?

🖥️ **Incident**
Event which is not part of the Standard operations of a Service and which causes an interruption or a reduction in the quality of the Service its... ⌄

Required fields are marked with an asterisk*

Summary*

<p>(Migrated on 9 Jul 2025 19:33 UTC)</p>

Description*

| Normal text ⌄ | **B** *I* ⋯ | A ⌄ | ☰ ☷ | 🔗 @ ☺ ⊞ <> ❶ 99 +⌄ |

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Category

Search... ⌄

Severity

⌄

1 - Critical: Services are unavailable and the entire service is blocked.
2 - High: Some of the main services or features are not available and the user's operations are limited.
Show more...

Enviroment*

⌄

Send   Cancel

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3.2 Ticket Management

By clicking on "Requests" at the top right and selecting "My request", the list of open tickets is displayed.

The list shows, for each ticket, the type, the identification code, the title, the current status, and the creation date.
It is possible to filter the search using the dropdown menus above the list and to sort results by code or creation date by clicking on the column names.
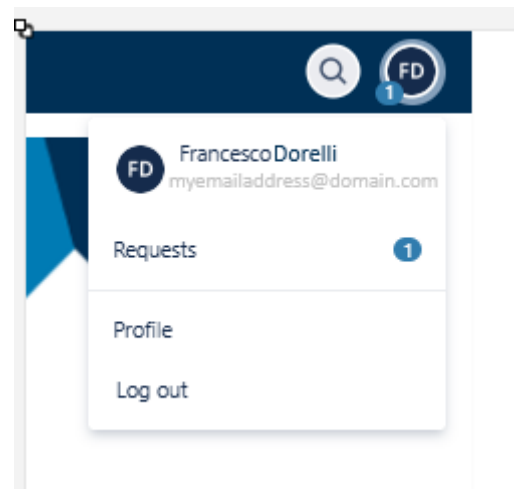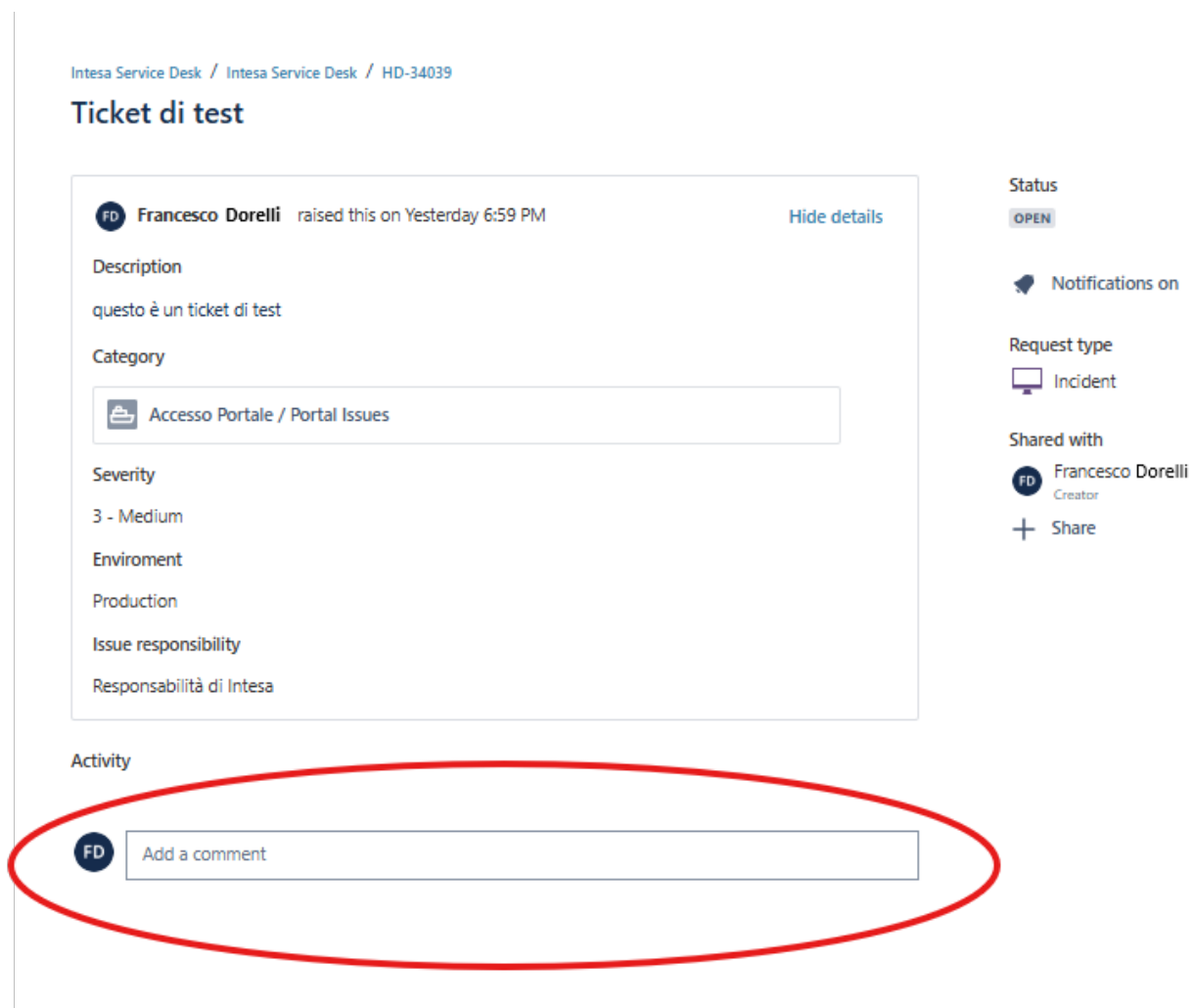
3.3 Ticket Modification and Reopening

By clicking on the code or title of a ticket, you access its details.

If the ticket is still open, has been closed for less than 72 hours, or is in "Waiting for customer" status (meaning the support team has requested more information), you can add a comment to provide the necessary details.

If the ticket has been closed but the resolution is unsatisfactory, you can reopen it by adding a comment with the reason within 72 hours of closure.

4. New User Request

In order to request a new user account to access the Help Desk system, you need to fill in the form available from the Customer Area at https://www.hda.intesa.it/area-clienti/

The form includes the following fields:
- First Name
- Last Name
- Email
- Phone Number
- Company of affiliation
- Company for which you want to open tickets (if your company is a supplier of the company requiring the ticket)

Once the user account is created, a confirmation email will be sent to the specified address.