



# How To Ensure the Perfect Ticket Every Time

Get your issue resolved faster through DN AllConnect Live, using our simplified process.



DN AllConnect Live is your 24/7 portal for assistance with all your Diebold Nixdorf touchpoints. Easily create a service request, track progress and review current and historical service requests from any of your devices. **Need further assistance? Here's your three-step path to resolution:**



## Step One

**Log in to the DN AllConnect Live Portal** via your browser from any device (computer, tablet or smartphone).

Access it at  
[DNAllConnectLive.DieboldNixdorf.com](https://DNAllConnectLive.DieboldNixdorf.com)



## Step Two

**Have your information ready:**

1. Your Site or Equipment ID
2. Problem description
3. Contact details

(Have a file or image that will help describe the issue? **Now is the time to upload it!**)



## Step Three

**Our experts will provide a resolution.**

You can follow your service request through your app or computer and track progress in real time throughout the resolution process.