



**Tecnoideal**

# TICKETING SYSTEM



# LOGIN PAGE

<https://ticketing.tecnoidealsrl.com/>

**Tecnoideal**

Support Center Home Knowledgebase Open a New Ticket Check Ticket Status

Search our knowledge base Search

Open a New Ticket

Check Ticket Status

Featured Questions  
I have lost my password, how can I recover it?

Welcome to the Tecnoideal Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system.

Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to register an account and submit a ticket.

Featured Knowledge Base Articles

Manual  
I have lost my password, how can I recover it?  
You just have to log in as usual, but without providing a password. You will get a "Access denied" message, but below

Copyright © 2024 Tecnoideal S.R.L. - All rights reserved.  
powered by osTicket

Click on «Sign In»  
to login.

The registration of new accounts will be carried out by Tecnoideal for **Customers** who request it.

You can request multiple accounts, one for each of your internal resources who will need to handle service requests.

You will need to provide some basic information such as:

- Contact Name
- Email Address
- Company Name

# LOGIN PAGE



Sign In



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## Sign in to Tecnoideal S.R.L.

To better serve you, we encourage our Clients to register for an account.

I'm an agent — [sign in here](#)

Access to the **CUSTOMER** area

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

# LANDING PAGE




Alessandro Rossi TEST | Profile | Tickets (2) - Sign Out




 Support Center Home

 Open a New Ticket

 Tickets (2)






Search

Help Topic: — All Help Topics — 

## Tickets

 Closed (2)

### Open Tickets

Ticket # 	Create Date 	Status 	Subject 	Department 
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Your query did not match any records

### Manage Your Profile Information

Use the forms below to update the information we have on file for your account

#### Contact Information

The fields marked with an asterisk are required

Email Address \*

Full Name \*

Phone Number  Ext:

Country \*  
Select Country

Company \*

#### Preferences

Time Zone:

Preferred Language:

#### Access Credentials

Current Password:   
New Password:   
Confirm New Password:

#### Country \*

Select Country

- Italy
- India
- Indonesia
- Iran
- Iraq
- Ireland
- Isle of Man
- Israel
- Italy
- Jamaica
- Japan
- Jersey
- Jordan
- Kazakhstan
- Kenya
- Kiribati
- Kuwait
- Kyrgyzstan
- Lao People's Democratic Republic
- Latvia
- Lebanon

Customers can manage their information by accessing the "Profile" menu available at the top right.

#### Preferences

Time Zone:

Preferred Language:   
— Use Browser Preference —  
English (United States)  
italiano (Italian)

#### Access Credentials

Current Password:   
New Password:   
Confirm New Password:

## Open a New Ticket

Please fill in the form below to open a new ticket.

Email:  
Client:

Help Topic

General Inquiry

Ticket Details

Please Describe Your Issue

Issue Summary \*

Please provide a summary of your problem/request.

Indicate a subject

Help Topic

General Inquiry

— Select a Help Topic —

Assistance Request

General Inquiry

Report a Problem

Please Describe Your Issue

<>

Details on the reason(s) for opening the ticket. IMPORTANT: always indicate the model and serial number of the machine

Drop files here or choose them

Machine Model

Please indicate the model of the machine for which you are requesting assistance.

Model

Machine Serial Number

Please indicate the serial number of the machine for which you are requesting assistance.

Serial Number

Create Ticket Reset Cancel

# OPENING A NEW TICKET

## How to open a new ticket:

1. Click on «Open a New Ticket»
2. Select the appropriate help topic
3. Provide a summary of the problem
4. Describe your request in detail
5. Please indicate the model and serial number of your machine (if applicable)
6. Click on "Create Ticket"

## Open a New Ticket

Please fill in the form below to open a new ticket.

Email:  
Client:

### Help Topic

General Inquiry \*

### Ticket Details

Please Describe Your Issue

### Issue Summary \*

Easycut, record number of cuts

<>

Hi

We have two Easycut machines, do the machines record the number of cuts they have done for the life of the machine, that is to say the total amount of cuts they have made ?

