

Customer Care

User Manual.





Index

- 1.0 Introduction
- 2.0 Account Registration
 - 2.1 Registration Confirmation
 - 2.2 Access to the Portal
- 3.0 Submitting a Request
- 4.0 List of Requests
- 5.0 Request Lifecycle
 - 5.1 Workflow
- 6.0 Profile Management





1.0 Introduction

The Archiva Group Customer Care portal is the tool through which you can **send a request for technical or functional support to the Customer Care department.**

The system is accessible from any browser and device and allows applicants to independently check the status of their reports and interact with the departments that manage them.

This tool is the point of contact between customers and Customer Care staff, who are responsible for organising, sorting and processing each request in order to ensure customer satisfaction. **Support requests are created through a simple and clear guided procedure.**

This method ensures that reports are opened correctly, assigned the most appropriate priority level, quickly directed to the relevant department and monitored for status.



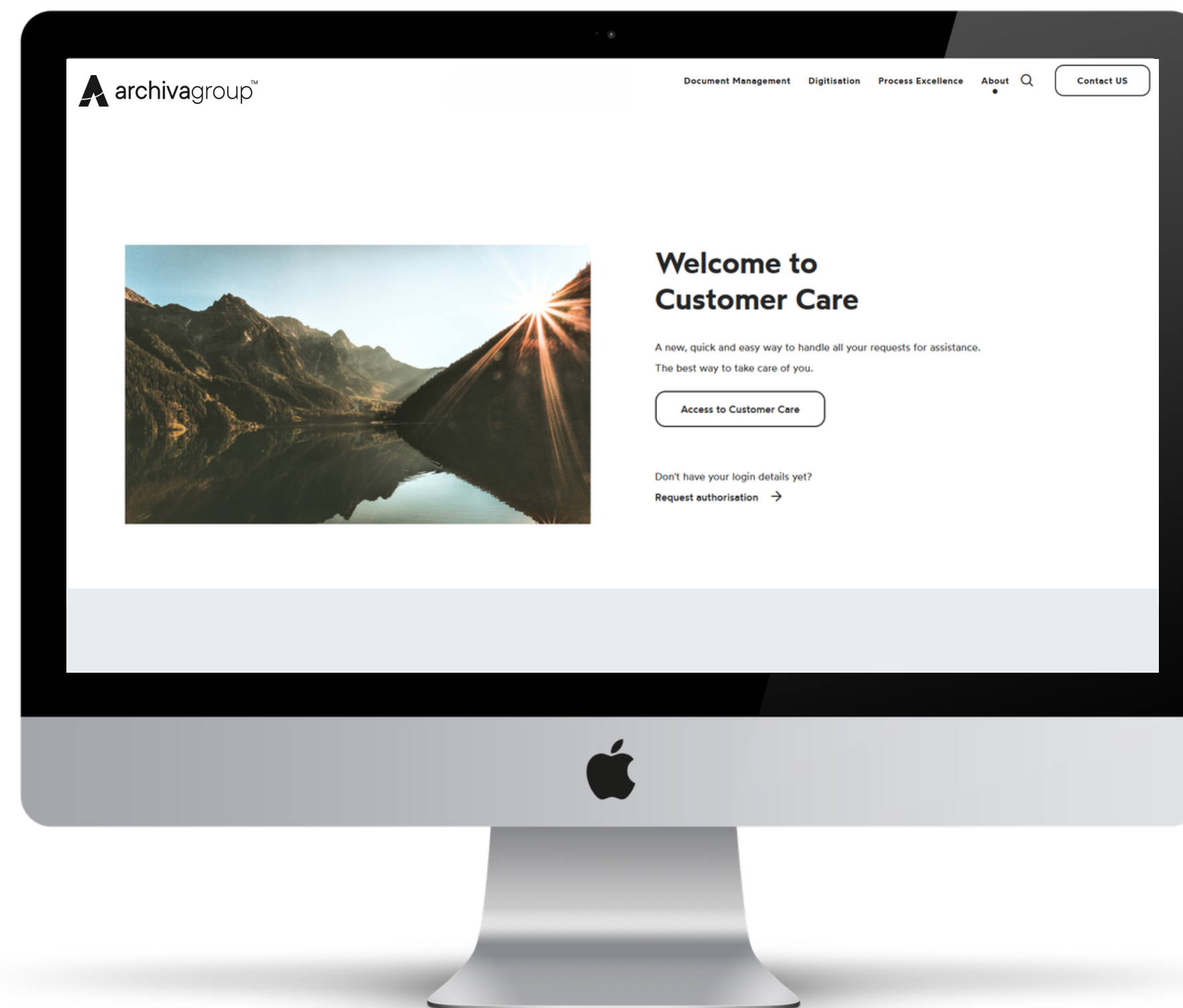


2.0 Account Registration

For reasons of security and confidentiality of information, access to the Archiva Group Customer Care portal is subject to user registration.

