ATS Global | ATS Global

ATS Support Portal Customer User Guide

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1. Registration Process for Logging onto ATS Portal

NOTE: Initial portal access requires a pre-existing End User profile card, which must be created by ATS prior to your first registration attempt.

Once your account has been confirmed and created by ATS, follow these steps to access the portal for the first time:

1. Go to the Support Portal at [ATS Support Portal]
2. On the sign-in page, click **Sign up now** located at the bottom of the form.

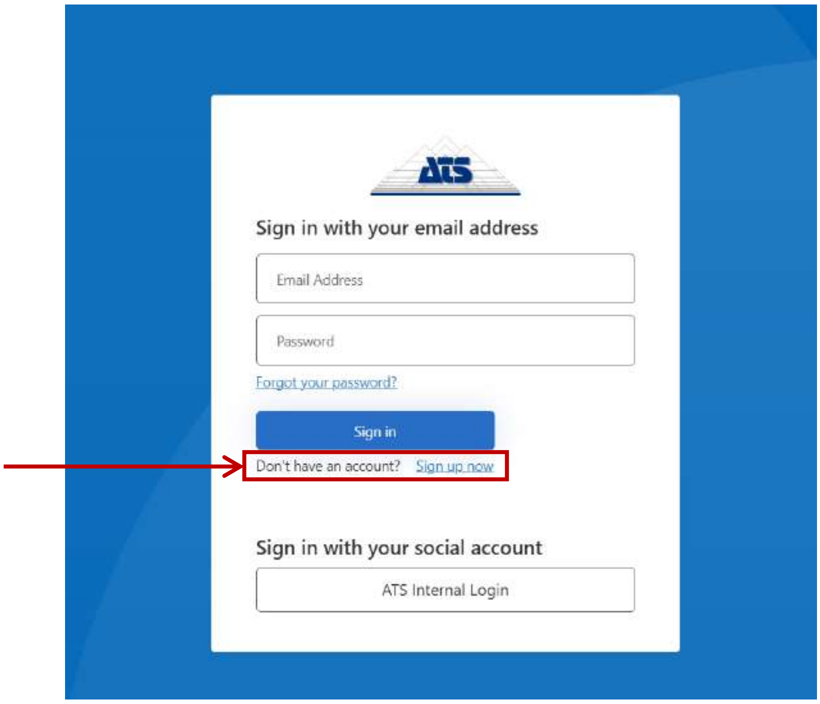

Figure 1 ATS Support Portal Sign-in Screen

3. Enter your email address and click **Send verification code**.

Figure 2 Email verification entry form

4. Once you request the verification code, follow these steps to validate your email address:

✓ Check your inbox for an automated email sent from **ATS Global B.V.** containing your 6-digit verification code.
✓ Copy the 6-digit code.

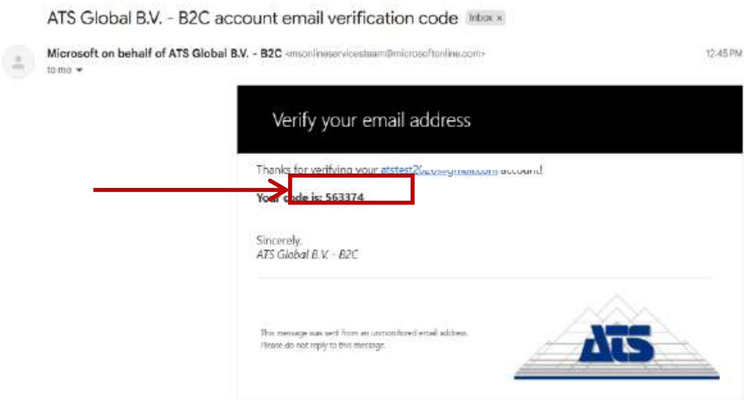

Figure 3 Email message showing the verification code

✓ Return to the registration portal, enter the code in the **Verification code** field, and click **Verify code**.

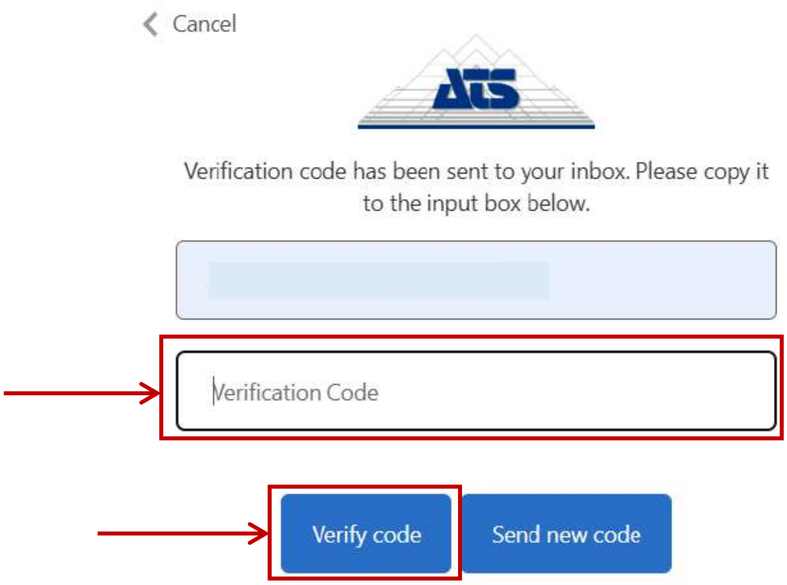

Figure 4 Registration portal with verification code entered and "Verify code" button

NOTE: If you do not receive the email within a few minutes, check your Spam/Junk folder or click Send new code to request a new one.

