Diebold Nixdorf

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DN AllConnect℠ Live Portal

Quick User Guide

Region 2 Version

Introduction

Welcome to DN AllConnect℠ Live, the easy-to-use platform that streamlines your service requests from beginning to end.

Technology is moving faster than ever. Your service support should too. DN AllConnect℠ Live is accessible from any device, anytime and enables a transformed approach to service and the way you interact with our support teams.

Read this user guide to learn how to:

- Access knowledge via the self-help widget to perform basic troubleshooting on your touchpoints
- Create a service request in three simple steps and include photos or any other supporting documentation easily
- Track progress from beginning to end with real-time updates
- Provide a review after each completed service request to ensure continuous improvement

Are you ready?
1-2-3: Go!

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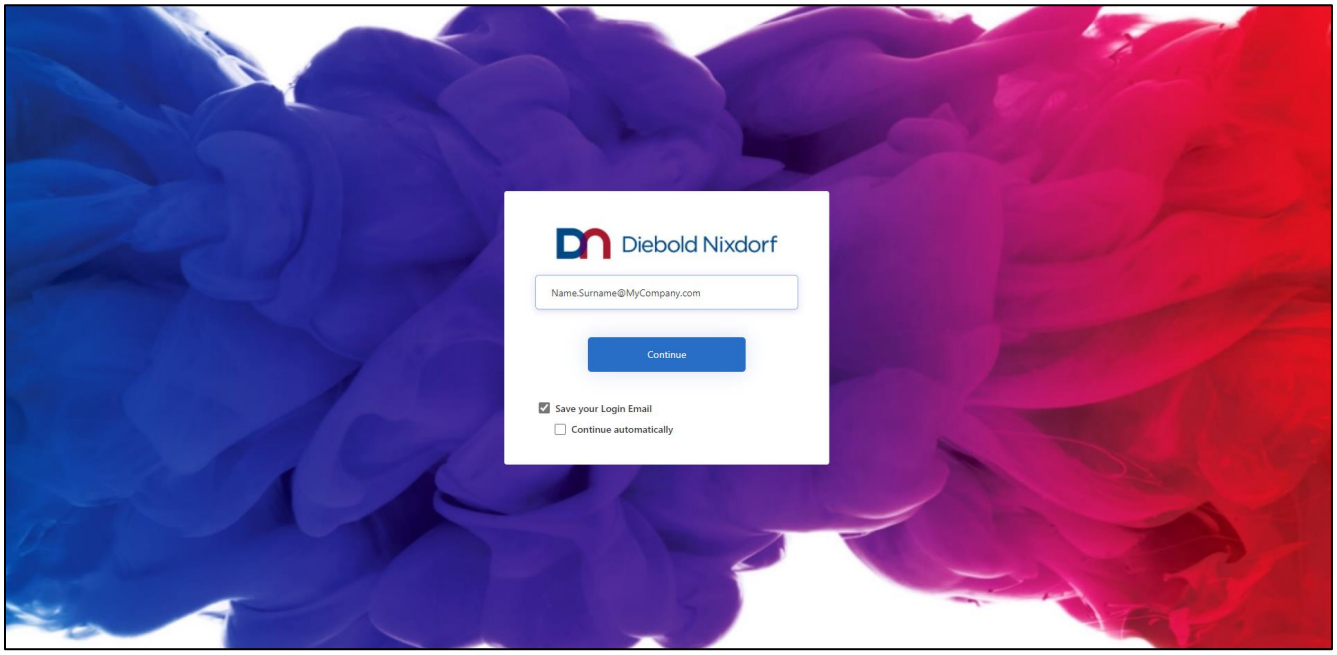
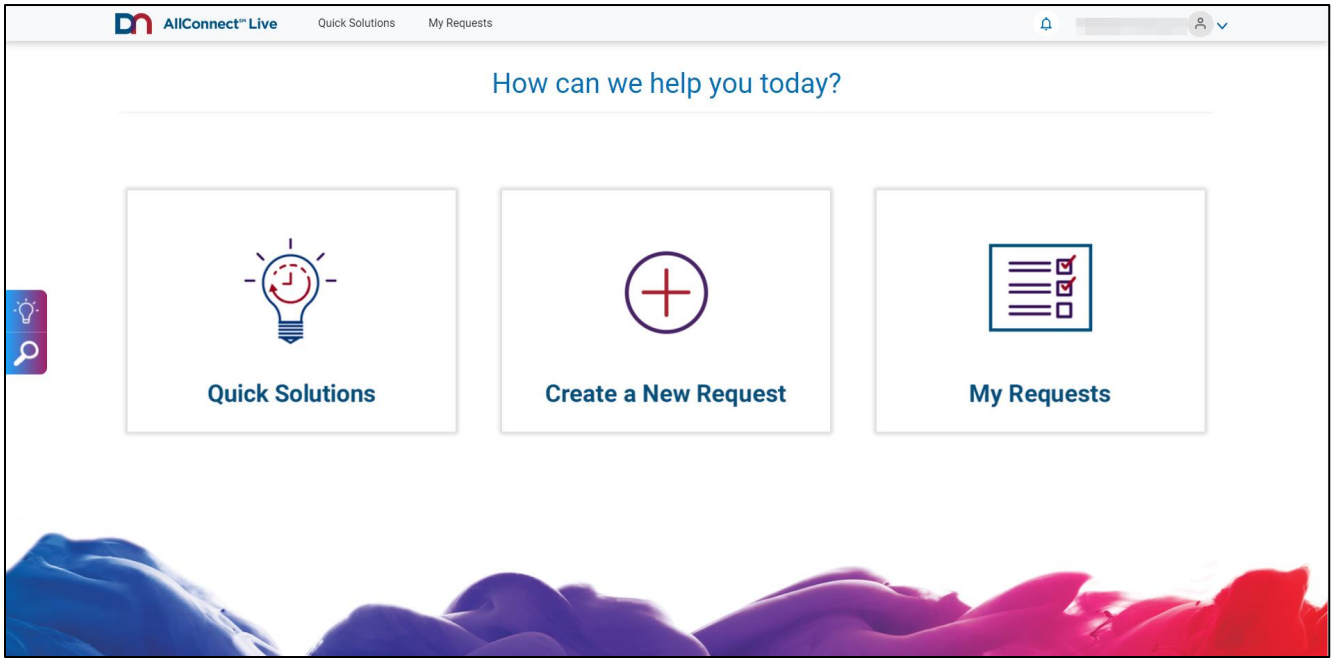
Chapter 1