Registration can be requested from your internal User Contact for services provided by Archiva or by accessing the following web page:

<https://www.archivagroup.com/en/about/customer-care>





2.0 Account Registration

1

To register directly from the portal, click on the button:
"Request Authorisation".

You will be asked to complete the following form.
Fill in the required fields and click on the button "**Send**".



Welcome to Customer Care

A new, quick and easy way to handle all your requests for assistance
The best way to take care of you.

Access to Customer Care

Don't have your login details yet?

Request authorisation →

1

Request the qualification

If you want to request a home from the Archiva
Customer Care platform, leave us your details, you will
be contacted as soon as possible by one of our
consultants.

Name *

Company *

Last name *

Email *

Company for which you are applying for authorisation *

Archiva Group
Mitric
DDM

☐ In order to receive information or feedback on the request, for the purposes described in letter a), I
declare that I am of age and that I have understood the [Data Protection Notice](#).

☐ Sono un essere umano



SEND

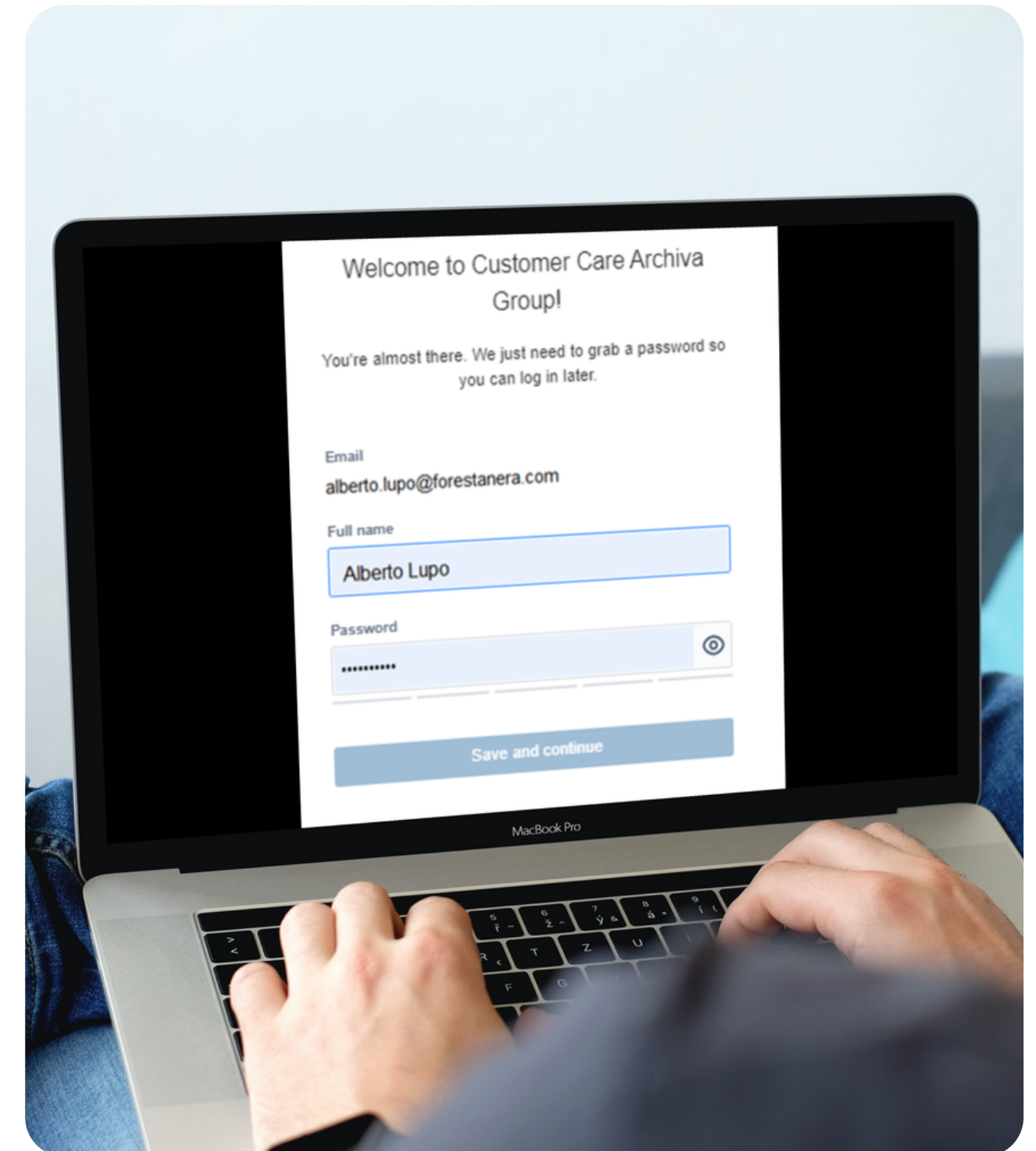


2.1 Confirm Registration

- 1 You will receive an initial email confirming that your request has been received.
- 2 If you are already an accredited user of Archiva group applications (e.g. a Requiró user), you will receive an email containing the link to the first access page within a few hours.