5. After verifying your email address, complete the registration form with your personal and company information.

✓ Set and confirm your new password.

✓ Fill in the required fields marked with red text (*This information is required*):

- Given name and Surname
- Company Name
- City, and State/Province
- Postal Code and Country/Region

6. Click **Create** at the bottom of the page to finalize your account registration.

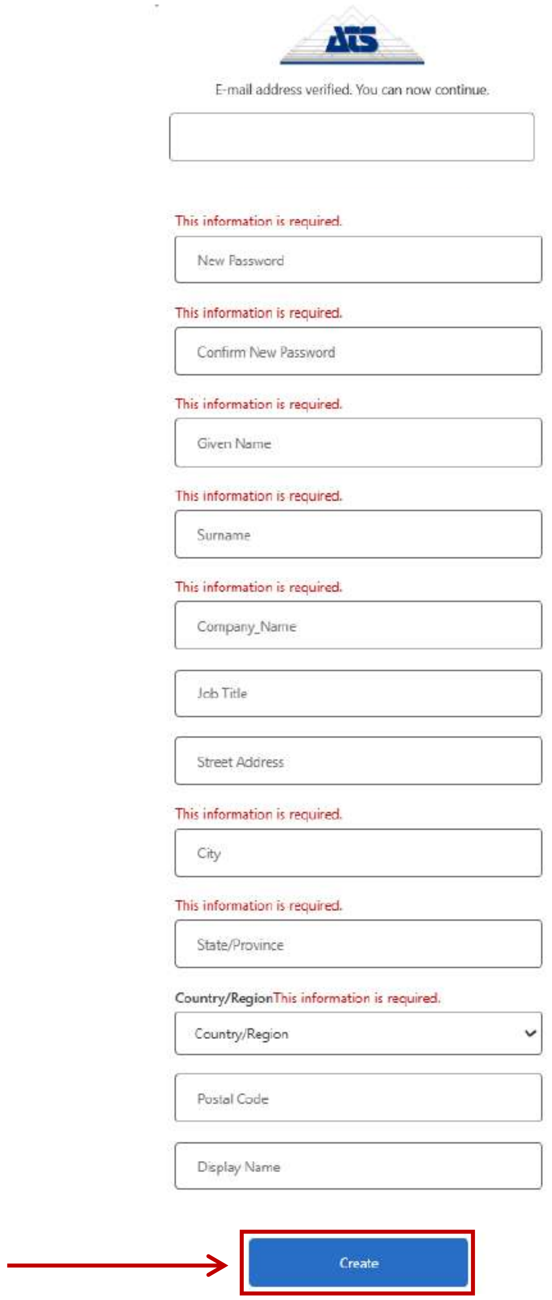

Figure 5 Registration form highlighting the required fields

7. Once your account is created, you will be redirected to the **ATS Support Portal homepage**.

   From here, you can view your dashboard, log new incidents or requests, and check open issues.

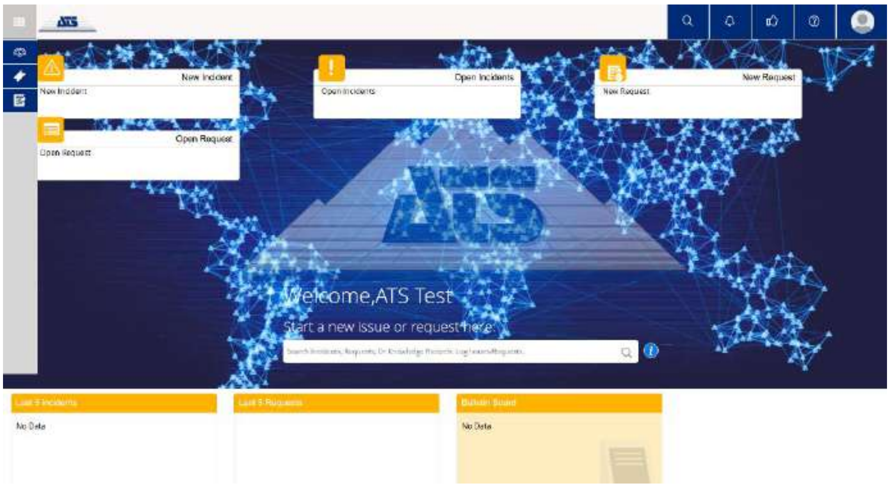

Figure 6 Portal Home Page / Welcome Screen

2. How to Log a New Incident

Follow these steps to report a new issue or request technical support.

