



DieboldNixdorf.com

DN AllConnectSM Live Portal

Quick User Guide

U.S. ONLY

Introduction

Welcome to DN AllConnectSM 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 AllConnectSM 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:

- 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

Are you ready?

1-2-3: Go!

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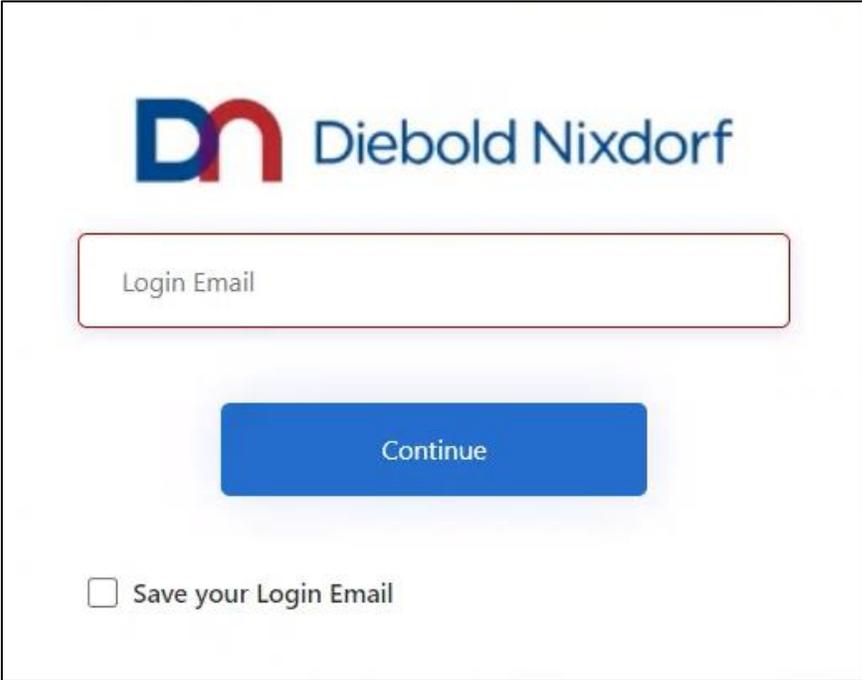
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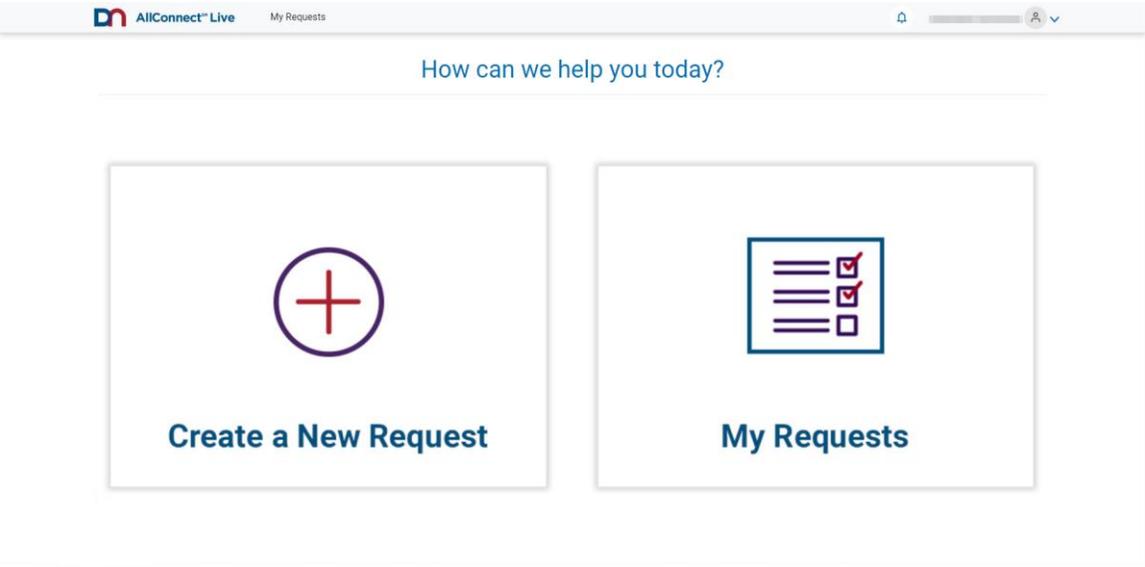
Chapter 1

