Help for the management of technical incidents

To start this process you need to have the basic information on the incident and the technician in charge:

- A short description of the incident.
- The activity of the machine when the incident occurred.
- Detailed and important information regarding the incident.
- Date and time the incident occurred for the first time.
- Name and first name of the technican in charge of resolving the problem.
- Date and time of the technician's arrival.
- Date and time of the resolution of the problem.

To add a new incident you need to:

- click on 'Add incident' in the principal menu
- fill out the required information
- if the incident has not yet been resolved, click on 'add incident'. You can only fill out the fields 'Description', 'Activity', 'Additional Information' and 'Time of the incident'. The other fields are optional. Click on 'Validate' to register the incident.
- For an incident that has been resolved, click on 'complete report'. The fields 'Description', 'Activity', Additional Information', 'time of the incident' 'arrival time of the technician', 'Name of the technician', 'first name of the technician', 'time of resolution' should then be completed to validate this registration.
- Click on 'Validate' to register the incident.

You need to insert your personal data. For this, use your eID card or insert your data manually.

To update an incident you need to :

- Select the incident you want to update. Attention : the resolved incidents cannot be updated.
- click on 'Update incident'.
- Update the data you want. You can always cancel or validate your changes.
- If the incident has still not been resolved, click on 'Validate'.
- If the incident has been resolved, click on 'Complete report'. The fields 'arrival time of the technician', 'Name technician', 'first name technician', 'time of resolution' should be completed to validate this registration.

To delete an incident you need to:

- Select the incident you want to delete.
- Click on 'Delete'.

To view an incident you need to:
- Select the incident you want to view.
- Click on 'View incident'.