1. On your homepage, click MENU in the top-left navigation bar.

2. On the left side panel, select Incident.

3. From the menu, click New Incident.

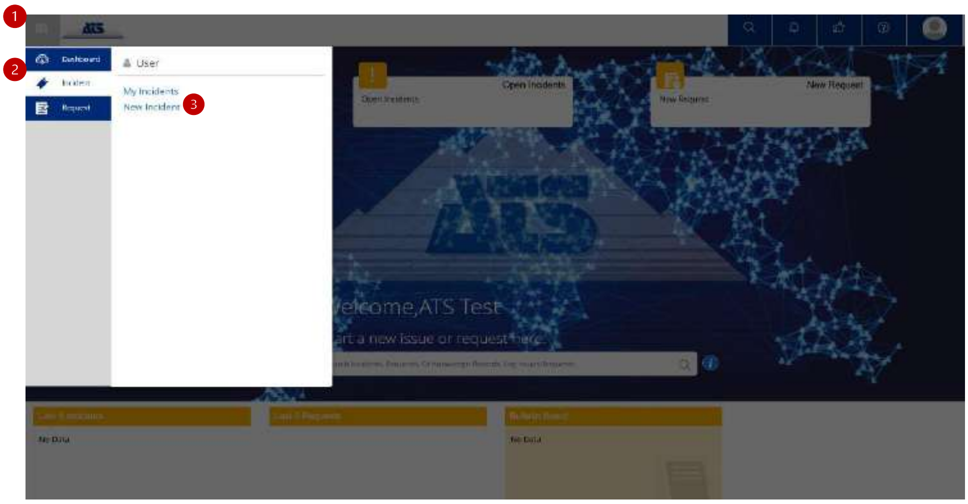

Figure 7 Accessing "My Incidents" from the Incident dropdown menu.

4. Fill in the required details in the incident form:

- ✓ Contract: Select your active support contract.
- ✓ Phone Number: Enter the end-user contact phone number for engineer follow-ups.
- ✓ Symptom: Enter a short summary of the issue *(minimum 20 characters)*.
- ✓ Description: Provide a detailed explanation of the issue or error.
- ✓ Attachments: If needed, click the arrow icon next to Max upload file size 4 MB to upload screenshots or error logs.

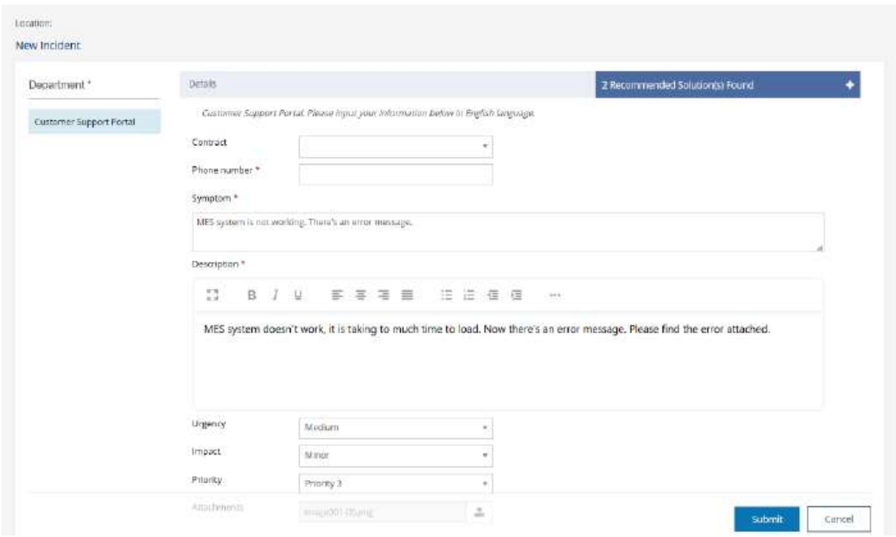

Figure 8 Incident Form Fields

Priority Matrix Guidelines

The combination of **Urgency** and **Impact** automatically determines the **Priority** level of your ticket. Use the table below to select the correct parameters:

Priority Level	Classification	Description
Priority 1	Critical	The issue affects the entire Site / Lines and production is stopped, no workaround is available.
Priority 2	Urgent	A significant business function is affected, but a temporary, manual workaround may exist.
Priority 3	Medium	The issue affects a single user or a small group, and while it is an inconvenience, the business process remains functional.

Table 1 Priority Matrix

5. Review the information entered and click **Submit** in the bottom-left corner.

7. Once you click **Submit**, a confirmation pop-up window will display your **Incident ID**, **Priority**, **Service Window**, and **Resolution Deadline**. This confirms that your ticket has been logged successfully.