How to create a service request in the DN AllConnect℠ Live Portal

1. Login to the portal



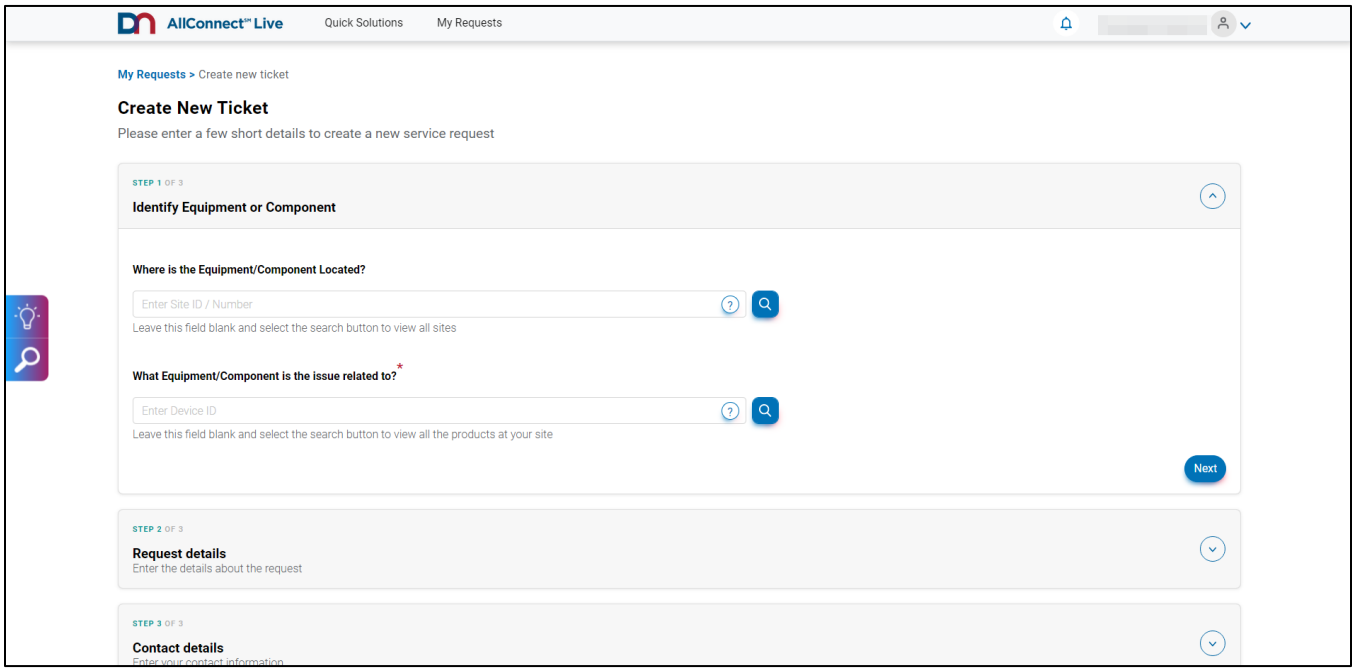
2. Once you're on the portal home page, choose ***Create a New Request***



3. STEP 1

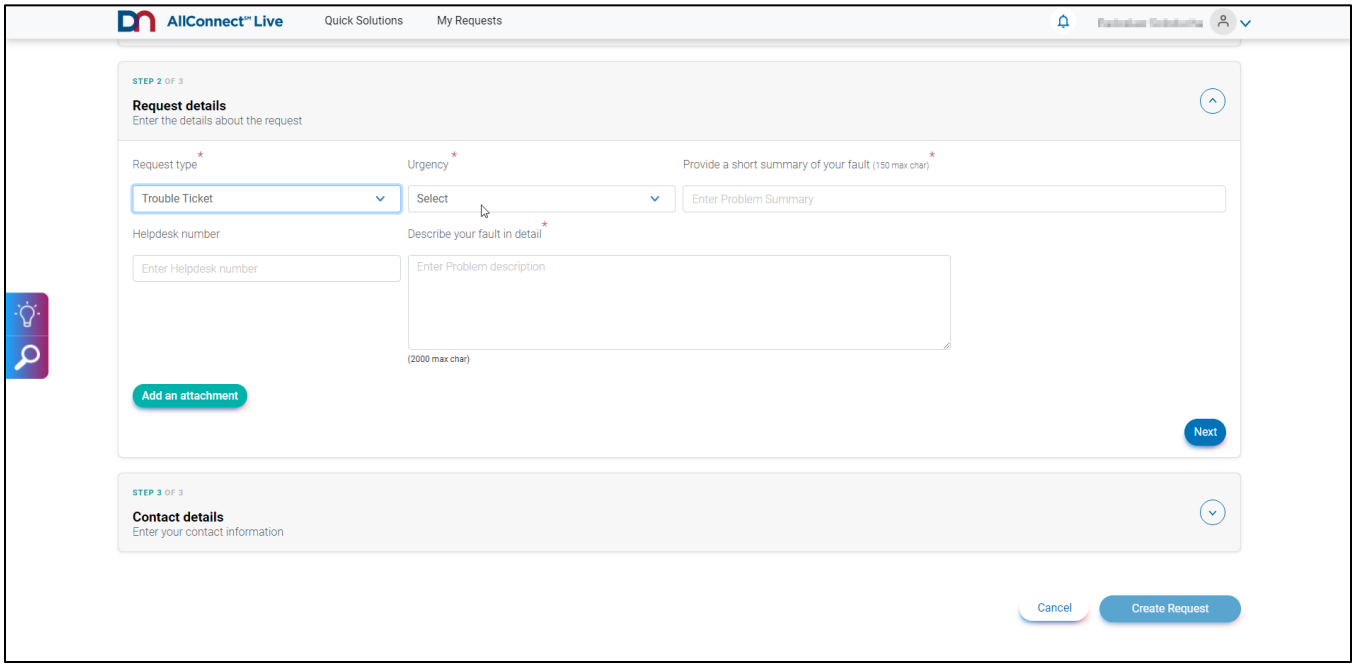
Enter your Device ID or Site ID and click next or click on ***Magnifying glass*** in order to open advance search

(search by site/location or by product)



