**Checks and Questions Customer Online Tools**

**Questions**

* Please identify your access (Username and password).
* Which web address (URL to access the tool) are you using?
* Which browser are you using?
* Please describe, step by step, what you are doing, what is not working, and at which moment.
* Since when has the service stopped working?
* What is the error code or error message? (Include a screenshot of the error code or error message)
* Which function is not working?

**Checks**

* Check the status and rights of the username in the Administrative Tool.
* Check the URL with the customer.
* Perform a test with customer access.