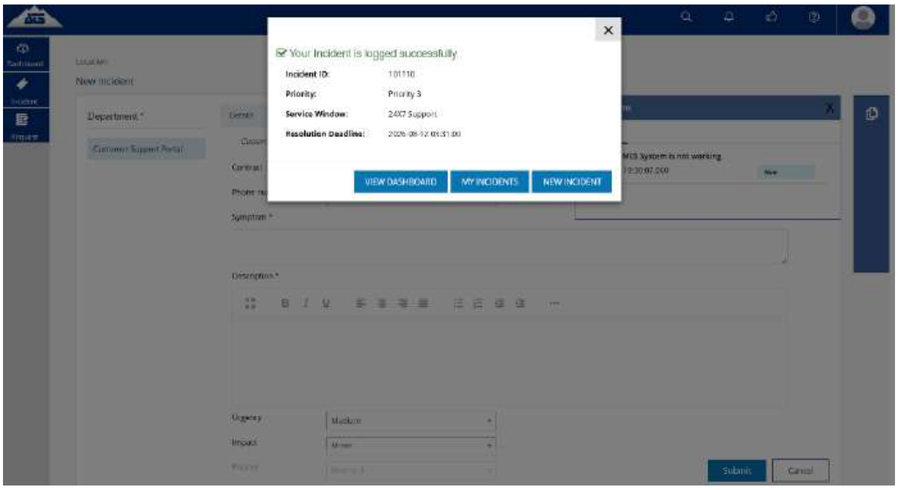

Figure 9 Confirmation pop-up window displaying Incident ID details

After successfully creating a new incident, you will receive an automated confirmation email in your inbox.

You will also receive subsequent email notifications when:

- ✓ The incident is **updated** by a support analyst.
- ✓ The incident is **suspended** (e.g., pending additional information from you).
- ✓ The incident is **closed** or resolved.

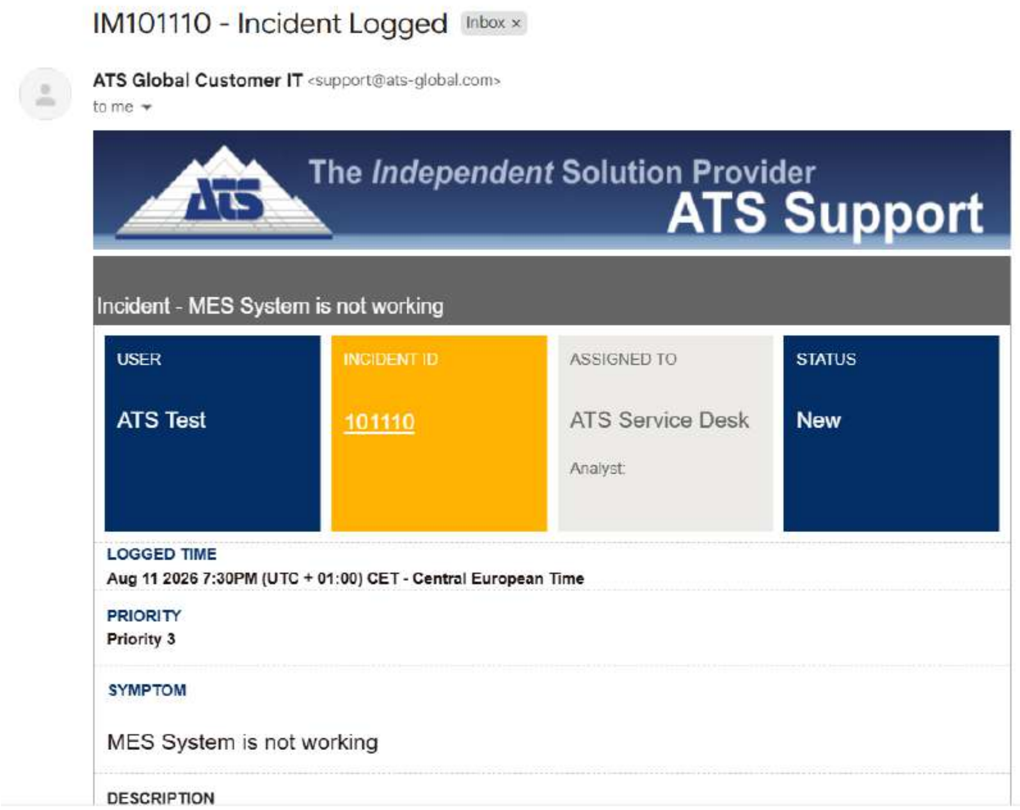

Figure 10 Confirmation email of the new incident created

3. How to View Created Incidents

If you need to check the status or review the history of your logged tickets, you can do so through the **My Incidents** section.

1.On your homepage, click **MENU** in the top-left corner.