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 and click next or click on **Advanced Search** (search by site/location or by product)

The screenshot shows the 'Create New Ticket' form in the AllConnect Live portal. The page header includes the logo and 'My Requests'. Below the header, there is a breadcrumb 'My Requests > Create new ticket' and the title 'Create New Ticket'. A sub-header reads 'Please enter a few short details to create a new service request'. The main form area is titled 'STEP 1 OF 3 Identify the product' with the instruction 'Enter the product or site details'. It contains two search fields: 'Enter Site ID / Number' and 'Enter Product ID', each with a search icon and a help icon. Below the first field is the instruction 'Leave this field blank and select the search button to view all sites'. Below the second field is 'Leave this field blank and select the search button to view all the products at your site'. A 'Next' button is located at the bottom right of the form.

4. STEP 2

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

The screenshot shows the 'Request details' form in the AllConnect Live portal. The page header includes the logo and 'My Requests'. Below the header, there is a breadcrumb 'My Requests > Create new ticket' and the title 'Request details'. A sub-header reads 'Enter the details about the request'. The main form area is titled 'STEP 2 OF 3 Request details' with the instruction 'Enter the details about the request'. It contains several fields: 'Request type' (a dropdown menu with 'Select' chosen, showing options 'FL - First Line Call' and 'TR - Trouble Call'), 'Urgency' (a dropdown menu with 'Select' chosen), 'Is issue preventing ability to conduct business?' (a dropdown menu with 'No' chosen), 'Customer Ticket Number' (two input fields), and 'Describe your fault in detail' (a large text area with the placeholder 'Enter Problem description'). There is an 'Add an attachment' button and a 'Next' button at the bottom right of the form.

TR – Trouble call – basic type of ticket for all product groups

FL – First Line Call – only available for ATM equipment

Urgencies:

- Critical – for issues considered highest priority, needing immediate attention
- Standard – for normal severity tickets
- Low – for issues requiring attention, but not impacting business

5. STEP 3
Select **Appointment Date**

DN AllConnect™ Live My Requests

STEP 1 OF 3
Identify the product ✓
Enter the product or site details

STEP 2 OF 3
Request details
Enter the details about the request

Request type* FL - First Line Call
Urgency* 2 - Standard
Appointment Needed?* Yes

Appointment Requested*
Appointment 00:00
Jul 2021
Mo Tu We Th Fr Sa Su
28 29 30 1 2 3 4
5 6 7 8 9 10 11
12 13 14 15 16 17 18
19 20 21 22 23 24 25
26 27 28 29 30 31 1
2 3 4 5 6 7 8

Customer Ticket Number
Customer Ticket Number

Add an attachment

Choosing Appointment date allows to request a visit on specific day and at a specific time. DN will confirm once an appointment is set.

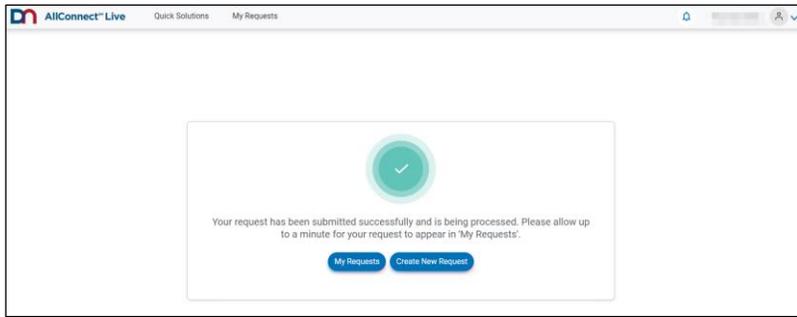
6. STEP 4
Add your **Contact Details** and **Submit the Request**

