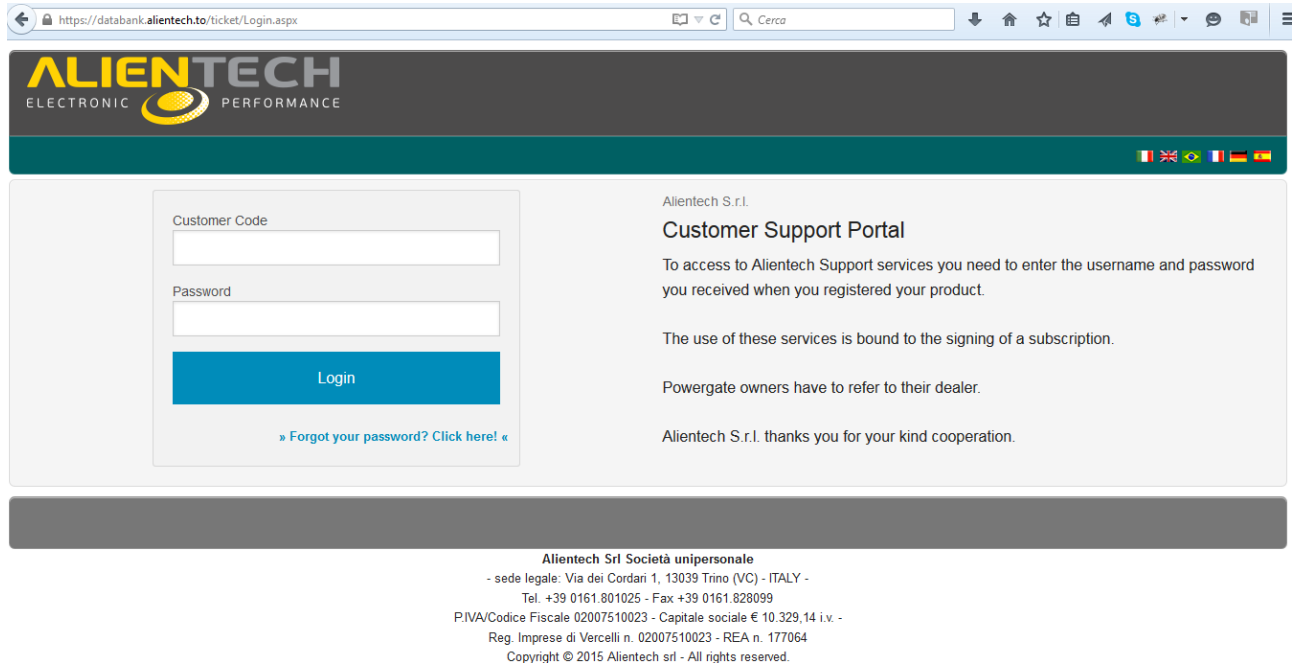


How to use our new Customer Care Portal

To access the customer portal please use this web address:

