

# USER MANUAL

*INTESA SERVICE DESK*

version 1.0



**In.Te.S.A. - Iniziative Telematiche per i Servizi Applicativi S.p.A.**  
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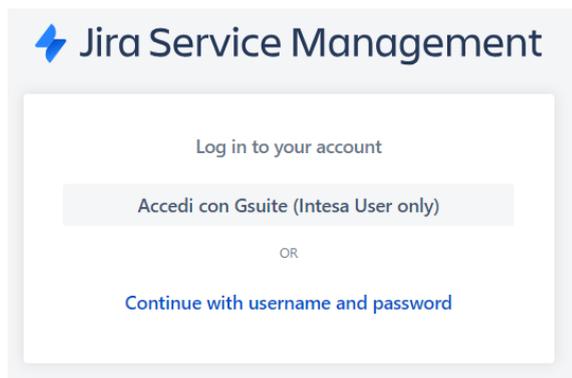
# Summary

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# 1. Access to the Help Desk

To access Intesa Help Desk, go to the following address: <https://www.hda.intesa.it/en/customer-area/> and click on the 'LOGIN' button under the 'Client Area' section.

The following box will appear. Select 'Continue with username and password' to proceed to the authentication form.



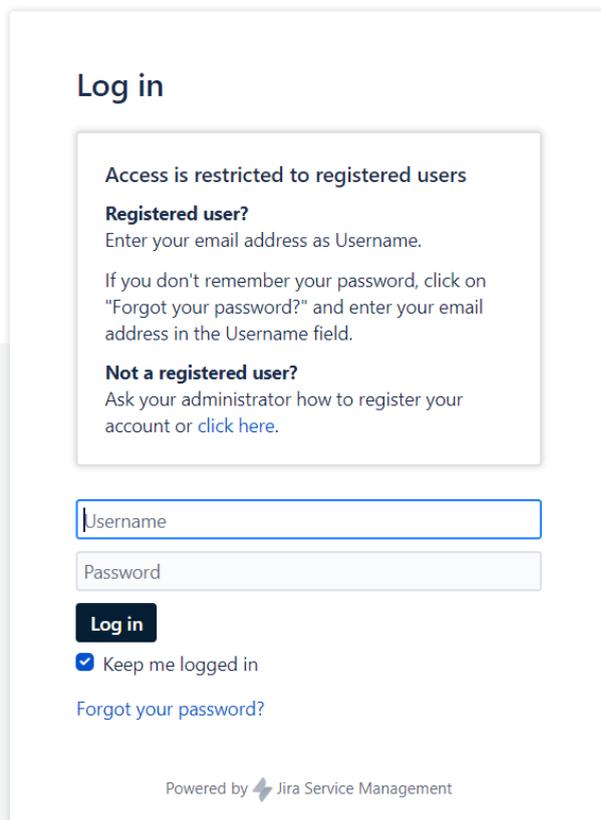
**Jira Service Management**

Log in to your account

Accedi con Gsuite (Intesa User only)

OR

[Continue with username and password](#)



**Log in**

Access is restricted to registered users

**Registered user?**  
Enter your email address as Username.

If you don't remember your password, click on "Forgot your password?" and enter your email address in the Username field.

**Not a registered user?**  
Ask your administrator how to register your account or [click here](#).

Username

Password

**Log in**

Keep me logged in

[Forgot your password?](#)

Powered by  Jira Service Management

## 2. First Access and Password recovery

For the first login, if you don't have a password, you need to click on 'Forgot your password?'

The following box will appear, where you should enter your email:

### Forgot password

Username

[Email me](#)

[Back to login](#)

If the email is already registered with Intesa Help Desk, an email will be sent to the provided address with instructions on how to set up the password.

Once the new password is set, you can access the Client Area.

### 3. Help Desk System

The first screen of Intesa Help Desk features a search bar to find possible solutions to previously resolved issues and get guidance on how to solve the problem.

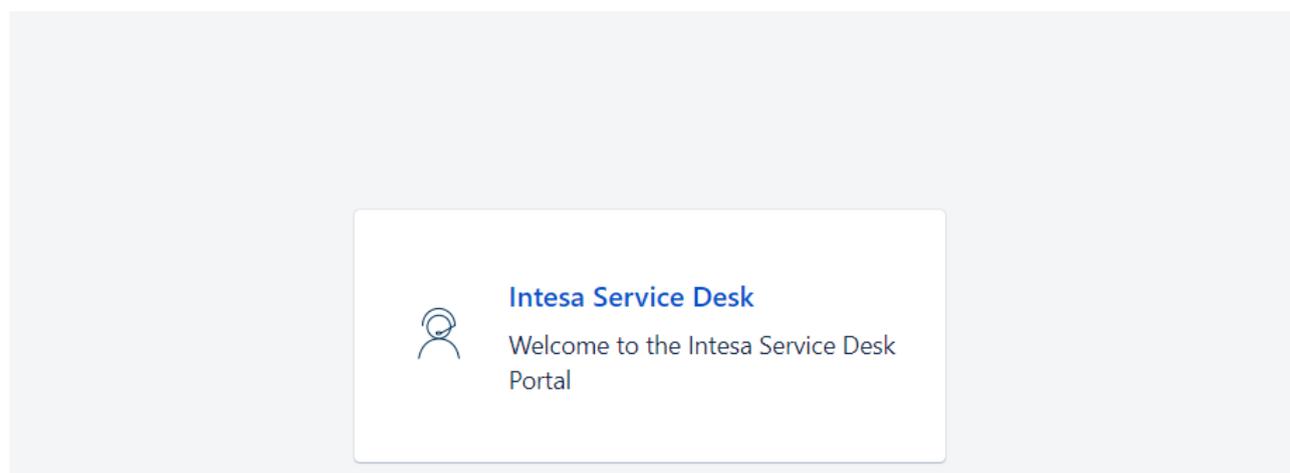
To open a new assistance ticket, click on the 'Intesa Service Desk' box located just below the search bar.