Also apart from cleaning is there any maintenance we should be carrying out for machines that have made a lot of cutting operations ?

all changes saved

Drop files here or choose them

[Create Ticket](#) [Reset](#) [Cancel](#)

## Easycut, record number of cuts #385504

[Print](#) [Edit](#)

### Basic Ticket Information

Ticket Status: Open  
Department: Support  
Create Date: 24/06/2024 14:05

### User Information

Name:  
Email:  
Phone:



posted 24/06/2024 14:05

Hi

We have two Easycut machines, do the machines record the number of cuts they have done for the life of the machine, that is to say the total amount of cuts they have made ?

Also apart from cleaning is there any maintenance we should be carrying out for machines that have made a lot of cutting operations ?

Created by Alessandro Rossi TEST 24/06/2024 14:05

### Post a Reply

To best assist you, we request that you be specific and detailed \*

<>

Drop files here or choose them

[Post Reply](#) [Reset](#) [Cancel](#)

A notification email will be sent to both  
the **Customer**  
and  
**Tecnoideal Support**

Support Ticket Opened [#385504] Posta in arrivo x

**S** Support Tecnoideal - Tecnoideal SRL 14:05 (20 minuti fa) ☆ 😊 ↶ ⋮  
a me ▾

**Dear Alessandro,**

A request for support has been created and assigned #385504. A representative will follow-up with you as soon as possible. You can [view this ticket's progress online](#).

Your Tecnoideal S.R.L. Team,  
Tecnoideal Support Department

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*If you wish to provide additional comments or information regarding the issue, please reply to this email or [login to your account](#) for a complete archive of your support requests.*

New Ticket Alert

**ST** Support Tecnoideal - Tecnoideal SRL 😊 ↶ Rispondi ↶ Rispondi a tutti → Inoltra 📧 ⋮  
A 🟢 Alessandro Rossi - Tecnoideal SRL lunedì 24/06/2024 14:05

**Hi Alessandro Rossi,**

New ticket #385504 created

**From:** Alessandro Rossi TEST  
**Department:** Support

Hi

We have two Easycut machines, **do the machines record the number of cuts they have done for the life of the machine**, that is to say the total amount of cuts they have made ?

Also apart from cleaning is there any maintenance we should be carrying out for machines that have made a lot of cutting operations ?

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To view or respond to the ticket, please [login](#) to the support ticket system  
Your friendly Customer Support System

Closed by Alessandro Rossi with status of Resolved 21/06/2024 11:15

Closed by Alessandro Rossi with status of Closed 25/06/2024 11:05

### Post a Reply

To best assist you, we request that you be specific and detailed \*

<> ¶ A Aa B / U S ☰ 📷 📺 ☰ 🔗 —

📎 Drop files here or choose them

⚠ Ticket will be reopened on message post

Post Reply Reset Cancel

A closed ticket can be reopened by simply adding a reply.

Ticket #385504: Reply posted successfully

## Ticket #385504



Easycut, record number of cuts

Status:	Open	User:	Alessandro Rossi TEST (3) ( Manage Collaborators)
Priority:	Normal	Email:	
Department:	Support	Source:	Web (172.16.21.46)
Create Date:	6/24/24 14:05		
Assigned To:	Alessandro Rossi	Help Topic:	General Inquiry
SLA Plan:	Default Service Level Agreement	Last Message:	6/24/24 14:05
Due Date:	6/26/24 12:05	Last Response:	6/24/24 14:42

Ticket Thread (2)

Tasks

Alessandro Rossi TEST posted 6/24/24 14:05

Hi

We have two Easycut machines, do the machines record the number of cuts they have done for the life of the machine, that is to say the total amount of cuts they have made ?

Also apart from cleaning is there any maintenance we should be carrying out for machines that have made a lot of cutting operations ?

Created by Alessandro Rossi TEST 6/24/24 14:05

Alessandro Rossi claimed this 6/24/24 14:39

Alessandro Rossi posted 6/24/24 14:42

Hi

We have two Easycut machines, do the machines record the number of cuts they have done for the life of the machine, that is to say the total amount of cuts they have made ?

Also apart from cleaning is there any maintenance we should be carrying out for machines that have made a lot of cutting operations ?