If you are not a user of any Archiva applications, we will request authorisation from your company's User Contact and, only after we have received authorisation, will you receive the email with the link to the first access page.

- 3 On the first login page, you will set your first name, last name and password. After clicking **"Save and continue"**, the Customer Care portal homepage will open.





2.2 Access to the Portal

1

For subsequent logins, open the login page.

<https://archivagroup.atlassian.net/servicedesk/customer/portal/15/>

Enter your email address and press 'Next'.

2

Enter your password and click on 'Continue'.

You will then be taken to the Customer Care portal homepage.

Customer Care Archiva Group

Enter your email address
to log in and register

Indirizzo e-mail

Avanti

← Back

Customer Care Archiva Group

Log in to continue

Email address

Password

Continue

[Forgot password?](#)

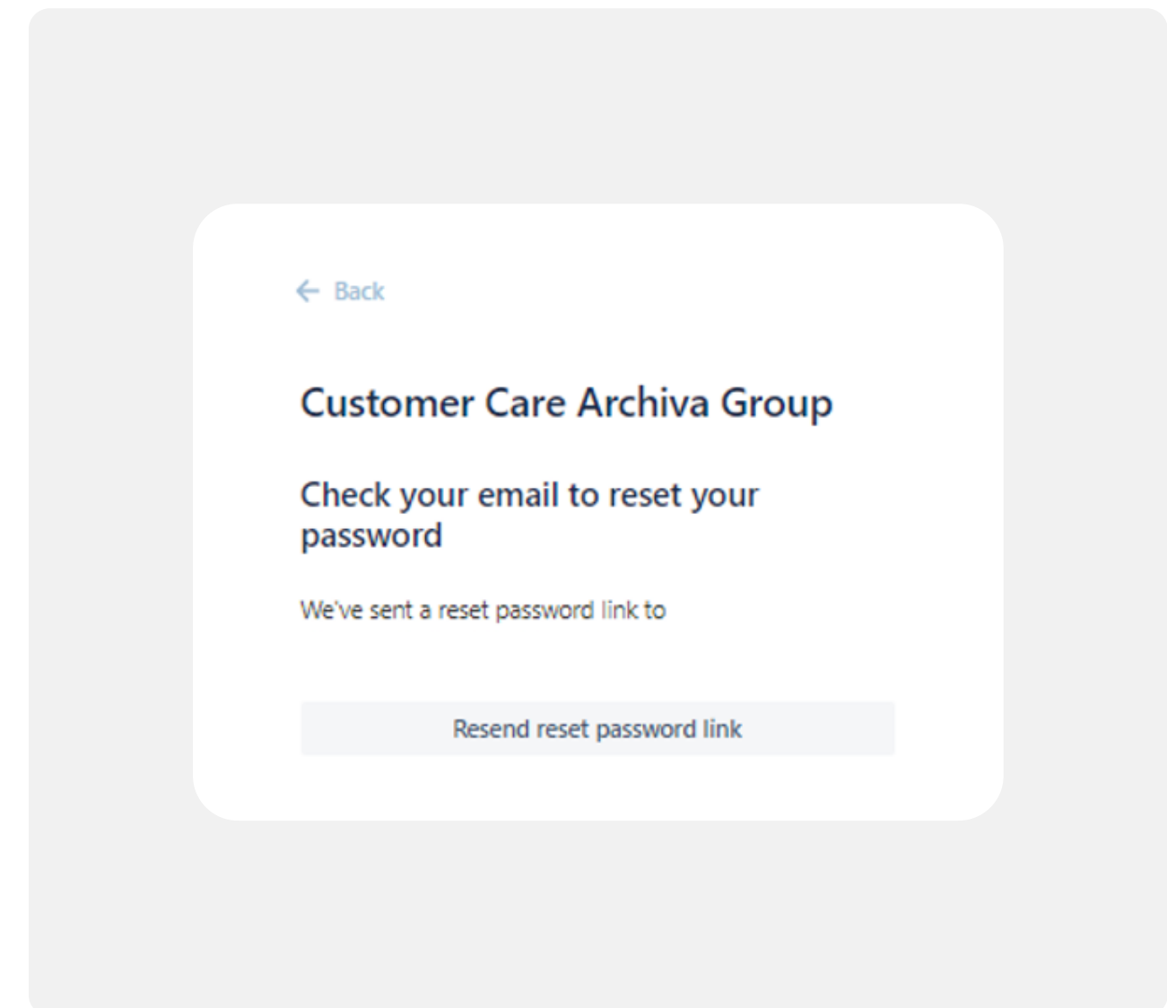


2.2 Access to the portal



If you forget your password, you can reset it by clicking on "Forgot password?".

A link to reset your password will be sent to your email address.