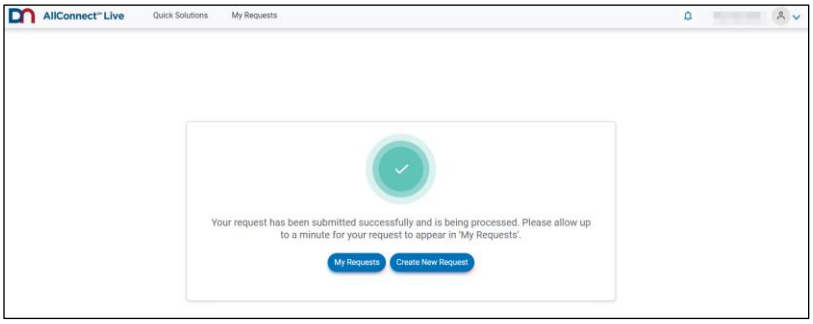
4. STEP 2

Enter ***Request details:*** First, select ***Trouble Ticket*** or ***Software Call*** in ***Request type***



5. STEP 3
   Add your ***Contact Details*** and ***Submit the Request***

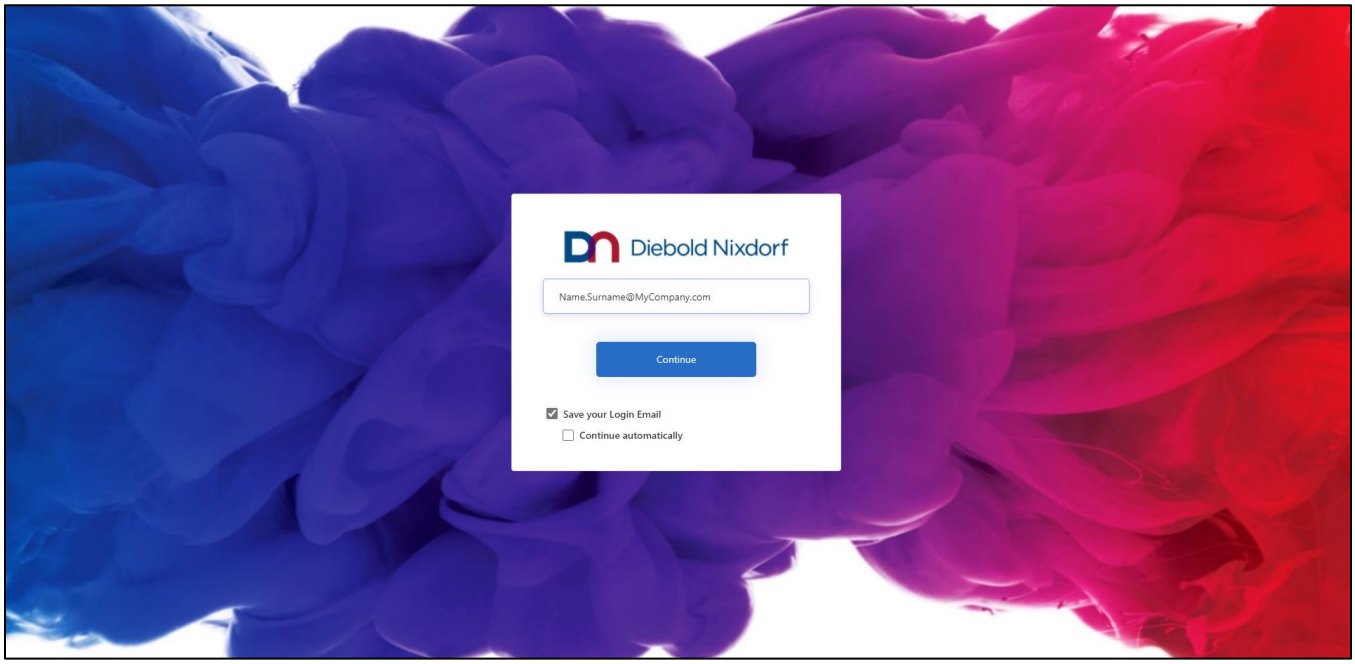
6. Your ***Service Request*** has been created!



