

Procedure:

How to track a case



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Once you are connected		
to your user account,	WELCOME My ports	
click on « My tickets »		
from the "Welcome"		
portal	I HAVE A PROBLEM MY TICKETS I HAVE A REQUEST Open a scale. Tracking lickets Tools / Rescent / Tools /	
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		∧ Your ticket				
	Service Simple request					
	Beneficiary CLIENT, Super					
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You can check the						
intervener's final answer to						
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		Answer B At ==- ¶1 In +1 réponse au demandeur pour le dossier 290				
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You can also track cases from						
the "My portal" portal.						
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This portal contains different			Open	Simple request	Other	
components.	38		Reopened To close	2 22	2	
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	Administrative closure Draft In progress O Technical closing Unaffected Wailing for custor	ipen 🗧 Reopened ner response 🗨 Other	My news	 My files awaiting resp 	onse	
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	Search FAQs Quick search	Q	Nouvelle NAEM applicable au 22/02/2024 : NAEM		Waiting for customer	
	 My current files (by service) 				response	
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				Display mode: Graph		
You can change the type of			L			
information displayed by						
clicking on the small icon at		V	aiting for customer			
the top right.			response			
			response			
You can click on these						
components to access the			5			
relevant cases.						

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

Our team is at your disposal!





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