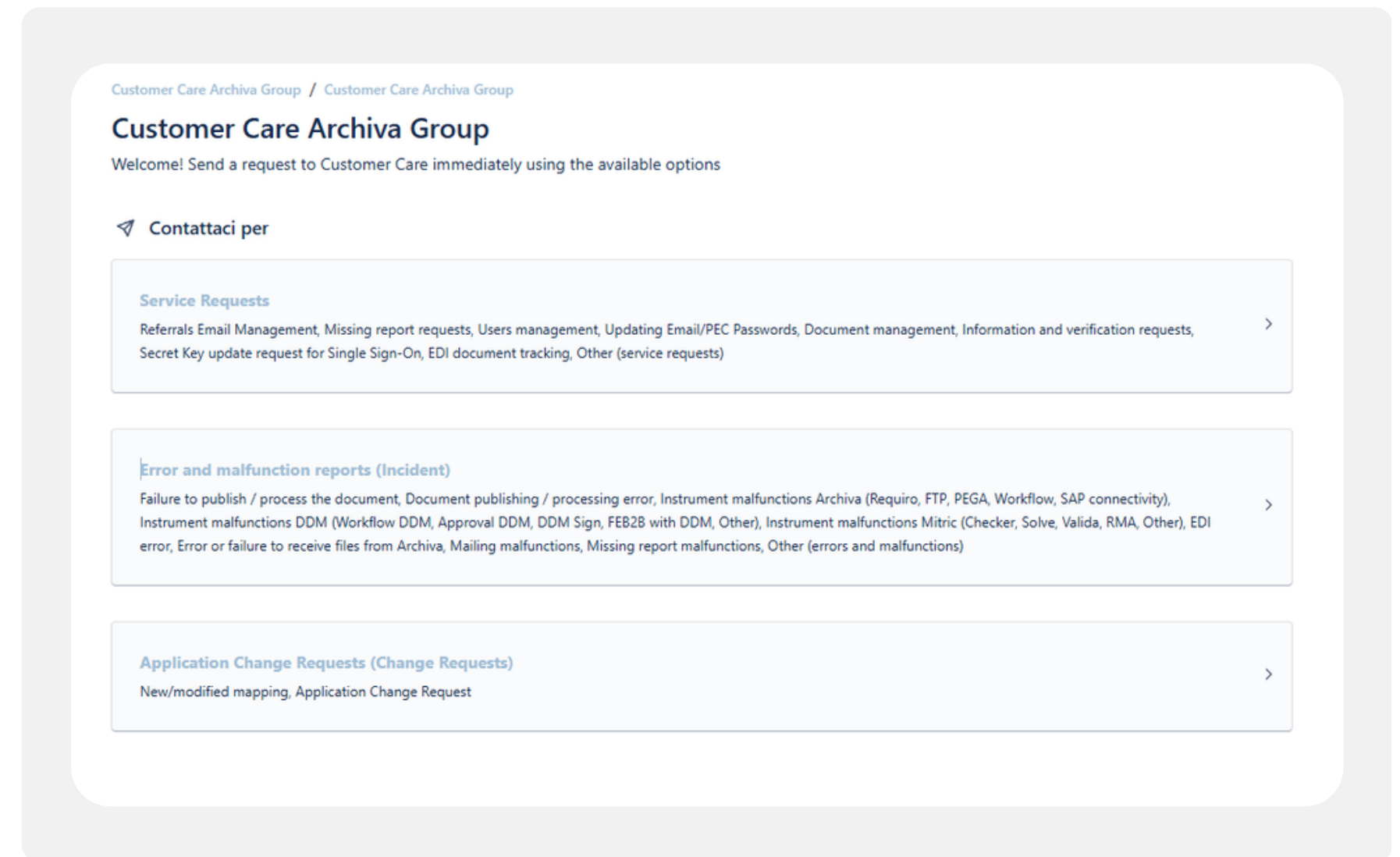




3.0 Submitting a Request

To send a request to Archiva Customer Care, after logging in to the home page, select the macro category for your request:

1. Service Request
2. Reporting faults and malfunctions (Incident)
3. Requests for application changes (Change Request)





3.0 Submitting a Request

Once you have selected the category, you will see the corresponding list of request types to choose from.

The image shows, for example, the list of request types corresponding to the category **"Service Request"**.

Selecting the category will open a form where you can specify the details of your request and send it.

NOTE

The types of requests available may vary during the provision of the service in order to optimise ticket management.

The screenshot displays the 'Customer Care Archiva Group' interface. At the top, it shows the breadcrumb 'Customer Care Archiva Group / Customer Care Archiva Group' and the title 'Customer Care Archiva Group'. Below this is a welcome message: 'Welcome! Send a request to Customer Care immediately using the available options'. A dropdown menu labeled 'Contattaci per' is set to 'Service Requests'. The section 'Come possiamo aiutarti?' lists several request categories, each with an icon and a brief description:

- Referrals Email Management**: Edit, add, delete or replace a recipient email address of an automatic report (Missing Lists, FTP Reports, B2B Notifications...). It is also possible to request the current status of report recipients.
- Missing report requests**: Request for missing report generation or change to missing number list generation logic and rules.
- Users management**: Request creation/change/dismissal of users. Please note that all user-related requests must be opened by the User Contact and must contain the updated template with the information required for the request. It is also possible to request an extraction of the updated template.
- Updating Email/PEC Passwords**: Request for credentials update following customer password change for services accessing boxes.
- Document management**
- Information and verification requests**
- Secret Key update request for Single Sign-On**
- EDI document tracking**
- Other (service requests)**



3.0 Submitting a Request

The more precise your request is, the shorter the processing time will be.