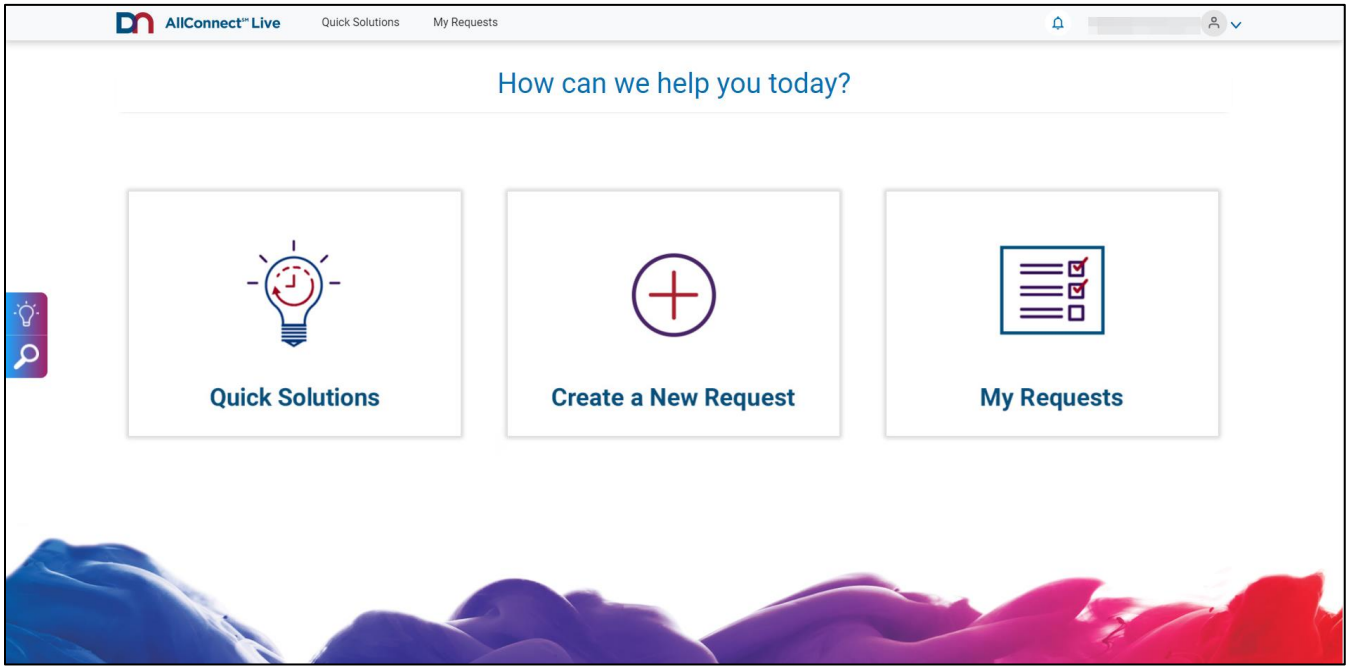
Chapter 2

How to update a service request in the DN AllConnect℠ Live Portal

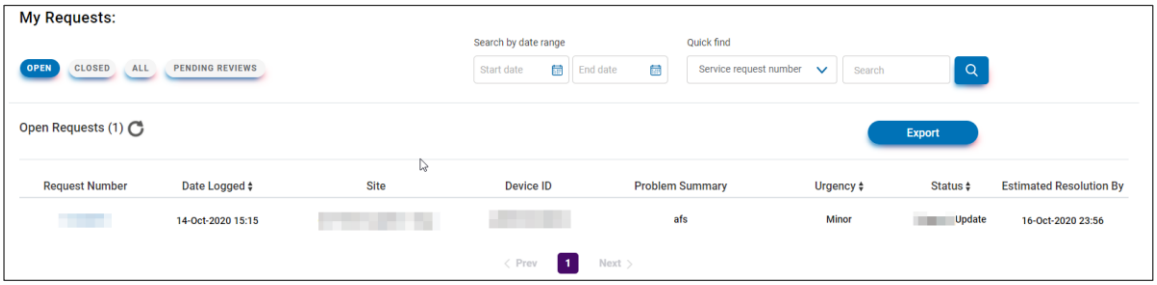
1. Login to the portal



2. Once you're on the portal home page, choose ***My Requests***

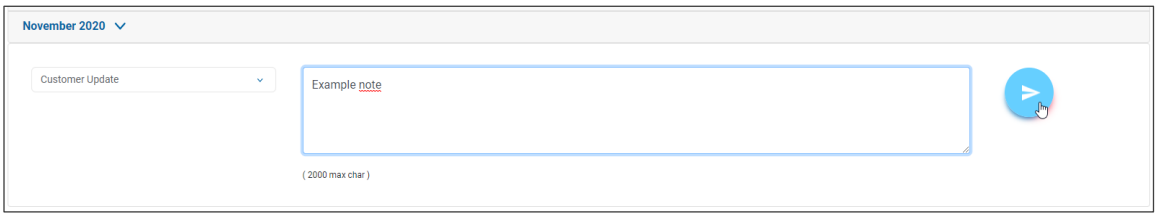


3. Look for an Open Service Request by using ***Search Options***
   A list of all your service requests will appear.
   You can refine your search by date range or by entering the service request number if you know it.



4. Click on the ***Service Request*** that you wish to update, and select the note type you want to use in order to update your service request

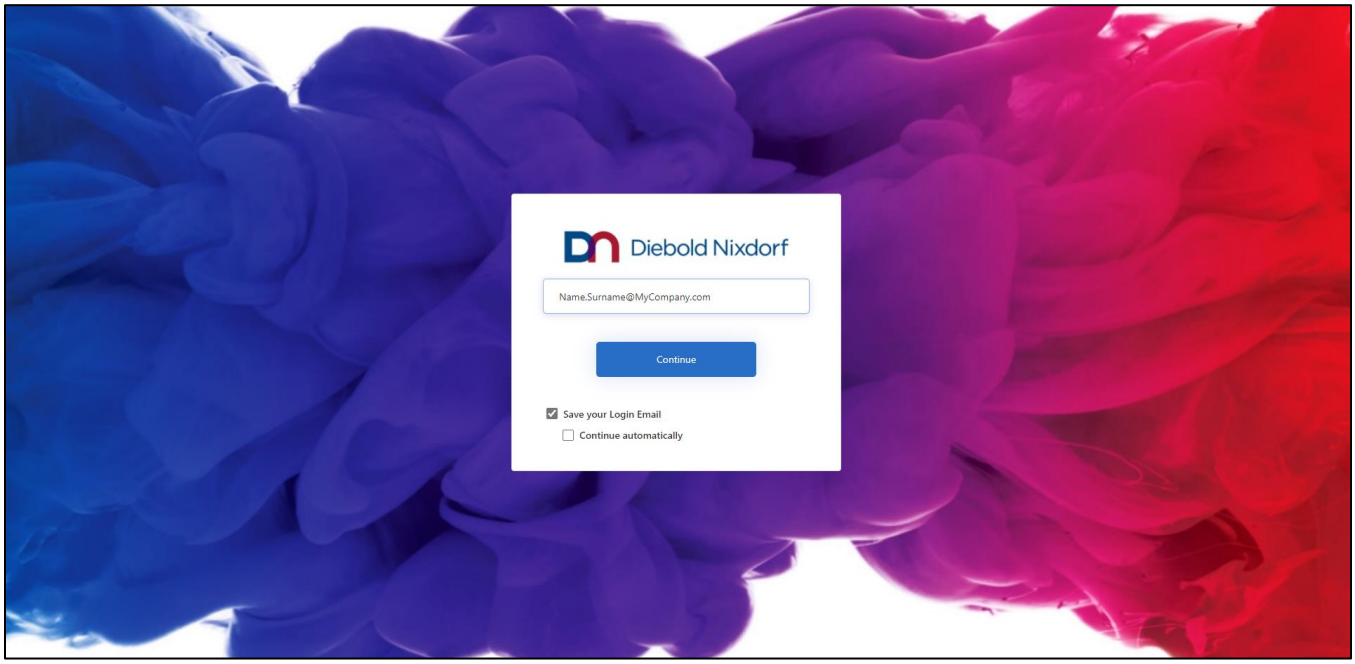
5. Type in your update and press the ***submit*** button (blue circle with a white arrow)



