

# Newtec Service Desk

<https://support.newtec.eu/>

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Login into Newtec service desk portal



\* Manage your assets:

- Assets** = equipment/ systems
- Service contracts are linked to assets.
- Customized name can be given to every asset eg. HUB-1-BRU
- 3 types: Systems, Units, Components

| All Assets                             |                  |               |            |              |              |                        |
|--|------------------|---------------|------------|--------------|--------------|------------------------|
| 50+ Items • Sorted by Equipment Number |                  |               |            |              |              |                        |
| ASSET NAME                             | EQUIPMENT NUMBER | SERIAL NUMBER | ASSET TYPE | ACCOUNT NAME | PARENT ASSET | ROOF ASSET             |
| MDM6000 R3                             |                  |               | Unit       |              |              | MDM6000...             |
| EL470                                  |                  |               | System     |              |              | Installed              |
| MDM6000 R3                             |                  |               | Unit       |              |              | MDM6000...             |
| MDM6000 R3                             |                  |               | Unit       |              |              | MDM6000... Installed 2 |

2 Create a service request:

**Step 1:** Choose the Case type

- Incident
- Request for Information
- Change Request

**Step 2:** Choose the Asset for your case:

*Option 1: You know the serial number or asset name or you have found it using the Assets tab*

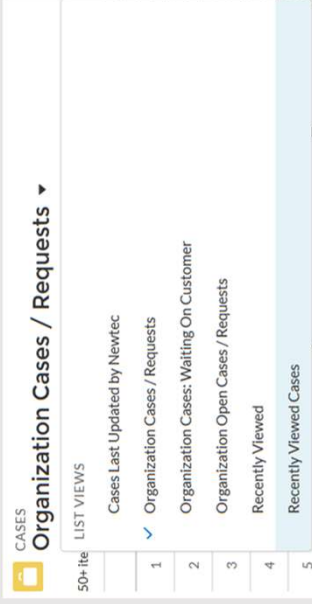
*Option 2: You don't know the serial number or asset name*

**Step 3:** Include case details

3 Follow-up on your Organization's Cases:

**Filters & sorting for Case list:**

- Choose a filter
- Click on a column title to sort



**Case Feed**

- Posts to communicate with the application engineers
- Add & View attachments

**Case Details**

- Description of the case, subject, Asset, Status, ...
- Service level (if Asset is selected correctly)
- Possibility to see Parent / Child cases

