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Customer Portal User

Guide

ILPRA SpA sede legale 20124 MILANO – ITALY Galleria Buenos Aires, 13 cap. soc. € 2.407.720 i.v. c.f. e r.i. MI 01054200157 partita iva IT 01054200157 r.e.a. Milano 466339 Codice SDI 7HE8RN5



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1 introduction

This document aims to explain how to send a registration request to the ILPRA Customer Portal, access the ILPRA Customer Portal and manage cases within it.

The ILPRA Customer Portal gives the end customer the opportunity to open Cases/tickets requesting support from ILPRA, modify the Cases already open and view all the cases relating to their Account (Company). Furthermore, by using "Customer Portal Conversation" you can speak directly with an internal ILPRA user who will respond directly to the case.

2 Customer Portal Registration Request

To send a registration request to the Customer Portal, you need to click on the link below https://customerportal.ilpra.com/registration/, wait a few seconds for the page to load and enter all the requested information in the form .

Registration Request	5. Country
Fill out the form to send a registration requests to our ILPRA Service	Enter your answer
	6. Company *
* Required	Enter your answer
1. First Name *	
Enter your answer	7. VAT Number *
	Enter your answer
2. Last Name *	
Enter your answer	8. Serial Number *
	Enter your answer
3. Email	
Enter a valio email audress.	Submit
4. Phone number	
Enter your answer	Never give out your password. <u>Report abuse</u>

Once you have entered all the necessary information, send (by clicking on submit) the registration request.







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3 Confirm Registration

The registration request will be managed internally by ILPRA. After being examined and validated, you will be sent an email confirming your registration on the ILPRA Customer Portal.

Hello Mattia ,
Your registration request has been accepted. You can access to the ILPRA Customer portal at the following link https://ilpracustomerportalprd.powerappsportals.com/.
Thank you. Best Regards.
ILPRA S.p.A Via Mattei, 21 - 27036 Mortara Visit our website: www.ilpra.com

At this point, simply click on the link to be redirected to the Customer Portal.

4 Login to Customer Portal ILPRA

1. Once you arrive on the ILPRA Customer Portal website, you can authenticate by clicking on "Azure AD".

	ILPRA	A Knowledge Base Forums	My Support Q, Sign in
Sig	n in with an external account		
Az	zure AD		
Ab	Browse the KB Out Customer Self-Service Portal e site uses sample data for demonstration purposes.	t Help Create Case	Contact us







2. After that, you will be asked for your login user. (you must use the same email declared during registration and the credentials you set).

Pick	an account		
à	Mattia mattia.		
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	44-14 (1990) 100 (1990) 100 (1990)		
	the staffing second		

3. Accept the requested permissions.

Hicrosoft	
mattia	
Permissions requested by:	
ILPRA S.p.A.	
By accepting, you allow this organization to:	
V Receive your profile data	
V Collect and log your activity	
V Use your profile data and activity data	
Visiou should only accept of you than LTRAL Soc. A most URAL Soc. A Visious adments' is you and used to these permissions at https://www.count.microsoft.com/urganizations. Learn more	
This resource is not shared by Microsoft.	
Cancel Accept	
	Terms of use Privacy & cookies







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 It could be shown a warning, inviting you to download a "Microsoft Autheticator" app. This app is necessary because two-factor authentication is required to access the ILPRA Customer Portal.

Microsoft	
mattia.	
Action Required	
Your organization requires additional security information. Follow the prompts to download and set up the Microsoft Authoriticator app.	
Use a different account	
Learn more about the Microsoft Authenticator app	
Next	

Then, continue with the procedure by clicking on "Next".

5. Log in, always using the same email address expressed during registration and the same credentials.

Microsoft	
Enter password	
Sign in with another account	
	Terms of use Privacy & cookies







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Download the app on your mobile phone by clicking on "Dowload Now". You will be redirected to a Microsoft web page containing two QR codes that you can scan to install the app.
 ILPRA S.p.A.

	Keep your account secure
Micr	Osoft Authenticator Start by getting the app On your phone, install the Microsoft Authenticator app. <u>Deveload now</u> After you install the Microsoft Authenticator app on your device, choose "Next". Iwant to use a different authenticator app

 At this point, you will be redirected to the Microsoft website. Scan the matrix code with your Android or IOS mobile device. Then download the app.

Scarica Microsoft Authenticator In interaction devidence and a second se		
Scarica l'app sul Benerat anna ann	tuo smartphone*	
Google Play	App Store	,







- ریمه علی معرود به معرود ب معرود به معرود ب معرود به معرو معرود به معرو معرود
- 8. After installing the app, return to the home page and click on "Next"

- 9. Inside the Microsoft Authenticator app, click on the "+" and connect a "Work or Business" type account.
- 10. Continue on the home page until you see a matrix code. Scan the matrix code with the Microsoft Authenticator app, then click on "Next".

ILPRA S.p.A.		?
	Keep your account secure	
	Microsoft Authenticator Scan the QR code Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with you account. After you scan the QR code, choose "Next". Cart scan image? Back Next	







11. At this point a number will appear, which you will have to write down in the Microsoft Authenticator app.

Once the procedure is completed, your account will be linked to the newly installed authenticator app.

Then click on "Next"			
ILPRA S.p.A.			?
	Keep your account secure		
	Microsoft Authenticator	Back Next	

- 12. Finally, on the next screen go ahead by clicking on "done"
- 13. Accept the last requested permissions and enter the ILPRA Customer Portal.







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5 How to open a case to ILPRA assistance

Once inside the Portal <u>https://customerportal.ilpra.com</u> , click on the "My Support" area.



Then, click on "Open a New Case" to open a new support request. To consult existing assistance requests, click on the list below.

		*	Knowledge Base	Forums My Suppor	t Q Mattia Monari -	Î
	Home > Support					
	Support					
	Q What can we help you with?				٩	
	My Open Cases 🗸			Search	Q Open a New Case	^
	Case Title	Case Number 🖊	Status Reason	Customer Request Date 븆	Asset	
	There are no records to display.					
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