

Procedure:

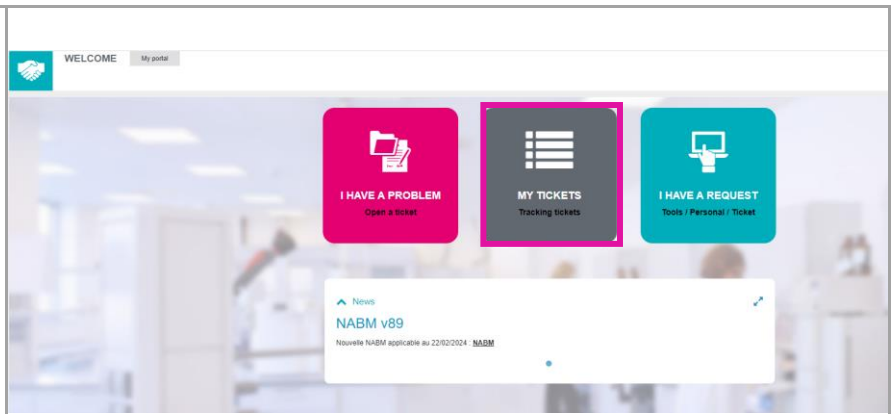
How to track a case



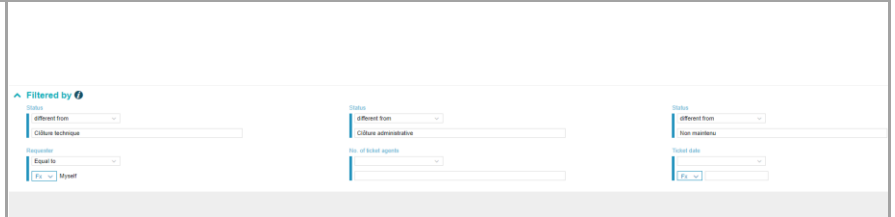
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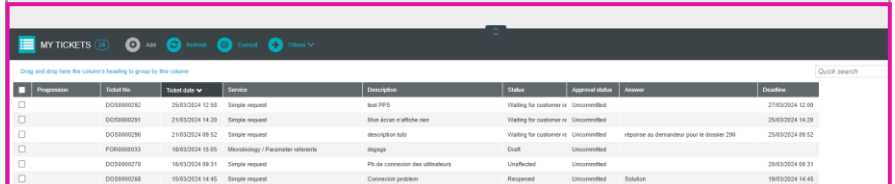
Once you are connected to your user account, click on « My tickets » from the “Welcome” portal



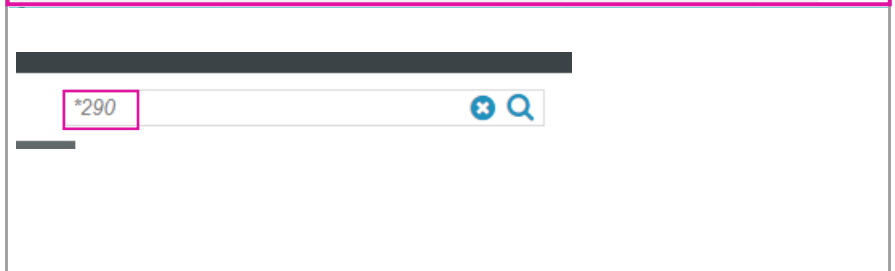
You have access to all the cases you created in MySquare.



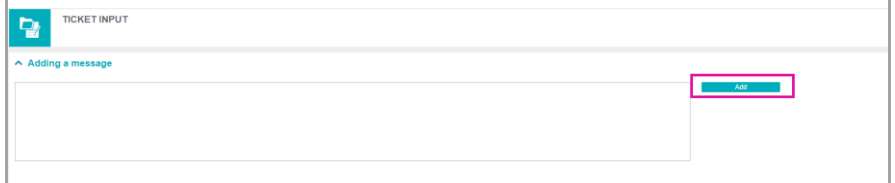
You can use the search bar to look for a specific case (*XXX)



You can double click on this case to consult it.



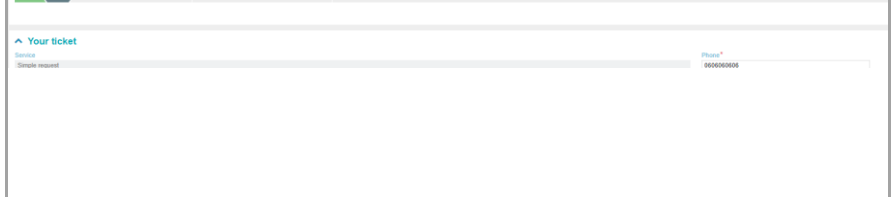
You can add a message to ask a question or answer to a question from the intervener.



Adding a message > Type your question/answer and click on “add.”



You can see all the exchanges with the intervener in “Messages overview.”



You can find the information you provided when you created your case.

You can check the intervener's final answer to solve this case.

The screenshot shows a 'Your ticket' page with the following details:

- Service: Simple request
- Beneficiary: CLIENT, Super
- Beneficiary location: TD France/Grenoble CHUGA Hôpital Michallon Geniab/Grenoble CHUGA Hôpital Michallon TDGenet
- Concerned Product: TDGN V03 / 1520, TD-Genet (Live)
- Title: tuto
- Description: description tuto

An answer is provided in a pink-bordered box: "réponse au demandeur pour le dossier 290".

You can also track cases from the "My portal" portal.

This portal contains different components.

The 'MY PORTAL' dashboard includes the following components:

- My files from the last 12 months (by status):** A donut chart showing 38 total files. Legend: Administrative classes (1), Draft (2), In progress (3), Open (4), Reopened (5), Unaffected (6), Waiting for customer response (7), Other (8).
- My site folders:** TD France/Grenoble CHUGA Hôpital Michallon Geniab/Grenoble CH... (22)
- My current files (by department):** In progress (3), Open (4), Reopened (2), To close (1), Unaffected (6), Waiting for customer response (5), Waiting for support response (2).
- My current files (by service):** Microbiology / Parameter referents (1), Newsletters / New references (1), Simple request (22).
- My files awaiting response:** A large green box showing "Waiting for customer response" with a count of 5.

You can change the type of information displayed by clicking on the small icon at the top right.

You can click on these components to access the relevant cases.

The close-up shows the 'My files awaiting response' section. A pink box highlights a 'Display mode: Graph' button with a pie chart icon. Below it is a large green box with the text "Waiting for customer response" and the number "5".

**Should you have any question,
please contact your local support team.**

Our team is at your disposal!



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