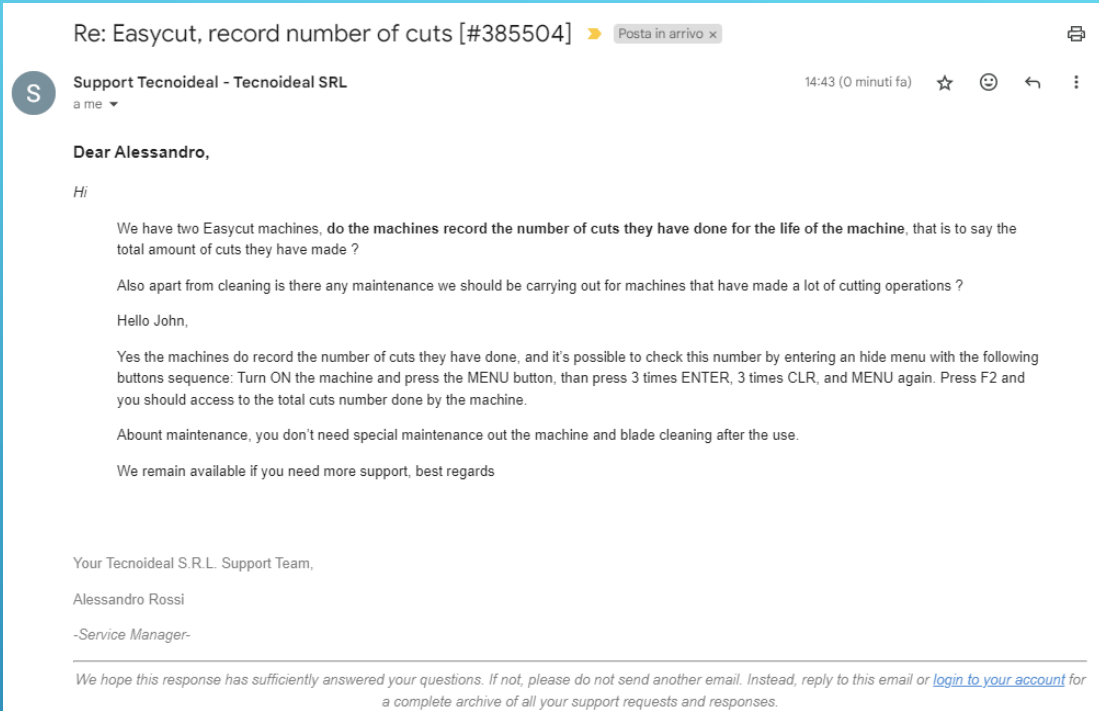
Hello John,

Yes the machines do record the number of cuts they have done, and it's possible to check this number by entering an hide menu with the following buttons sequence: Turn ON the machine and press the MENU button, than press 3 times ENTER, 3 times CLR, and MENU again. Press F2 and you should access to the total cuts number done by the machine.

About maintenance, you don't need special maintenance out the machine and blade cleaning after the use.

We remain available if you need more support, best regards

By replying to a ticket, the full interaction will then be available as a conversation, detailing which **Agents** participated in the solution.



The **customer** will receive a notification via email and within the Ticketing account. To reply to the ticket, you must enter the response within the ticketing system.

*(Upcoming feature: it will soon be possible to do so by simply replying to the notification email)*

**Easycut, record number of cuts #385504** Print Edit

Basic Ticket Information		User Information	
Ticket Status:	Resolved	Name:	Alessandro Rossi Test
Department:	Support	Email:	
Create Date:	24/06/2024 14:05	Phone:	

**Alessandro Rossi TEST** posted 24/06/2024 14:05

Hi

We have two Easycut machines, do the machines record the number of cuts they have done for the life of the machine, that is to say the total amount of cuts they have made ?

Also apart from cleaning is there any maintenance we should be carrying out for machines that have made a lot of cutting operations ?

Created by **Alessandro Rossi TEST** 24/06/2024 14:05

**Alessandro Rossi** posted 24/06/2024 14:42

Hi

We have two Easycut machines, do the machines record the number of cuts they have done for the life of the machine, that is to say the total amount of cuts they have made ?

Also apart from cleaning is there any maintenance we should be carrying out for machines that have made a lot of cutting operations ?

Hello John,

Yes the machines do record the number of cuts they have done, and it's possible to check this number by entering an hide menu with the following buttons sequence: Turn ON the machine and press the MENU button, than press 3 times ENTER, 3 times CLR, and MENU again. Press F2 and you should access to the total cuts number done by the machine.

About maintenance, you don't need special maintenance out the machine and blade cleaning after the use.

We remain available if you need more support, best regards

Closed by **Alessandro Rossi** with status of Resolved 24/06/2024 14:46