For this reason, we ask you to provide as many details as possible.

If the request is shared with the organisation (field 'Share with'), the ticket will be visible to all users of the organisation registered on the ticketing portal.

If the request is not shared with anyone (field 'Share with' set to 'No one'), the ticket will only be visible to the person who opened it.

If you want to share the ticket only with certain users (who must still be registered on the ticketing portal), you must first send the request (using the 'Send' button) and then (even at a later time), on the ticket page, add the users with whom you want to share it using the '+ Share' button.

The screenshot shows a web form for submitting a request. It includes the following sections:

- Summary**: A text input field with a red asterisk indicating it is required. Below the field is the placeholder text "Insert here a summary".
- Description**: A rich text editor area. The toolbar includes options for "Normal text", bold (B), italic (I), text color (A), bulleted list, numbered list, link, unlink, image, code, help, quote, and a plus sign for more options.
- Urgency**: A section with a red asterisk. It contains two radio button options: "Non urgente/Not urgent/Nicht dringend" (selected) and "Urgente/Urgent/Dringend".
- Attachments**: A dashed border box containing the text "Drag and drop files, paste screenshots, or browse" and a "Browse" button.
- Share with**: A dropdown menu with a red asterisk, currently showing "No one" with a lock icon and a downward arrow.
- Buttons**: At the bottom, there are two buttons: "Send" (highlighted in blue) and "Cancel".



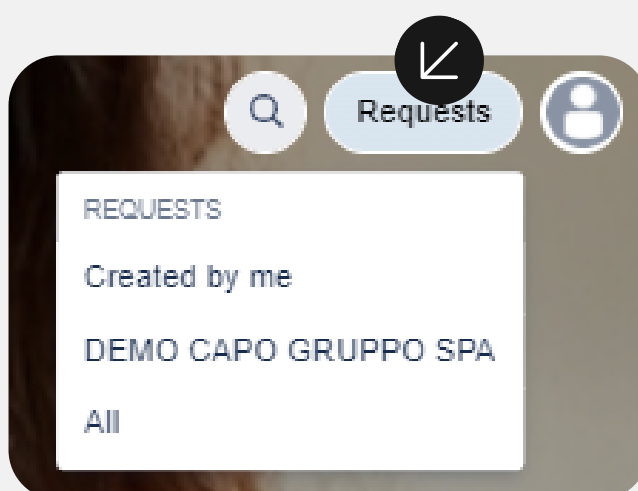
4.0 List of Requests

The list of requests you have opened or are involved in can be viewed by clicking on **"Requests"** in the top right-hand corner.

You will see a list of requests with their processing status and other useful information.

At the top of the page, there are several filters to narrow down the requests to be displayed.

Clicking on the individual request will open the page with the details. From here, you can make status changes or add further comments or attachments by dragging files into the ticket.



Type	Reference	Summary	Status	Requester	Created date	Updated date	Due date	Assignee	Priority
✉	SSM-24787		WAITING FOR BU...	Chiavegna Tania	21/mar/22	--			Medium
📄	HEL-418		IN LAVORAZIONE	Chiavegna Tania	18/mar/22	--			Normal
📄	HEL-417		IN LAVORAZIONE	Chiavegna Tania	11/mar/22	--			Unprioritized
✉	SSM-23227		WAITING FOR CU...	Chiavegna Tania	24/feb/22	--			Medium
📄	HEL-416		APERTO	Chiavegna Tania	11/mar/22	--			Unprioritized
📄	HEL-415		APERTO	Chiavegna Tania	11/mar/22	--			Unprioritized
📄	HEL-414		APERTO	Chiavegna Tania	11/mar/22	--			Unprioritized