2. Select **Incident** from the left-hand panel.

3. Click **My Incidents**.

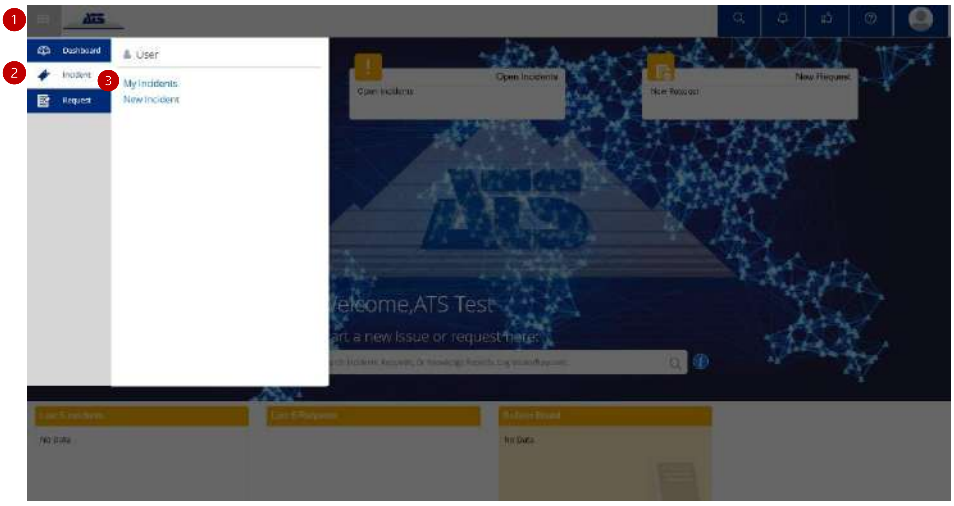

Figure 11 "My Incidents" View

You will now see a complete list of all the incidents you have created.

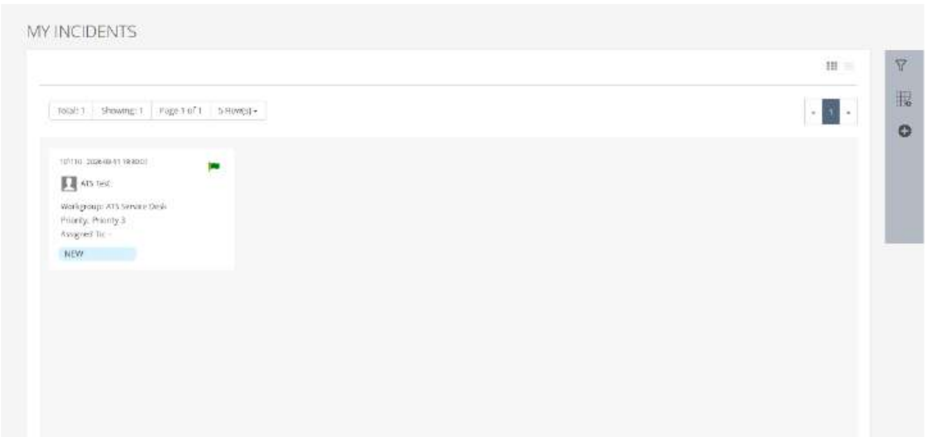

Figure 12 All Created Incidents View

To quickly locate specific tickets, you can apply custom search filters. Depending on your user permissions, you can choose to view your own incidents or check tickets from your co-workers.

✓ Specify your search criteria using any of the following options:

Filter Option	Description
Incident ID	Enter a specific ticket number or a numerical range
Status	Filter by the current state of the ticket: **Opened**, **In Progress**, **Pending**, **Resolved**, **Closed**, or select **All**.
Log time	Select a creation date range using the **From** and **To** calendar options.
View other user's incidents	Check the box to view, track, and update tickets submitted by your co-workers (depending on your permissions configured by ATS).

✓ Click the **Filters** icon on the right side of the screen.

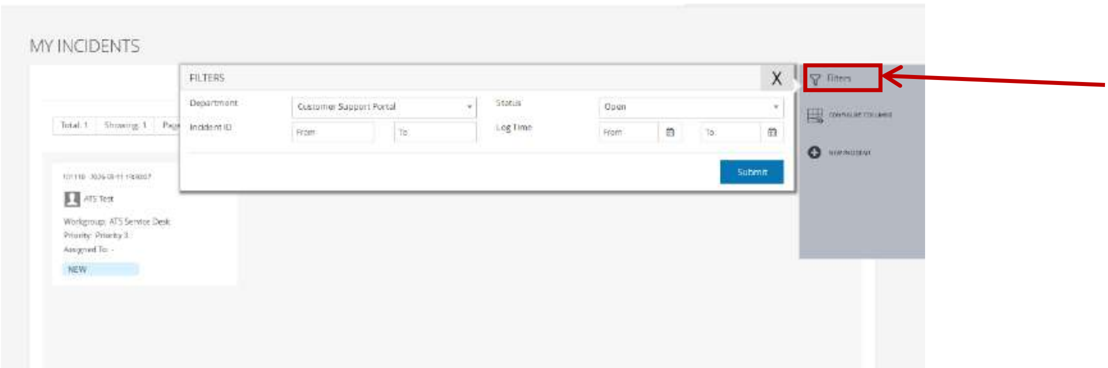

Figure 13 Filter Options view without View other User's Incidents Permission

If you have permission to view other co-workers' incidents, the following additional option is available:

