TECHNIDATA
MEDICAL SOFTWARE

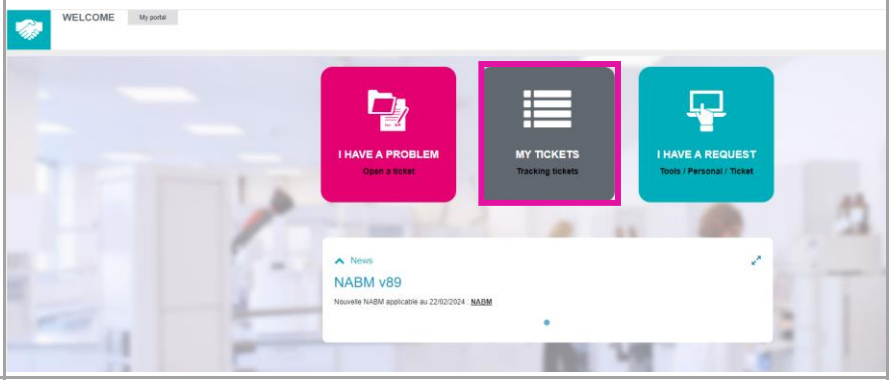
Procedure:

How to track a case

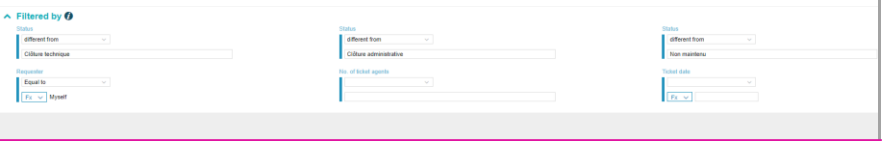
Non-disclosure agreement :

This document contains confidential business information. It is protected by the legal provisions in force. This document and the information contained therein remain the sole and exclusive property of TECHNIDATA, their use being strictly reserved for TECHNIDATA's customers and employees. The user shall refrain from any disclosure to third parties or any reproduction, in whole or in part, by any means whatsoever, without the express written consent of TECHNIDATA.

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.



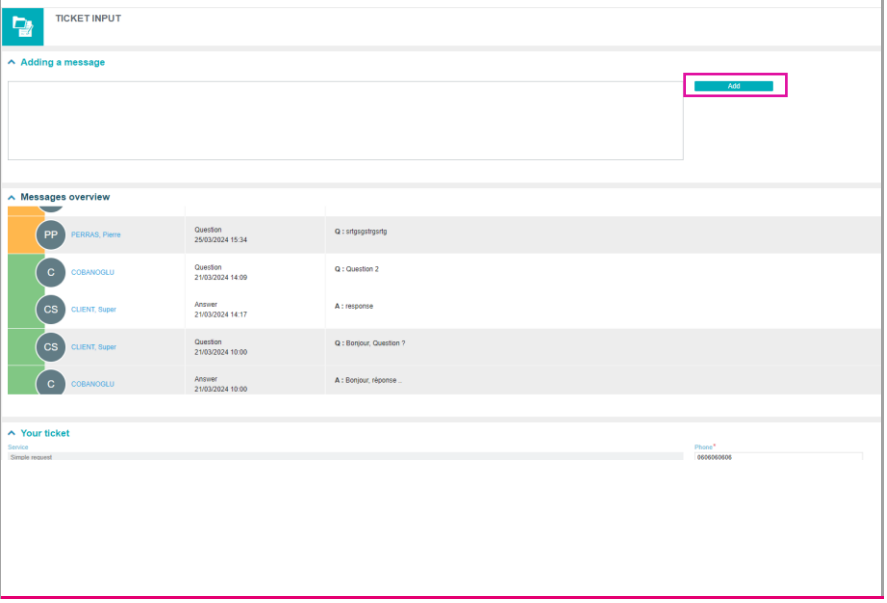
You can use the search bar to look for a specific case (*XXX)

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.

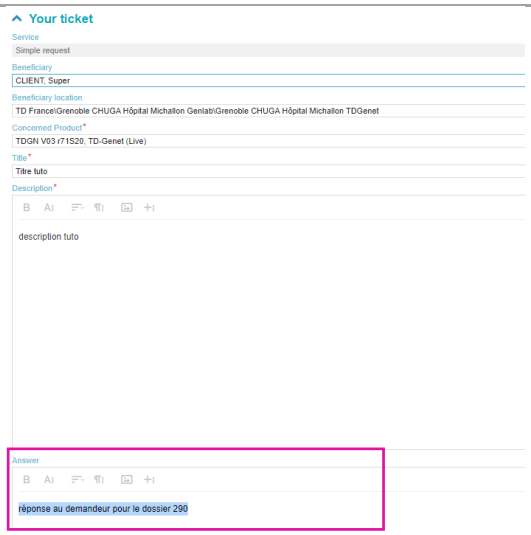
Adding a message > Type your question/answer and click on "add."

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



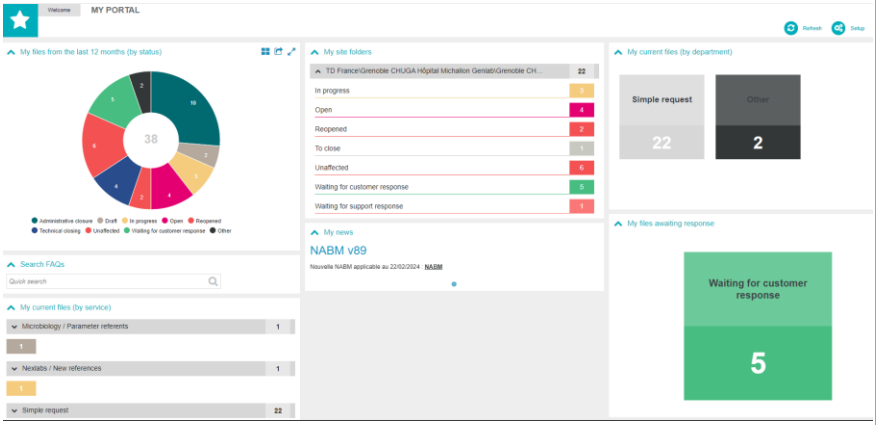
You can find the information you provided when you created your case.

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



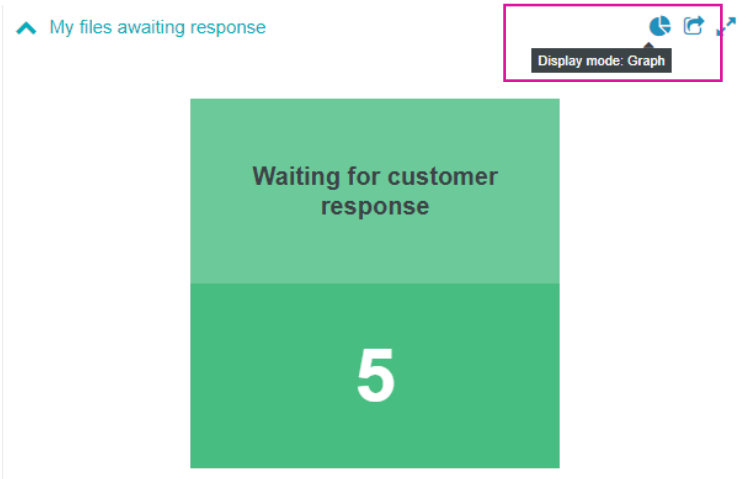
You can also track cases from the "My portal" portal.

This portal contains different components.



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.



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

Our team is at your disposal!

MY SQUARE

TECHNIDATA
MEDICAL SOFTWARE

technidata-web.com