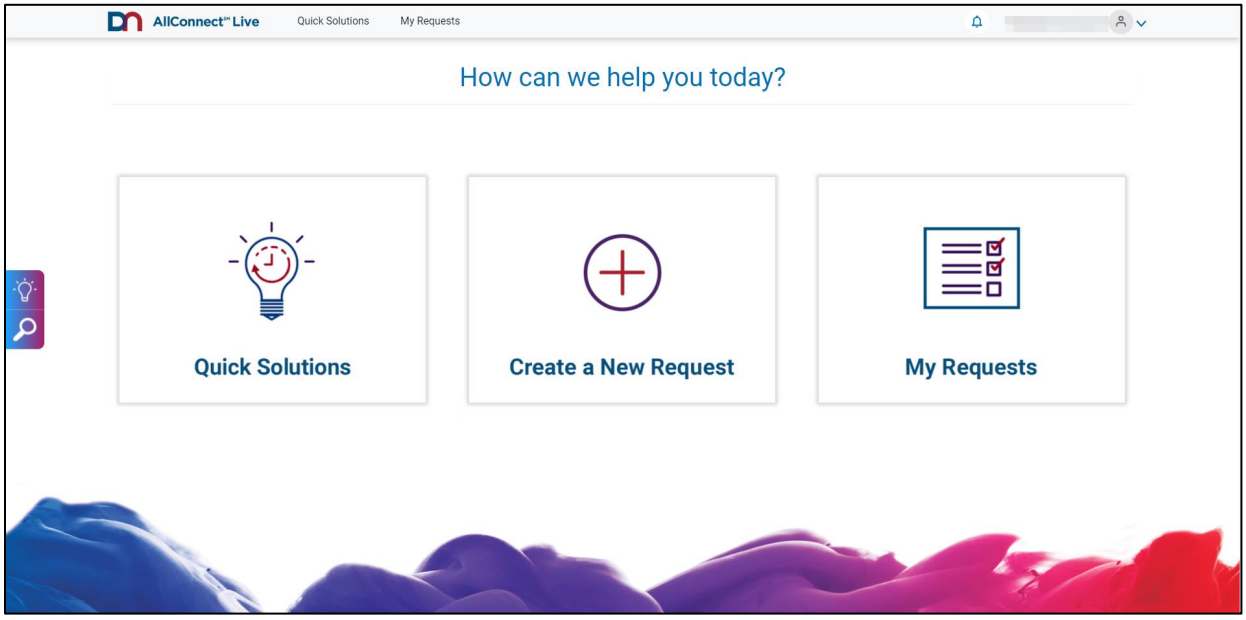
Chapter 3

How to check the status of a service request in the DN AllConnect℠ Live Portal

1. Login to the portal



2. Once you're on the portal home page, choose ***My Requests***



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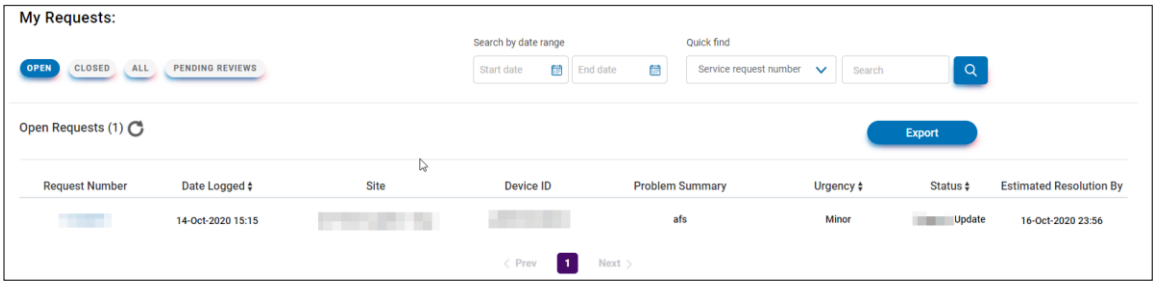
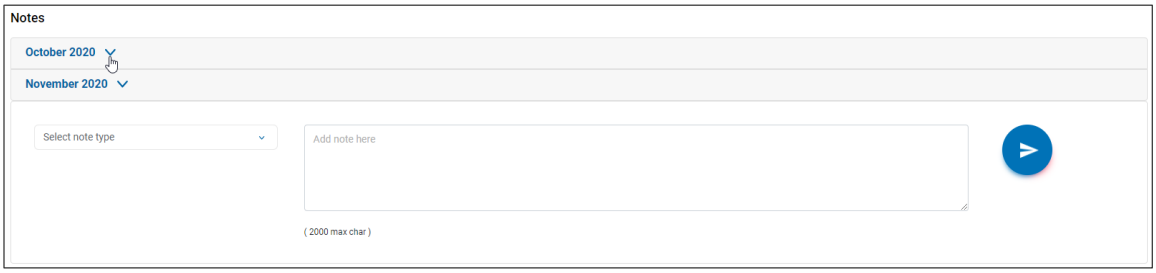


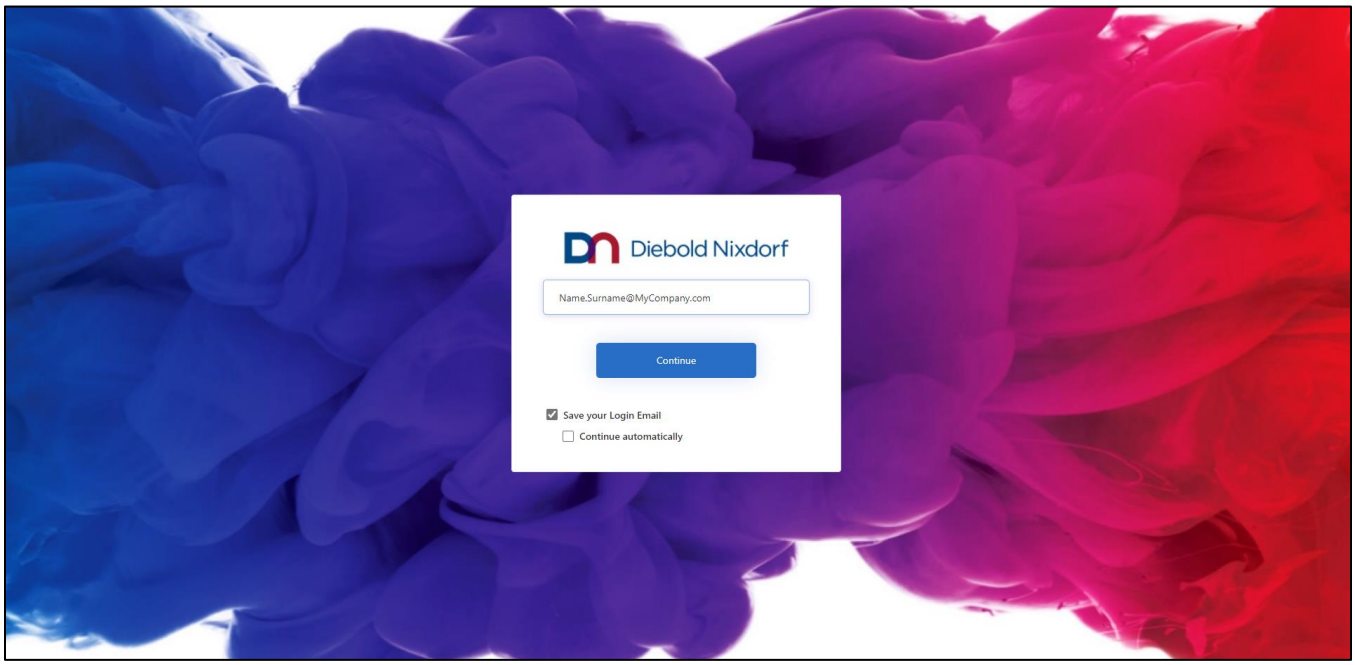
4. Click on the ***Service Request*** you wish to track. Click on for a month to see the notes.