STEP 3 OF 3
Contact details
Enter your contact information

Add Contact

Cancel Create Request

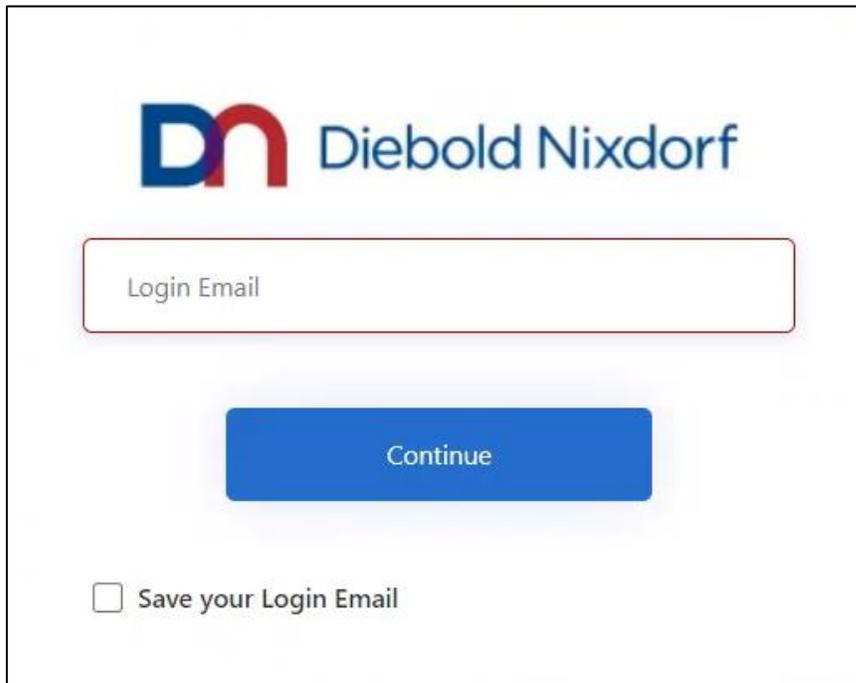
7. Your **Service Request** has been created!



Chapter 2

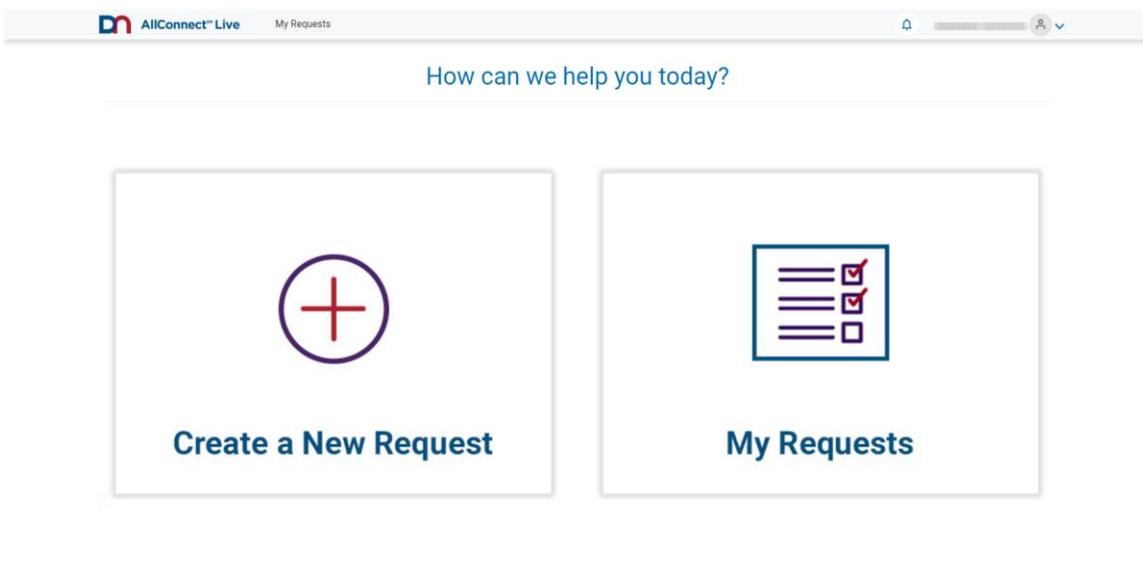
How to update a service request in the DN AllConnectSM Live Portal