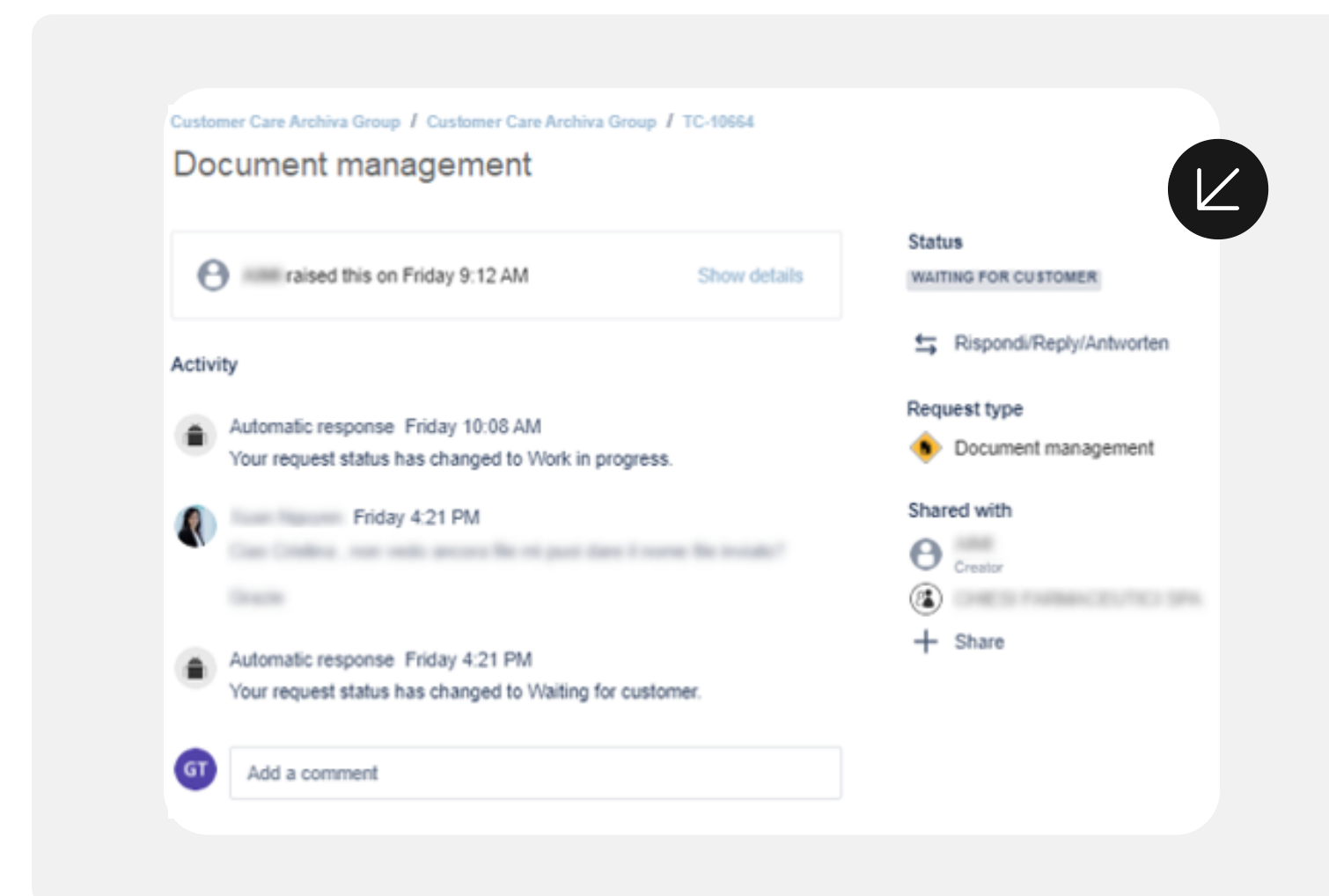
5.0 Request Lifecycle

As soon as a request is opened and correctly entered into the system, it assumes the status **"OPEN"**.

When operators actively begin to intervene to identify and resolve the problem, the status changes to **"IN PROCESS"**.

If Customer Care needs further information to process the request, a comment will be added to the request and its status will change to **"WAITING FOR REQUESTOR"**.

In such cases, you will receive an email from the operator requesting further information. You can then reply directly to the email or add a comment to the ticket on the portal and click on **"REPLY"**.





5.0 Request Lifecycle



Even if the response is sent by email, it is recorded in the portal in the request history.

Once processing is complete, the status of the request will change to **"PROCESSING COMPLETED"**.