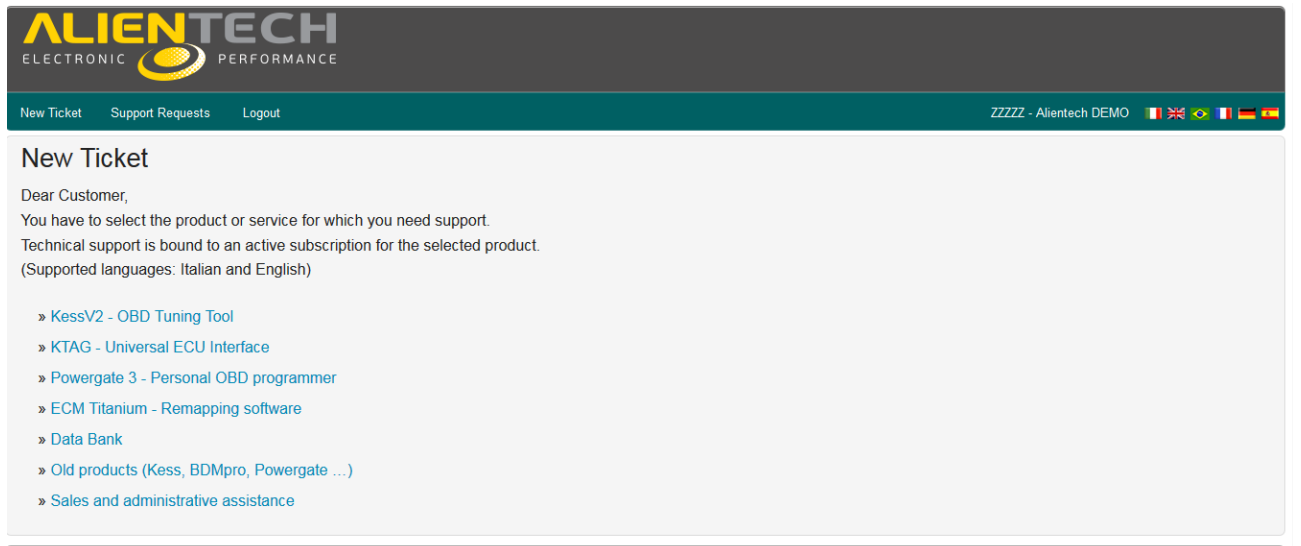
<https://databank.alientech.to/ticket>

To login you need to enter your customer code and password, then click Login.
Notice: the credentials are the same as you use to access Alientech Databank.



The screenshot shows a web browser window with the URL <https://databank.alientech.to/ticket/Login.aspx>. The page features the Alientech logo (ELECTRONIC PERFORMANCE) and a navigation bar with language flags. The main content area is divided into two columns. The left column contains a login form with fields for 'Customer Code' and 'Password', a blue 'Login' button, and a link: '» Forgot your password? Click here! «'. The right column contains the text: 'Alientech S.r.l. Customer Support Portal', 'To access to Alientech Support services you need to enter the username and password you received when you registered your product.', 'The use of these services is bound to the signing of a subscription.', 'Powergate owners have to refer to their dealer.', and 'Alientech S.r.l. thanks you for your kind cooperation.' At the bottom, there is a footer with company details: 'Alientech Srl Società unipersonale - sede legale: Via dei Cordari 1, 13039 Trino (VC) - ITALY - Tel. +39 0161.801025 - Fax +39 0161.828099 - P.IVA/Codice Fiscale 02007510023 - Capitale sociale € 10.329,14 i.v. - Reg. Imprese di Vercelli n. 02007510023 - REA n. 177064 - Copyright © 2015 Alientech srl - All rights reserved.'

This screenshot appears and you can select the product or service you need assistance for.



The screenshot shows the 'New Ticket' page of the Alientech Customer Support Portal. The page features the Alientech logo and a navigation bar with 'New Ticket', 'Support Requests', and 'Logout' links. The main content area is titled 'New Ticket' and contains the text: 'Dear Customer, You have to select the product or service for which you need support. Technical support is bound to an active subscription for the selected product. (Supported languages: Italian and English)'. Below this text is a list of product and service categories, each preceded by a right-pointing arrow: '» KessV2 - OBD Tuning Tool', '» KTAG - Universal ECU Interface', '» Powergate 3 - Personal OBD programmer', '» ECM Titanium - Remapping software', '» Data Bank', '» Old products (Kess, BDMpro, Powergate ...)', and '» Sales and administrative assistance'.

Once you make your choice, your profile will appear.
To open a ticket you have to click on >> Assistance

New Ticket Support Requests Logout ZZZZ - Alientech DEMO

New Ticket

Select the product for which you need to receive technical support:

| Support | S/N | Product | Username | Master S/N | Master | Name / Company Name | E-mail | Expiration Date |
|---------|----------|--------------|----------|------------|--------|---------------------|-------------------|-----------------|
| >> | LZZZZZZZ | K-Tag Master | ZZZZZ | | | Alientech DEMO | demo@alientech.it | |

You have to fill the form in all its parts.

This will open the form to be filled in completely.

Once you select the product, you need to enter an accurate description of the problem, an object identifying the type of request and attach, if necessary, any file that may be useful, such as log, screenshot, pictures etc.

To attach a file, click on 'Browse' and select the file on your computer. The file selected will be automatically added to your message.

To remove the file, click on the red 'X' near the name of the file.

Describe in detail the problem occurred, attaching any files or log available.

Object
New request for assistance

Message

Edit Format

← → **B** *I* U [List Icons]

Please enter in this box a detailed description of the problem occurred.

