



User Manual IUNGO Help Center

Go to the website www.iungo.com and click on **SUPPORT REQUEST** in the footer



Solutions ▾

Ecosystem ▾

Why IUNGO

Case Studies

Blog Company Contacts



LOGIN

ASK FOR A DEMO

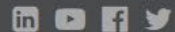
We work with international companies

Find out more about our customer projects and the benefits you can enjoy by adopting IUNGO

READ OUR CASE STUDIES



Headquarter: Via Tacito 7, Modena
Sede Milano: via Lazzaretto 19
Sede Palermo: via Emanuele Notarbartolo 36
P.IVA: 02731600363 | mkt@iungo.it



Solutions

Sourcing
Procurement to pay
Vendor Management
Quality
IUNGO Sales Edition

Are you a supplier?

Access your dedicated
area

Ecosystem

The IUNGO platform
IUNGOmail
IUNGO Business Data
Integration Service
Partners

Policy

Privacy Policy
Cookie Policy

Why IUNGO

Blog

Company

Who We Are
Work with us
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Support Request





Help Center

Insert your email to log in or register

Email address

Avanti

If it is your first access to the [IUNGO Help Center Portal](#), follow the instructions to register.

Con tecnologia  Jira Service Management





Requests

If you are already registered to the **IUNGO Help Center Portal**, you will find this welcome page.

Welcome to the IUNGO Help Center

Find help and services



Featured portals

IUNGO Service Desk
IUNGO SPA
MODENA: VIA TACITO 7, 41123 MODENA
- P.IVA 02731600363 | +39 059 251 643...

Show more portals (2) ▾

Powered by  Jira Service Management



IUNGO Service Desk

IUNGO SPA

MODENA: VIA TACITO 7, 41123 MODENA - P.IVA 02731600363 | +39 059 251 643

THE IUNGO SUPPORT RESPONDS AT THE FOLLOWING TIME:

FROM 09:00 TO 13:00 AND FROM 14:00 TO 18:00 - FROM MONDAY TO FRIDAY (GMT+1)

🚩 Contact us about

IUNGO Procurement

Email sending/receiving, Data Exchange, Mismatch Data, IUNGO Portal, Modify Request, Low Disk Space, Other



IUNGO Connector

Data Exchange, New Integration, Mismatch Data, Other



IUNGO Data Extractor

Template to Add/Verify, Registry Maintenance, Unprocessed Documents, Orders Blocked on Verifier, Low Disk Space, Other



IUNGO Electronic Invoices

Customer Data Entry, Invoices Verification, Mismatch Data, Other



IUNGO.COM

Supplier Search, Academy, Tips & Advice, Other



Please select the field for which is required assistance:

- ✓ IUNGO Procurement
- ✓ IUNGO Connector
- ✓ IUNGO Data Extractor
- ✓ IUNGO Electronic Billing
- ✓ IUNGO.COM



Help Center / IUNGO Service Desk

IUNGO Service Desk

IUNGO SPA

MODENA: VIA TACITO 7, 41123 MODENA - P.IVA 02731600363 | +39 059 251 643

THE IUNGO SUPPORT RESPONDS AT THE FOLLOWING TIME:

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Contact us about

IUNGO Procurement

What can we help you with?



Email sending/receiving



Data Exchange



Mismatch Data



IUNGO Portal



Modify Request



Low Disk Space



Other

Powered by  Jira Service Management

Select the problem encountered.

*The problem type depend by the selected area in the previous step.



Please enter the necessary information for your request:

- ✓ Work module/data flow
- ✓ Summary
- ✓ Description
- ✓ Severity

If you want, you can attach some file or documents for help us to understand your request.

It's possible to share the request with your team.

Press button «**SEND**» to send us your request!

The screenshot shows a web form for the IUNGO Service Desk. At the top, there is a breadcrumb trail: "Help Center / IUNGO Service Desk". Below this is the title "IUNGO Service Desk" and contact information: "IUNGO SPA", "MODENA: VIA TACITO 7, 41123 MODENA - P.IVA 02731600363 | +39 059 251 643", and "THE IUNGO SUPPORT RESPONDS AT THE FOLLOWING TIME: FROM 09:00 TO 13:00 AND FROM 14:00 TO 18:00 - FROM MONDAY TO FRIDAY (GMT+1)".