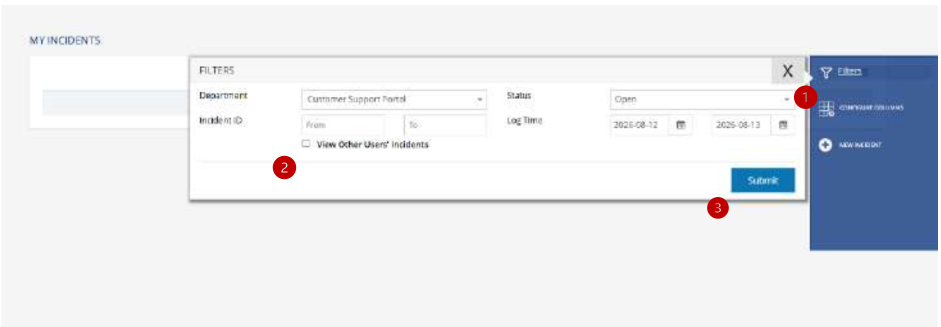

Figure 14 Filter Options with "View Other User's Incidents" permission

NOTE: If you need access to view tickets belonging to your co-workers, please contact ATS to request and be assigned the necessary permissions.

4. How to Update an Existing Incident

If you need to provide additional details, attach new files, or cancel a ticket, you can easily update an existing incident.

1. Navigate to MENU > Incident > My Incidents.

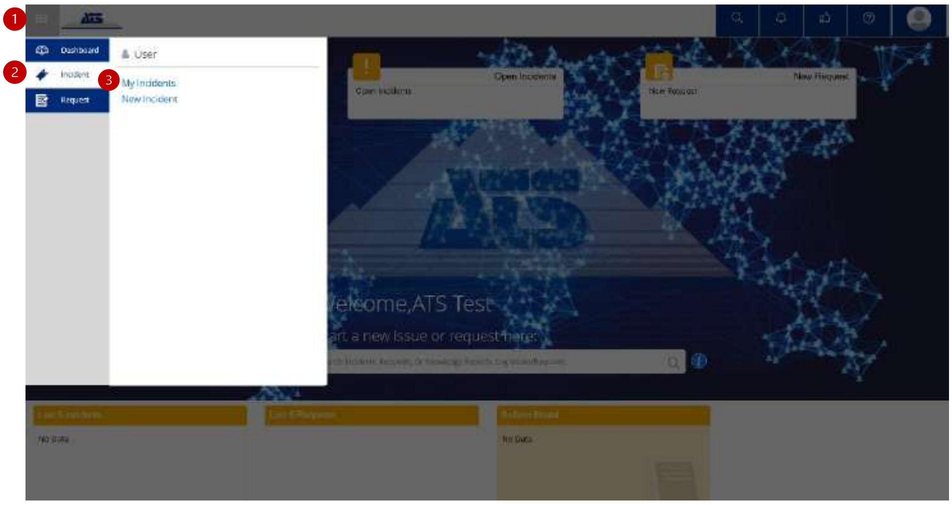

Figure 15 Navigation path to My Incidents

2. Locate the ticket you want to modify and click on its Incident ID to open the details page.

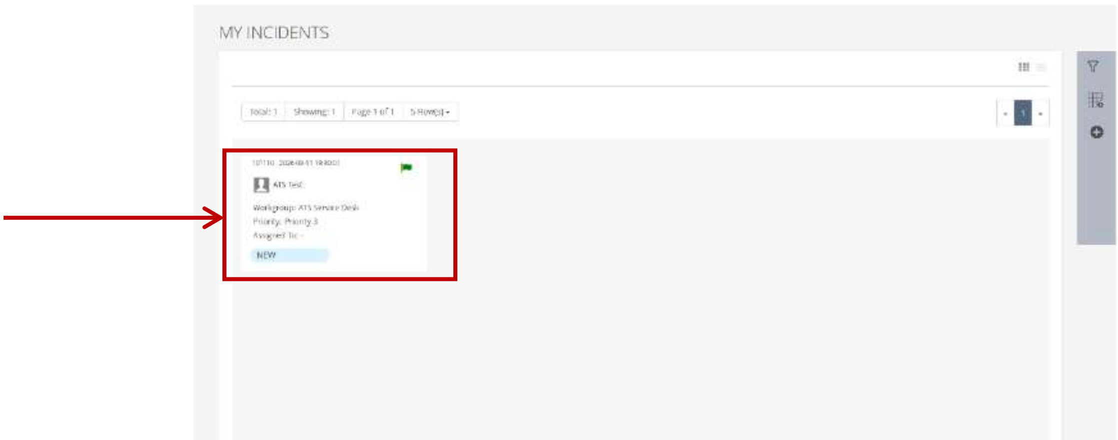

Figure 16 Selecting an Incident ID to modify

3. Once the incident overview is open, you can perform the following actions:

- ✓ **Add additional information:** Type any new details, updates, or follow-up questions into the **Additional Information** text box and click **Submit**.