Add a file:
Browse No files selected.

log_strumento.dat [X]

Cancel **Send Request**

You will receive a confirmation message at the email address associated to your account in our DataBank, showing the identification number of your ticket. It will be shown every time that your request will be updated by Alientech Support.

To see your requests and their status, click on "Support Requests".

Open Tickets

Dear Customer,

In this section you can see your support requests opened. You can display the answers from Alientech support team or add additional comments.

| | | | |
|----------------------|----------------------|----------------------|---------------------------------------|
| ID | S/N | Object | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="button" value="Search"/> |

| Support | Ticket no | S/N | Product | Object | Request Status | Opening date | Start Processing Date | Closing Date |
|---------|-----------|----------|---------|-------------------------|----------------|---------------------|-----------------------|---------------------|
| >> | 373 | XZZZZZZZ | ECM | lorem ipsum lorem ipsum | Closed | 04/06/2015 15:58:23 | 04/06/2015 15:59:17 | 04/06/2015 16:01:08 |
| >> | 372 | LZZZZZZZ | KTAG | Lorem ipsum | Closed | 04/06/2015 15:47:07 | 04/06/2015 15:48:31 | 04/06/2015 15:57:12 |
| >> | 259 | KZZZZZZZ | KESSV2 | - | Closed | 25/05/2015 17:38:00 | 26/05/2015 08:42:55 | 26/05/2015 08:43:49 |

Clicking on Support, you can see the conversation between you and Alientech Customer Care. You can answer or close the ticket.

Open Tickets

Dear Customer,

In this section you can see your support requests opened. You can display the answers from Alientech support team or add additional comments.

| | | | |
|----------------------|----------------------|----------------------|---------------------------------------|
| ID | S/N | Object | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="button" value="Search"/> |

| Support | Ticket no | S/N | Product | Object | Request Status | Opening date | Start Processing Date | Closing Date |
|---------|-----------|----------|---------|-------------------------|----------------|---------------------|-----------------------|---------------------|
| >> | 373 | XZZZZZZZ | ECM | lorem ipsum lorem ipsum | Closed | 04/06/2015 15:58:23 | 04/06/2015 15:59:17 | 04/06/2015 16:01:08 |
| >> | 372 | LZZZZZZZ | KTAG | Lorem ipsum | Closed | 04/06/2015 15:47:07 | 04/06/2015 15:48:31 | 04/06/2015 15:57:12 |
| >> | 259 | KZZZZZZZ | KESSV2 | - | Closed | 25/05/2015 17:38:00 | 26/05/2015 08:42:55 | 26/05/2015 08:43:49 |

Ticket no: 373 Status: Closed Customer: ZZZZZ - Alientech DEMO Product: ECM ECM Titanium Full S/N: XZZZZZZZ Subscription up to (DD/MM/YYYY): No active subscription or unspecified S/N of the product.

Object:
lorem ipsum lorem ipsum

04 Jun 2015 15:58:23.740 - Message sent to Customer Support
lorem ipsum lorem ipsum

04 Jun 2015 16:00:45.783 - Message from Customer Support
Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat

If you need to answer again, the form will show up to be filled and sent again.

lorem ipsum lorem ipsum

04 Jun 2015 16:00:45:783 - Message from Customer Support
 Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat

Edit Format

← → **B** *I* U [List Icons]

Add a file:
 Nessun file selezionato.

Cancel

Remember!

When our technical support team processes or replies to your request, you will receive an email alert, and the request on the portal will be highlighted in bold.

To exit, click Logout

ALIEN TECH
 ELECTRONIC PERFORMANCE

New Ticket Support Requests **Logout** ZZZZ - Alientech DEMO [Flags]

New Ticket

Dear Customer,
 You have to select the product or service for which you need support.
 Technical support is bound to an active subscription for the selected product.
 (Supported languages: Italian and English)

- » [KessV2 - OBD Tuning Tool](#)
- » [KTAG - Universal ECU Interface](#)
- » [Powergate 3 - Personal OBD programmer](#)
- » [ECM Titanium - Remapping software](#)
- » [Data Bank](#)
- » [Old products \(Kess, BDMpro, Powergate ...\)](#)
- » [Sales and administrative assistance](#)