The form contains several sections:

- Contact us about:** A dropdown menu with "IUNGO Procurement" selected.
- What can we help you with?:** A dropdown menu with "Email sending/receiving" selected.
- Work Module / Data Flow *:** An empty dropdown menu.
- Summary *:** A text input field.
- Description *:** A rich text editor with a toolbar containing options like "Normal text", bold, italic, text color, bulleted list, numbered list, link, unlink, image, video, help, and quote.
- Severity *:** An empty dropdown menu.
- Attachment:** A dashed box containing the text "Drag and drop files, paste screenshots, or browse" and a "Browse" button.

At the bottom left of the form is a green "Send" button and a small "C" icon. At the bottom right, it says "Powered by Jira Service Management".

What happens after the creation of the ticket?

A **report page** opens with a **summary of the information** just entered in the ticket.

A **notification email** is sent to the ticket author.

When **IUNGO Support replies**, the content is visible on the portal and the ticket author also receives automatic notification emails.

On the portal it's always possible to check the **STATUS** in which the ticket is.

If the ticket status change, it is sent a **notification by email** to the ticket author.



Press «**REQUESTS**» in order to view a summary of requests with evidence of associated status.

Requests can be filtered by:

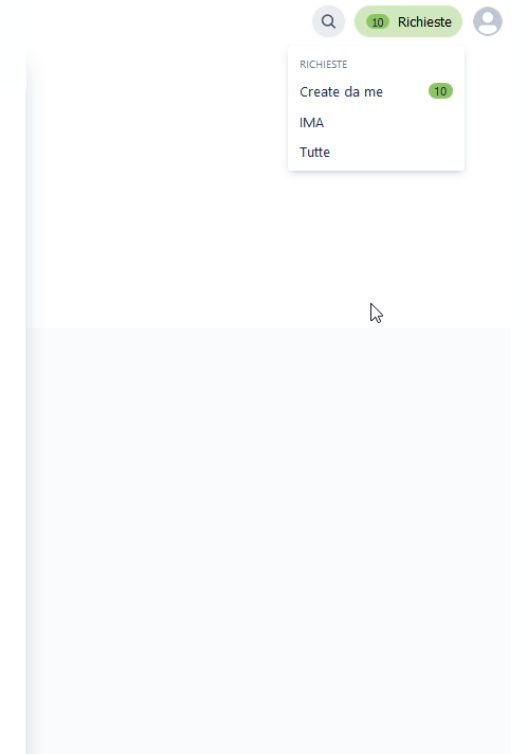
- ✓ current user
- ✓ company of which is part

Richieste

La richiesta contiene...

Tipo	Riferimento	Riepilogo	Stato	Service desk	Richiedente
✉	ISD-68	Mail bloccate	WAITING FOR CUSTOMER	IUNGO Service Desk	test_IMA
↻	ISD-58	Blocco dati	WAITING FOR CUSTOMER	IUNGO Service Desk	test_IMA
↻	ISD-67	prova dati	WAITING FOR SUPPORT	IUNGO Service Desk	test_IMA
✉	ISD-62	prova unassigned	WAITING FOR CUSTOMER	IUNGO Service Desk	test_IMA
⚙️	ISD-63	anagrafiche	WAITING FOR SUPPORT	IUNGO Service Desk	test_IMA
🖥️	ISD-59	prova riapertura	WAITING FOR SUPPORT	IUNGO Service Desk	test_IMA
✉	ISD-61	mail bloccate	WAITING FOR CUSTOMER	IUNGO Service Desk	test_IMA
🖥️	ISD-56	portale non funziona	WAITING FOR SUPPORT	IUNGO Service Desk	test_IMA
✉	ISD-52	mail bloccate	WAITING FOR SUPPORT	IUNGO Service Desk	test_IMA
🖥️	ISD-48	Fornitore ELET.CA - Problema nella visualizzazione degli ordini	WAITING FOR SUPPORT	IUNGO Service Desk	test_IMA

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Contact



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