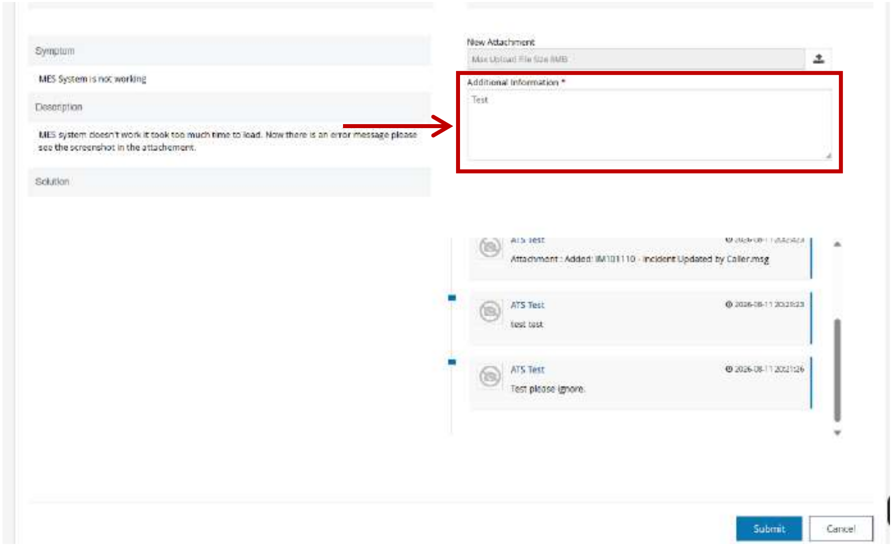

Figure 17 Adding additional information to an incident

- ✓ **Remove an attachment:** If you upload an incorrect file, check the **Remove** box next to it and click **Submit**.

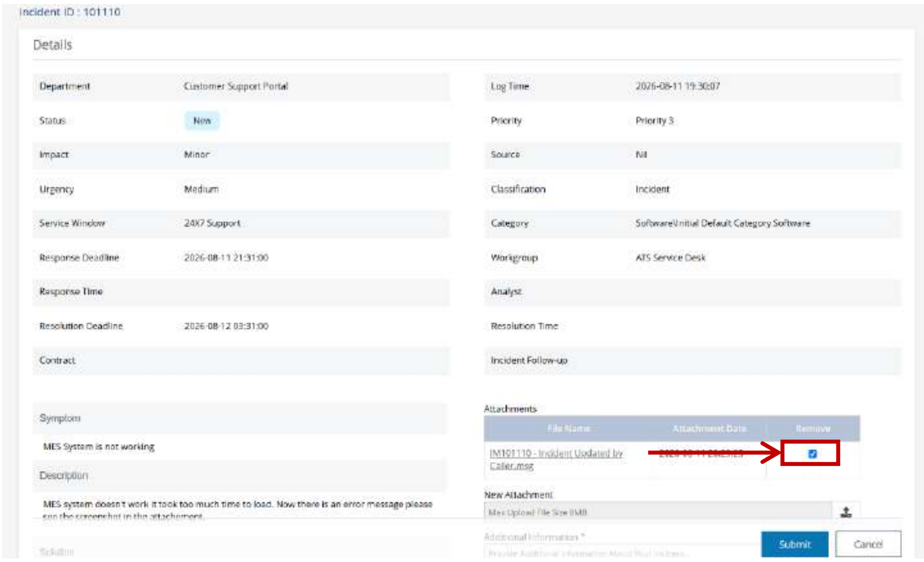

Figure 18 Incident details view showing attachments and the Remove option

- ✓ **Add a new attachment:** Click the arrow icon next to **Max update file size 4MB**, select your new file, and click **Submit**.

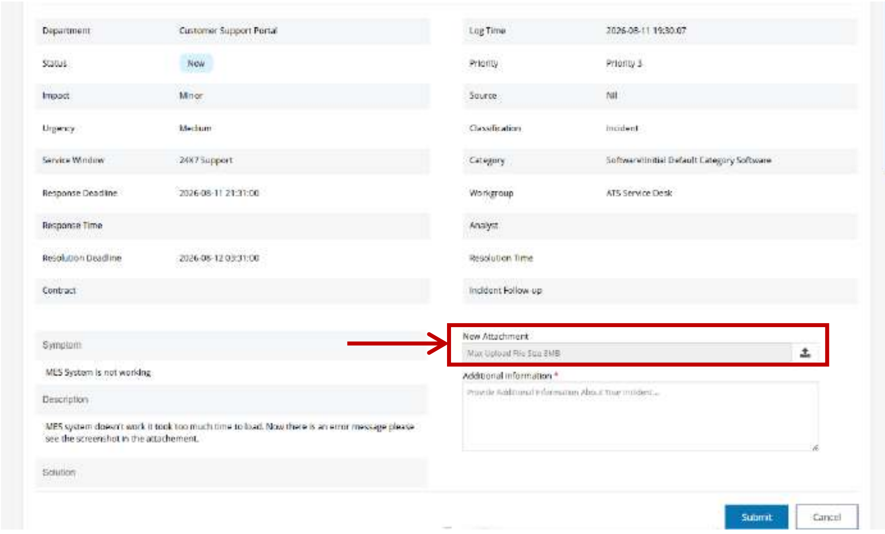

Figure 19 Adding a new attachment section within an incident

- ✓ **Cancel the incident:** Click the cancel icon in the top-right corner, enter your cancellation remarks, and click **Submit**.