1. Login to the portal



The image shows a login form for the DN Diebold Nixdorf portal. At the top left is the DN logo (a stylized 'D' in blue and red followed by 'n' in red) and the text 'Diebold Nixdorf'. Below the logo is a text input field with the placeholder text 'Login Email'. Underneath the input field is a blue rectangular button with the text 'Continue'. At the bottom left of the form is a checkbox with the text 'Save your Login Email'.

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.

The screenshot shows the 'My Requests' page in the AllConnect Live portal. At the top, there is a navigation bar with the AllConnect Live logo and 'My Requests' tab. Below the navigation bar, there is a 'Create Request' button. The main content area is titled 'My Requests:' and includes search filters for 'OPEN', 'CLOSED', and 'ALL' status, and search options for 'Search by date range' (with start and end date pickers) and 'Quick find' (with a 'Request Number' dropdown and a search input field). Below the search filters, there is a section for 'Open Requests (16)' with an 'Export' button. A table lists the open requests with columns for Request Number, Customer Name, Address, Date Logged, Product ID, Serial Number, Problem Description, Request Type, Urgency, and Status. The table contains 7 rows of data, all with a status of 'In Progress'.

Request Number	Customer Name	Address	Date Logged	Product ID	Serial Number	Problem Description	Request Type	Urgency	Status
			25-JUN-2021 10:47:00	X010INGV		Test - reported on d...	FL - First Line Call	2 - Standard	In Progress
			18-JUN-2021 05:53:00	-		Hdhdhd	TR - Trouble Call	2 - Standard	In Progress
			18-JUN-2021 05:53:00	-		Jxhdh	TR - Trouble Call	2 - Standard	In Progress
			17-JUN-2021 09:35:00	-		Validation of PO# an...	TR - Trouble Call	2 - Standard	In Progress
			11-JUN-2021 10:25:00	-		Sjsjs	TR - Trouble Call	2 - Standard	In Progress
			27-APR-2021 08:26:00	A0D3		xxxtest	TR - Trouble Call	2 - Standard	In Progress
			26-APR-2021 12:07:00	A0D3		xxxtest	TR - Trouble Call	2 - Standard	In Progress

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

The screenshot shows the details of a service request in the AllConnect Live portal. The top navigation bar is the same as in the previous screenshot. Below the navigation bar, there is a breadcrumb trail 'My Requests > 1-VH0PN8I'. The main content area displays the product description 'CINEO C4080 Frontload', the status 'In Progress', and the urgency '1 - Critical'. There is a 'View more' button. Below this, there is a 'Resolution Actions' table with columns for Type, Activity Number, Status, ATW Start, ATW End, Action Requested, Appointment Requested D/T, and Updated on. The table contains one row for a 'Field Repair' with activity number '1-68509373965' and status 'Assigned', updated on '03/29/2021 05:39:00'. Below the resolution actions, there is a 'Notes' section with a dropdown for the month (currently 'March 2021') and another dropdown for the year (currently 'July 2021'). There is a 'Select note type' dropdown and a text area for 'Add note here' with a character limit of '(2000 max char)'. A blue circular button with a right-pointing arrow is next to the text area. Below the notes section, there is an 'Attachments' section.

* Note: visibility may be delayed by up to 15 minutes

November 2020 ▾

Select note type ▾

- Select note type
- Customer Internal Information
- Customer Update**
- Escalation
- Reason why cancelled

Add note here

(2000 max char)