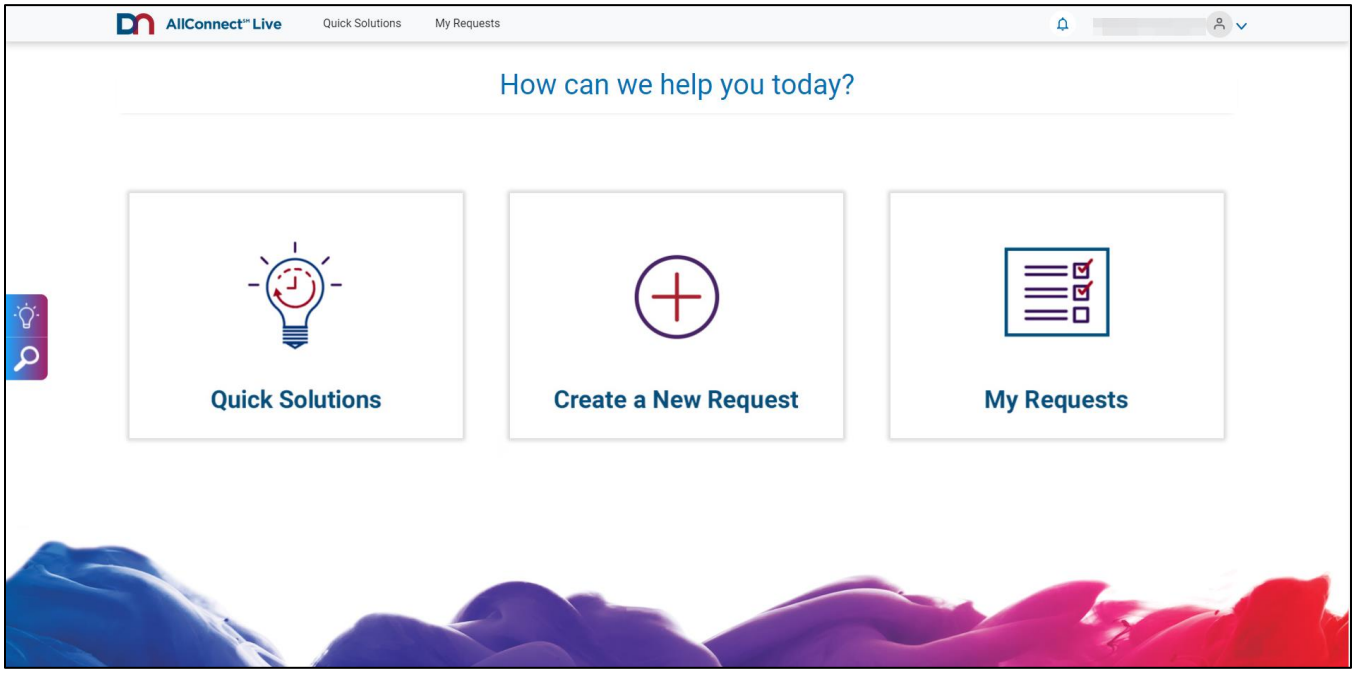
Chapter 4

How to use *Quick Solutions* to perform basic troubleshooting

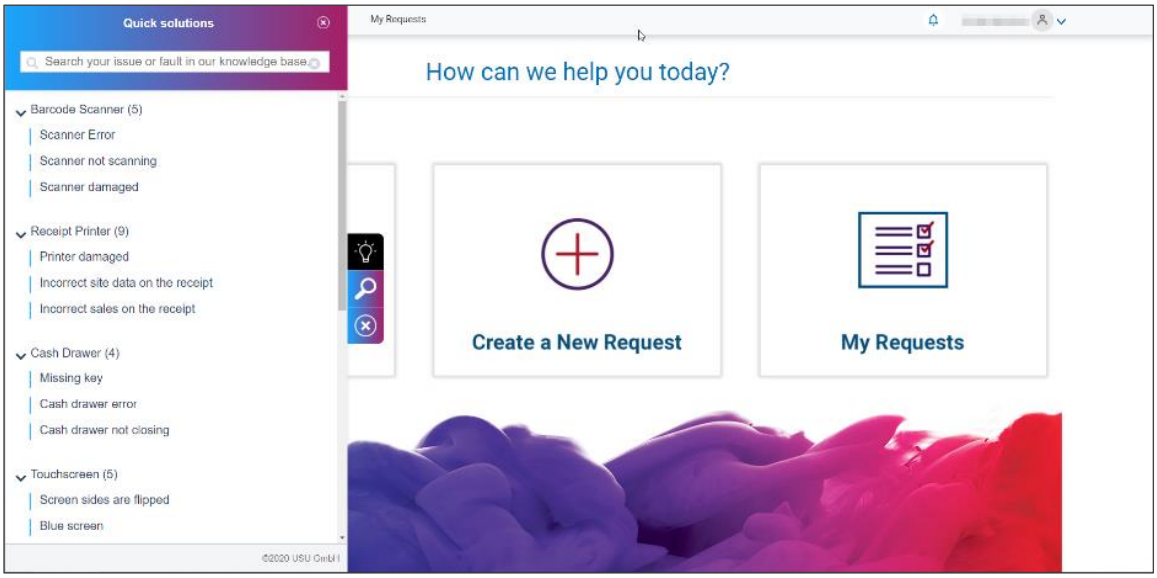
1. Login to the portal



2. Once you're on the portal home page, choose ***My Requests***



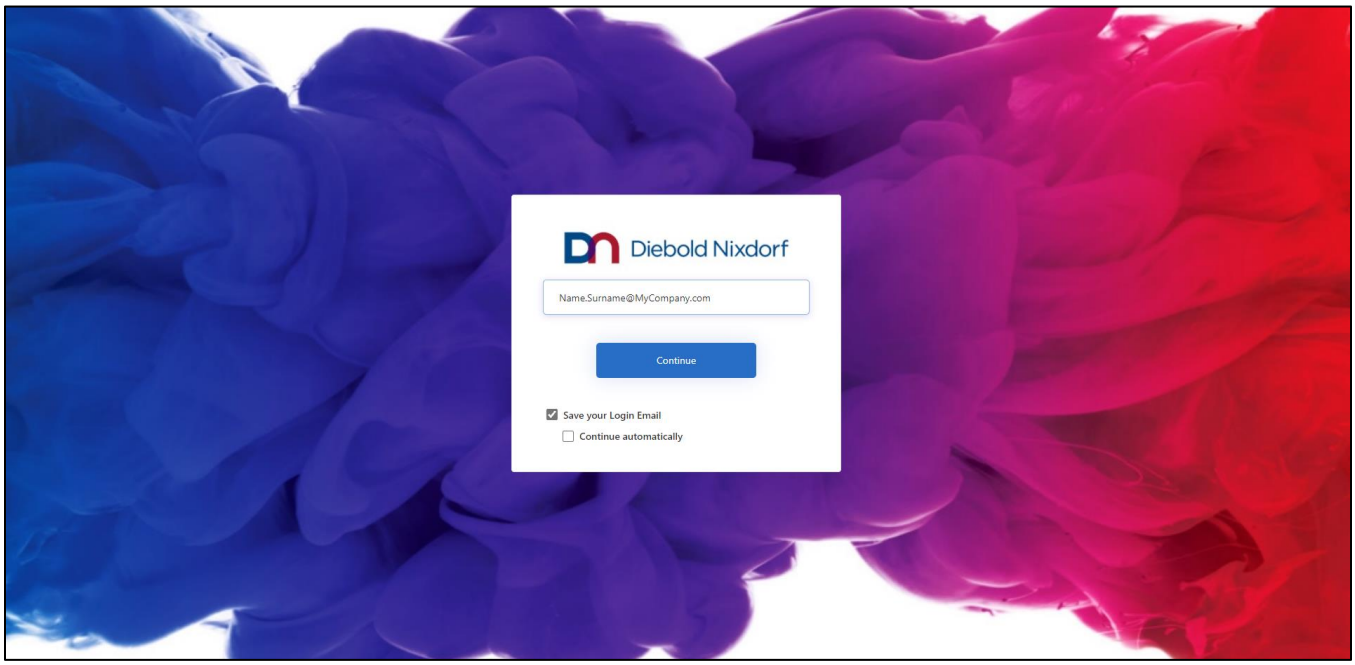
3. Use the ***Quick Search*** engine or scroll down the menu to find your solution