#### Welcome to the Intesa Service Desk

What do you need help with?

Search help



### 3.1 Types of ticket

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).



Intesa Service Desk

**Intesa Service Desk**

Welcome to the Intesa Service Desk Portal

What do you need help with?

[Search help](#)



#### 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 itself (e.g. application or infrastructural blocks).



#### Service Request

Request for information, advice, Standard Change or for Access to an IT service (e.g. Reset Password).



#### Change Request

Request for changes to the configuration of the Software that does not derive from an Anomaly (e.g. changes foreseen in the Contract).

## 3.2 New Ticket

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 'Create' 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  
**Incident**

Summary

Description

**Aa** ▾ | **B** | *I* | ... | :≡ ▾ |  | @ | + ▾

Attachment *(optional)*

 Drag and drop files, paste screenshots, or  
browse

Severity *(optional)*

None▾

- 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.
- 3 - Medium:** Service is not blocked, services are partially available, performance/functionality degradation of services is occurring.
- 4 - Low:** Services are fully available, there are no generalized malfunctions, reporting concerns sporadic cases or specific requests for individual users.

Category

▾

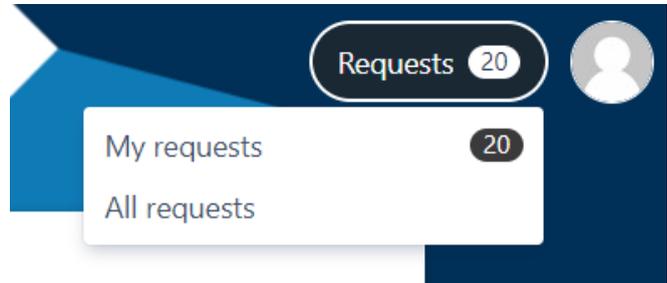
Environment *(optional)*

None▾

CreateCancel

### 3.3 Ticket Management

By clicking on the 'Request' option at the top right and selecting 'My Request,' you can view the list of open tickets.



The list displays, for each entered ticket, the type, the identification code, the title, its current status, and the creation date.

You can filter your search for your tickets using the parameters available in the drop-down menus just before the list and sort the results by reference or creation date by clicking on the column names.

Intesa Service Desk

#### Requests

Open requests  Created by me  Any request type

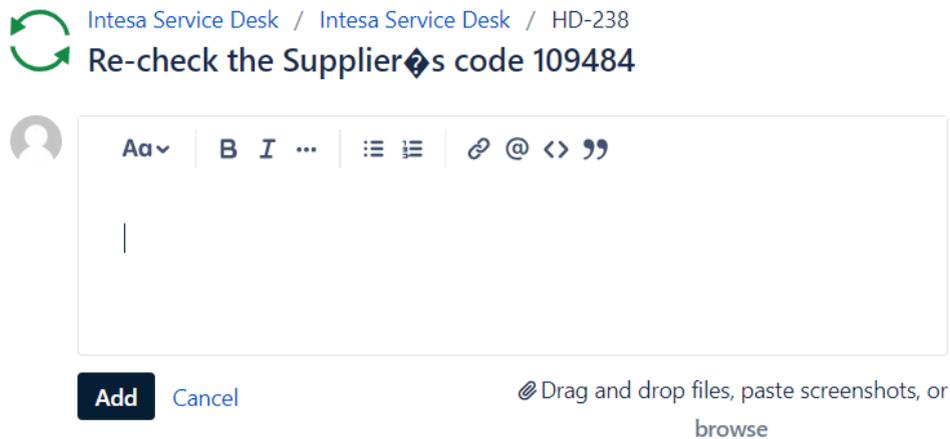
Type	Reference	Summary	Status	Created date
	HD-238	Re-check the Supplier's code 109484	WAITING FOR CUSTOMER	01/Feb/2023 17:35
	HD-237	Certificato sospeso, ma risulta attivo.	WAITING FOR CUSTOMER	08/Jul/2022 15:24
	HD-256	Prova ticket	IN PROGRESS	07/Sep/2023 14:50

### 3.4 Edit and Re-open Ticket

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

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

In case the ticket is closed but the resolution is unsatisfactory, you can reopen it by adding a comment with the reason within the last 72 hours.



Intesa Service Desk / Intesa Service Desk / HD-238

Re-check the Supplier's code 109484

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|

**Add** Cancel

📎 Drag and drop files, paste screenshots, or browse

## 4. Request a New User Account

To request a new access account for the Help Desk system, you need to fill out the form accessible from the 'Client Area' of the portal at <https://www.hda.intesa.it/en/customer-area/>. The form includes the following fields:

- First Name
- Last Name
- Email
- Phone
- Affiliated Company

Company for which you want to open tickets (in case your affiliated company is a supplier for the company for which you need to open tickets)

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