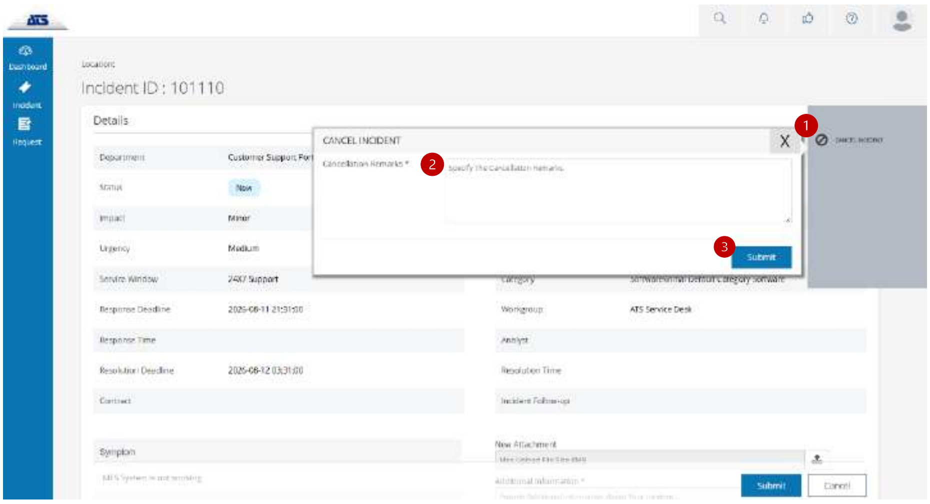

Figure 20 Cancel Incident pop-up window and cancellation remarks field

Note: Whenever you make changes, add notes, or upload files, you must click the **Submit** button to save your updates.

Your new records will then appear below the Additional Information table.

5. Additional Information and New User Requests

If you need to add a new user to our portal, please contact us to - Please note that there is no restriction on the number of users a company can register.

To submit a new user access request, please provide the following details to ServiceDesk@ats-global.com

- Company Name,
- Full Name,
- Email ID,
- Location,
- Phone Number (Optional).

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SMART DIGITAL TRANSFORMATION

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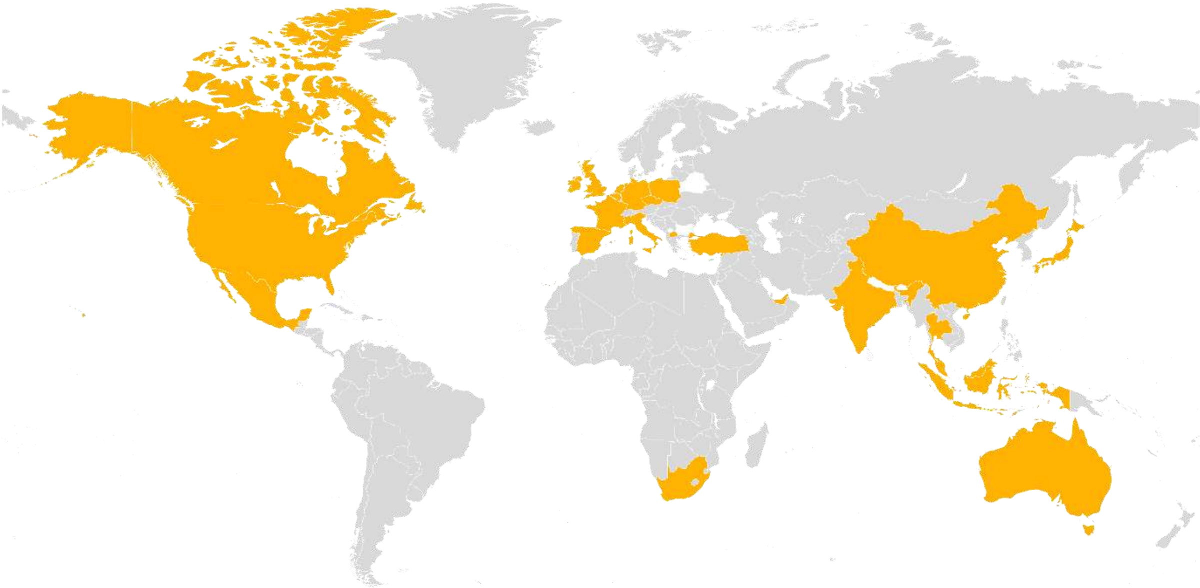
ATS Global is the independent solution provider for smart digital transformation. Since 1986, we've raised the digital maturity of manufacturers through smart manufacturing/industry 4.0, industrial automation, manufacturing IT, quality and 24/7 support services and solutions. Our continuous improvement initiatives are realised through tangible business value for customers world-wide.

With over 1,200 people across more than 25 countries, ATS Global has the capability to lead manufacturers in their digital transformation to achieve sustainable operational excellence.



35+	25+	1,200+	4,000+
Years in the Market	Countries Worldwide	Highly Qualified Experts	Satisfied Customers

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