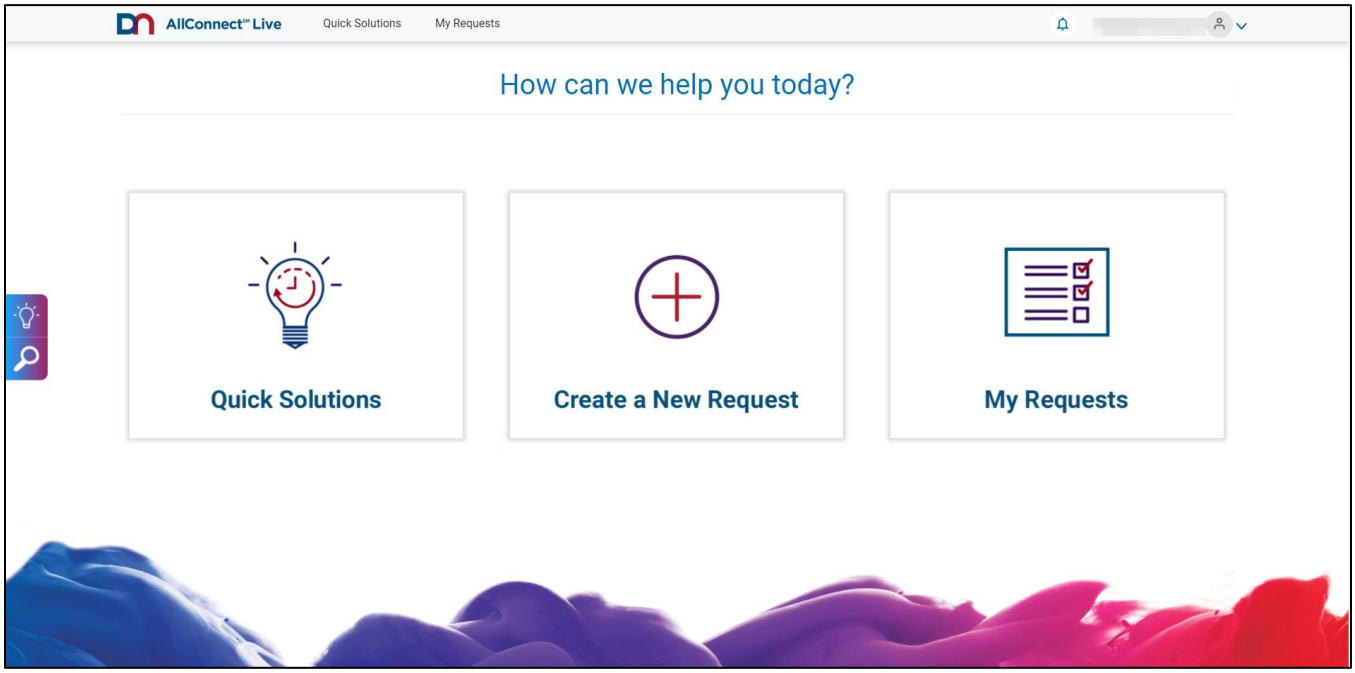
Chapter 5

How to complete a quick customer satisfaction survey

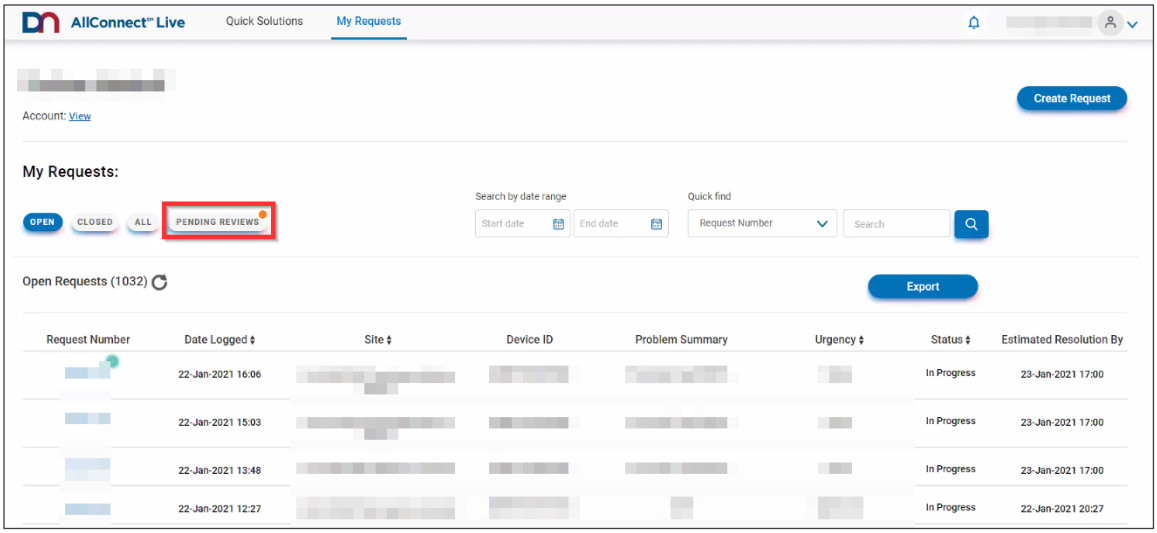
1. Login to the portal



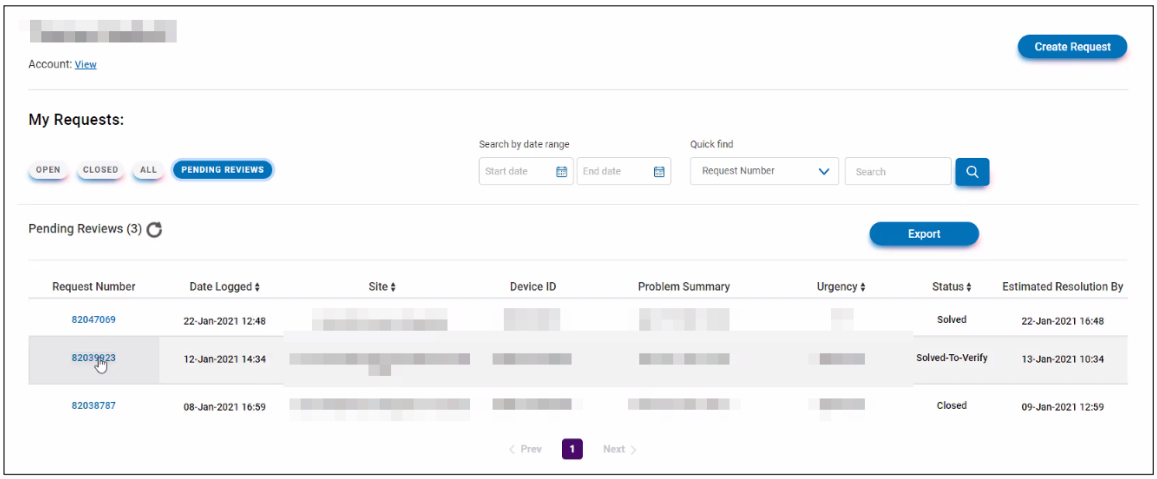
2. Once you're on the portal home page, choose ***My Requests***