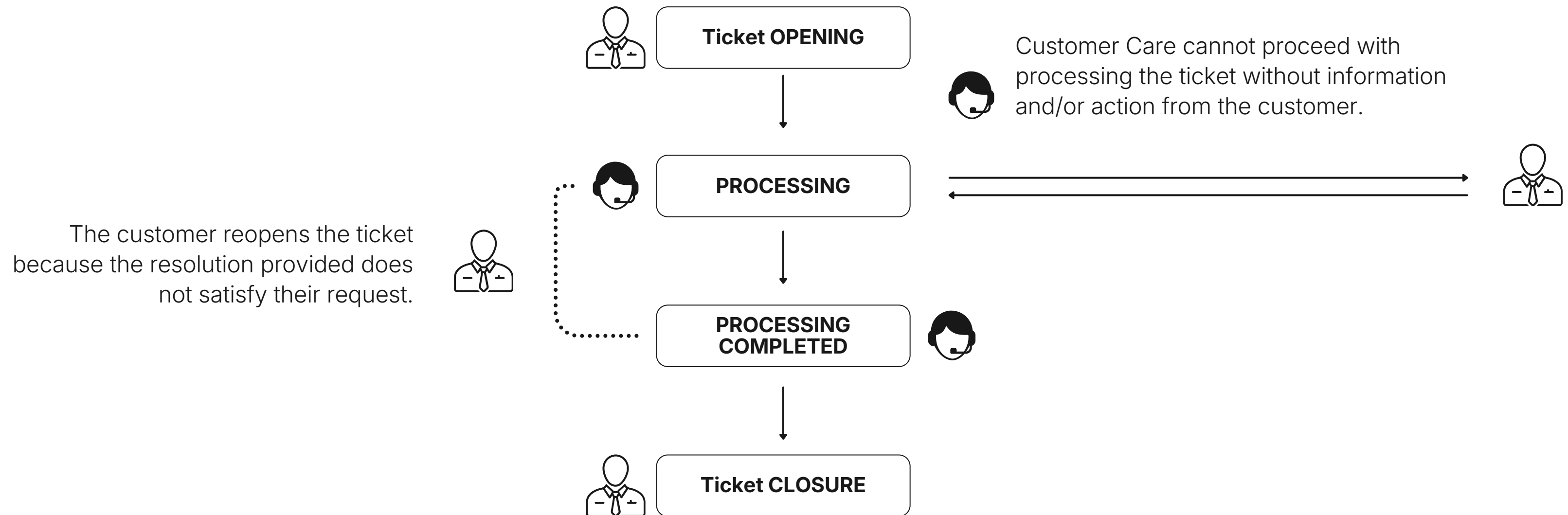
Any change in status will be notified by email to both the user and any other participants involved in managing the request.

A request with the status 'PROCESSING COMPLETED' may be reopened if the result of the processing does not meet expectations. To reopen a request, click on **"REOPEN"**.

To close a request permanently, click on **"CLOSE"**.