▶

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

November 2020 ▾

Customer Update ▾

Example note

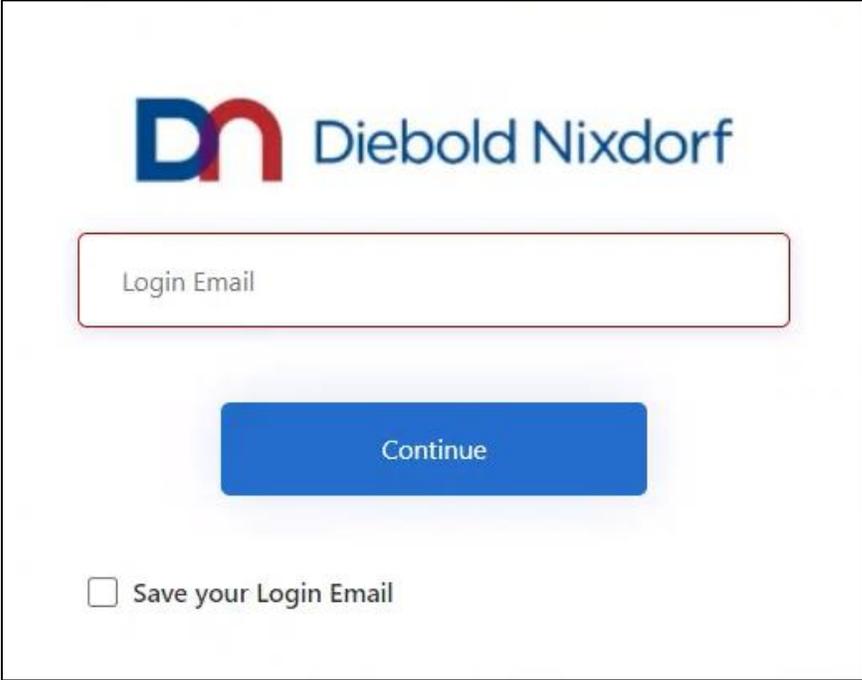
(2000 max char)

▶

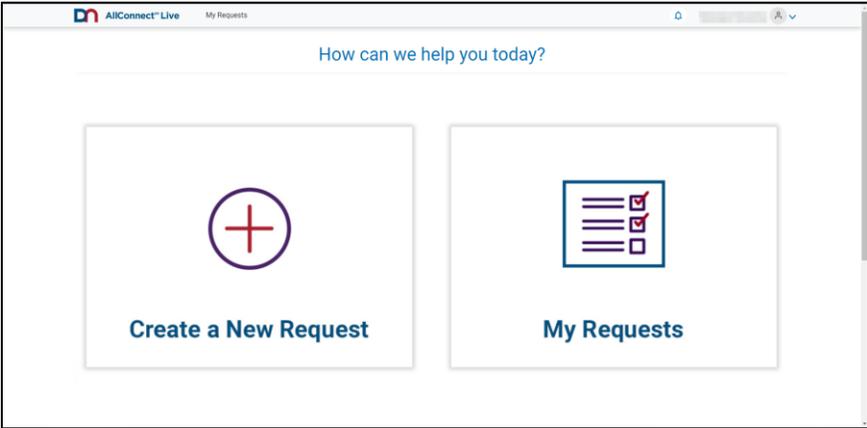
Chapter 3

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**



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.

The screenshot shows the 'My Requests' section of a web portal. At the top, there are tabs for 'OPEN', 'CLOSED', 'ALL', and 'PENDING REVIEWS'. Below these are search options: 'Search by date range' with 'Start date' and 'End date' fields, and 'Quick find' with a 'Service request number' dropdown and a search button. Below the search area, it says 'Open Requests (1)' with a refresh icon and an 'Export' button. A table lists the request details:

Request Number	Date Logged †	Site	Device ID	Problem Summary	Urgency †	Status †	Estimated Resolution By
[REDACTED]	14-Oct-2020 15:15	[REDACTED]	[REDACTED]	afs	Minor	[REDACTED] Update	16-Oct-2020 23:56

At the bottom of the table, there are navigation links: '< Prev', a page indicator '1', and 'Next >'.

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

The screenshot shows the 'Notes' section for a service request. It features a calendar view with 'October 2020' selected and 'November 2020' below it. Below the calendar is a 'Select note type' dropdown menu and a large text input area with the placeholder 'Add note here'. A blue circular button with a right-pointing arrow is located to the right of the text input. At the bottom of the text input area, it says '(2000 max char)'.