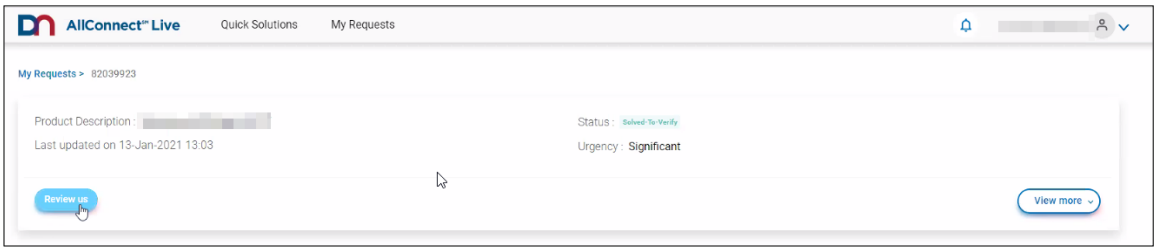
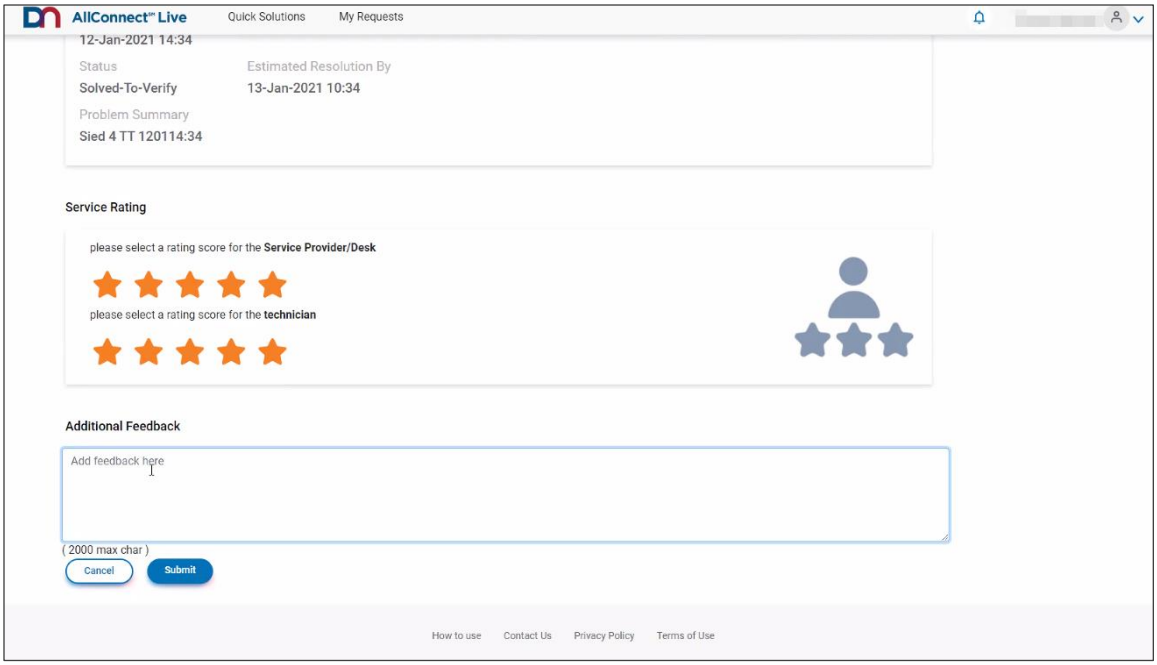
3. Click on ***Pending Reviews***



4. Click on the service request you would like to evaluate



5. Click on the ***Review Us*** button



6. Provide your rating, and leave feedback if you choose (Free text field)