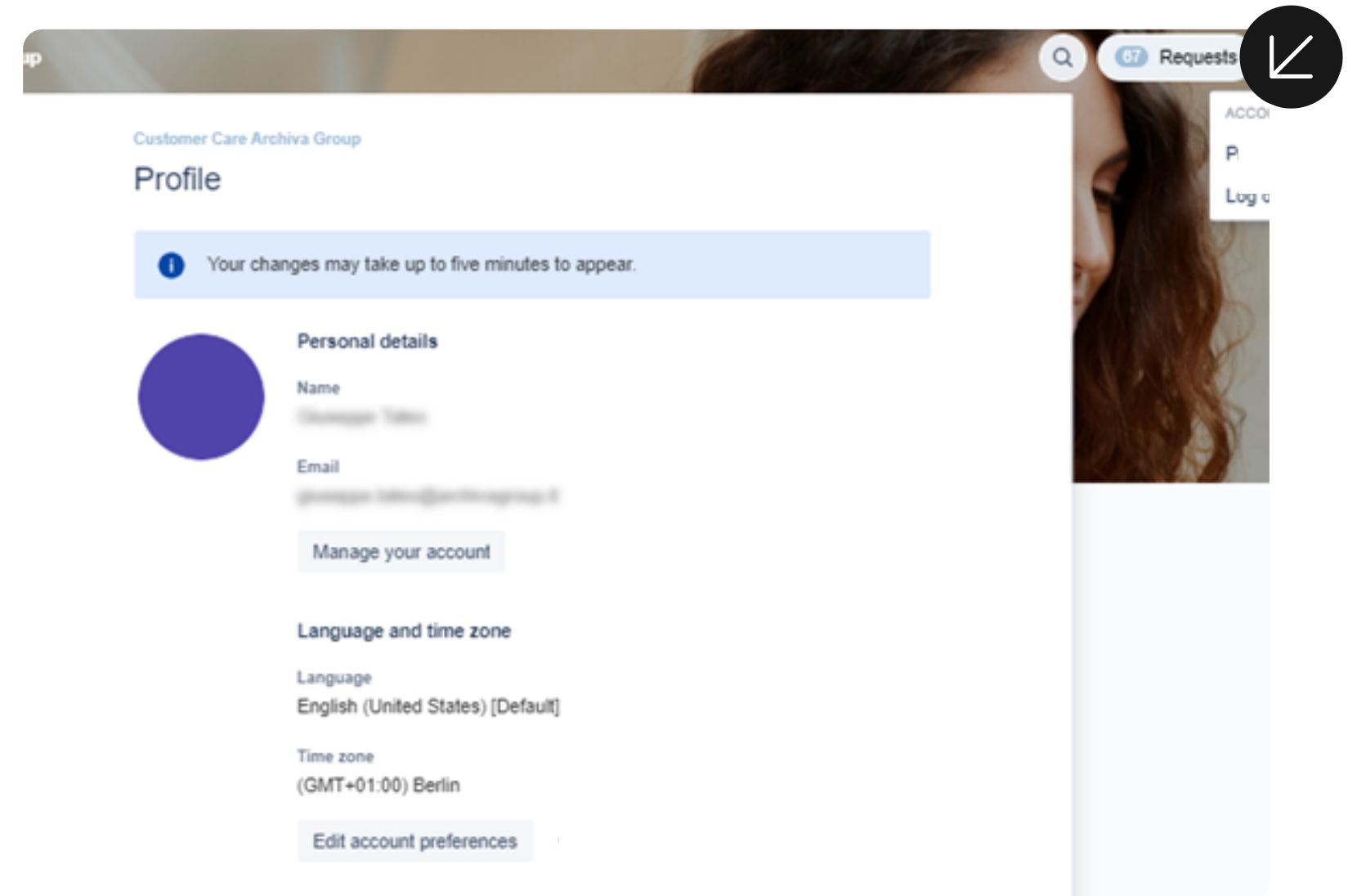
5.1 Workflow and ticket stases





6.0 Profile Management

You can edit your profile by clicking on the icon in the top right-hand corner and making changes on the page that opens.





2026 Archiva Srl a socio unico. Tutti i diritti riservati

Le informazioni contenute in questo documento sono proprietà di Archiva Srl a socio unico. Nessuna parte di questa pubblicazione può essere riprodotta o trasmessa in qualsiasi forma e per qualsiasi scopo senza l'esplicita autorizzazione di Archiva Srl a socio unico. Alcuni prodotti software commercializzati da Archiva Srl a socio unico ed i suoi distributori contengono componenti di software proprietario di altre case di software. Tutti gli altri nomi di prodotti e servizi citati sono marchi delle rispettive società. I dati contenuti nel presente documento hanno finalità prettamente informative. Le specifiche dei prodotti possono variare. Questo documento è una versione preliminare e non soggetta al contratto di licenza o di qualsiasi altro accordo con Archiva Srl a socio unico. Il presente documento contiene le strategie destinate solo agli sviluppi e alle funzionalità del prodotto Archiva Srl a socio unico e non è destinato ad essere vincolante ad una particolare trattativa, strategia e/o sviluppo del prodotto. Si prega di notare che questo documento è soggetto a modifiche e può essere modificato da Archiva Srl a socio unico in qualsiasi momento senza preavviso. Archiva Srl a socio unico non si assume alcuna responsabilità per eventuali errori o omissioni in questo documento. Archiva Srl a socio unico non garantisce l'accuratezza o la completezza delle informazioni, testo, grafica, collegamenti o altri elementi contenuti in questo materiale. Il presente documento viene fornito senza alcuna garanzia, esplicita o implicita, inclusa ma non limitato alle garanzie implicite di commerciabilità, di idoneità per un particolare scopo, o non violazione. Archiva Srl a socio unico non si assume alcuna responsabilità per danni di qualsiasi tipo, diretti, indiretti o conseguenti, che possono derivare dall'uso di questi materiali. La responsabilità civile per lesioni personali e prodotti difettosi non è contemplata. Archiva Srl a socio unico non ha alcun controllo sulle informazioni a cui è possibile accedere mediante l'uso di link ipertestuali contenuti nel presente materiale e non approva l'uso di pagine Web di terze parti, né da alcuna garanzia relativa alle pagine Web di terze parti.

2026 Archiva Srl a socio unico. All rights reserved

The information in this document is proprietary to Archiva Srl a socio unico. No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of Archiva Srl a socio unico. The information contained here in may be changed without prior notice.

Some software products marketed by Archiva Srl a socio unico and its distributors contain proprietary software components of other software vendors. All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary. This document is a preliminary version and not subject to your license agreement or any other agreement with Archiva Srl a socio unico. This document contains only intended strategies, developments, and functionalities of the Archiva Srl a socio unico product and is not intended to be binding upon Archiva Srl a socio unico to any particular course of business, product strategy, and/or development. Please note that this document is subject to change and may be changed by Archiva Srl at any time without notice.

Archiva Srl a socio unico assumes no responsibility for errors or omissions in this document. Archiva Srl a socio unico does not warrant the accuracy or completeness of the information, text, graphics, links, or other items contained within this material. This document is provided without a warranty of any kind, either express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. Archiva Srl a socio unico shall have no liability for damages of any kind including without limitation direct, special, indirect, or consequential damages that may result from the use of these materials. This limitation shall not apply in cases of intent or gross negligence.

The statutory liability for personal injury and defective products is not affected. Archiva Srl a socio unico has no control over the information that you may access through the use of hot links contained in these materials and does not endorse your use of third-party Web pages nor provide any warranty whatsoever relating to third-party Web pages.

Thank you for your attention.

ARCHIVA Srl a socio unico

Legal and operational headquarters:

Via Spagna, 24 - 37069 | Villafranca di Verona (VR)

P. IVA: IT03237470236 | Reception: 045 - 288 00 00

sales@archivagroup.it | archivagroup.com

Product images are for illustrative purposes only. Archiva Group is a registered trademark owned by ArchivaS.r.l. a socio unico

