

Site para acessar o sistema: <http://portal.italiana.net.br>

Vídeo Aula como Abrir um chamado: <https://youtu.be/h5sauqUw1Ug>

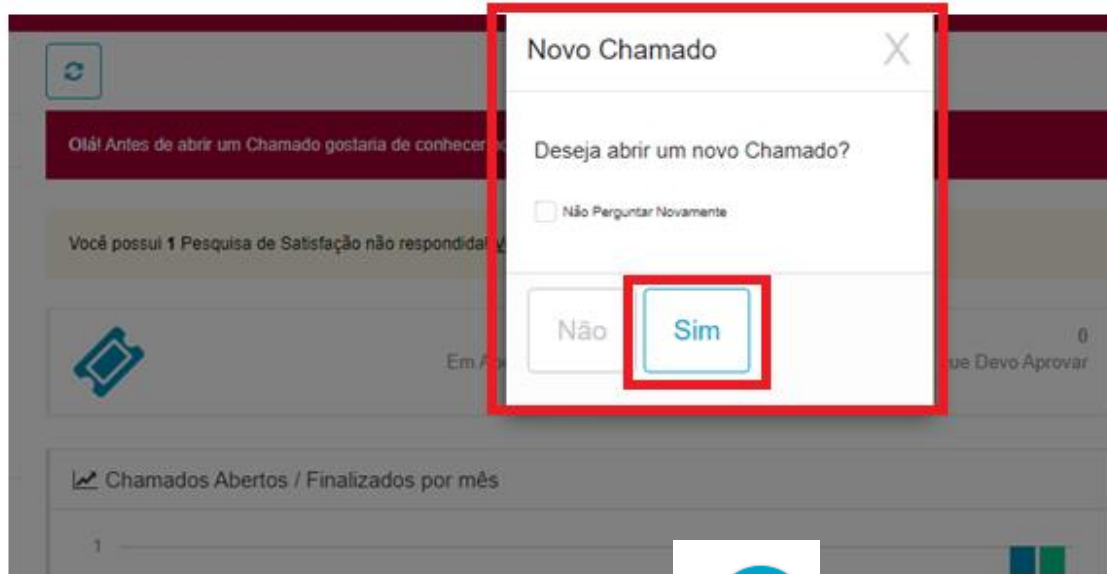
1 - Acesso ao novo portal de Chamados

Usuário e senha: é mesmo utilizado para acessar o computador.

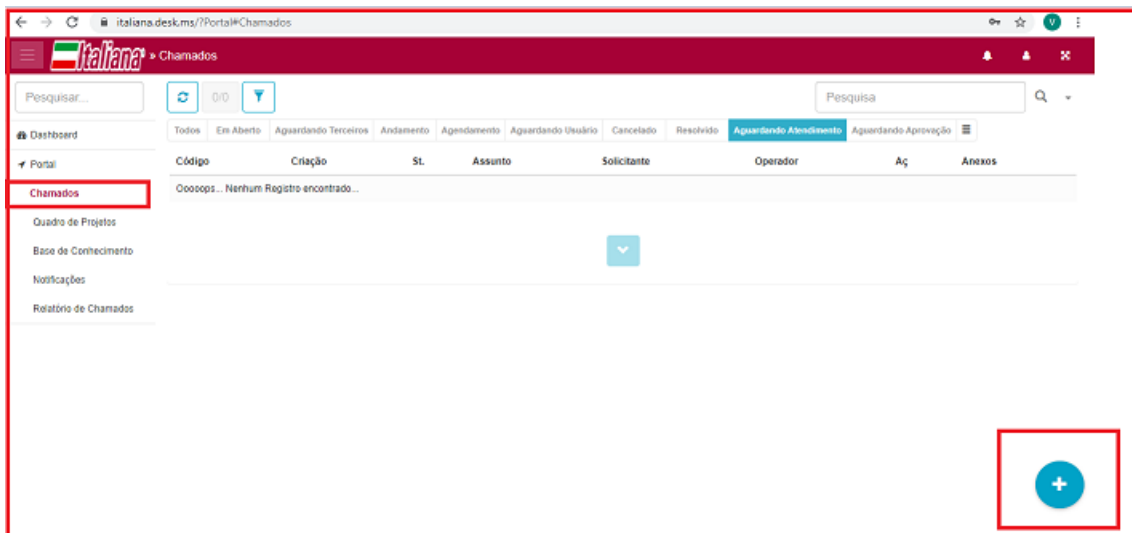


The image shows a screenshot of the Italiana portal login page. At the top left is the Italiana logo, which consists of a stylized flag with green, white, and red horizontal stripes and the word "Italiana" in red. Below the logo is a navigation bar with three icons: a home icon, a user profile icon, and a search icon. The main content area is titled "Entrar" and contains a login form. The form has three input fields: "Login" with the text "vagnerferreira", "Senha" with masked characters "*****", and a blue "Entrar" button below the password field.

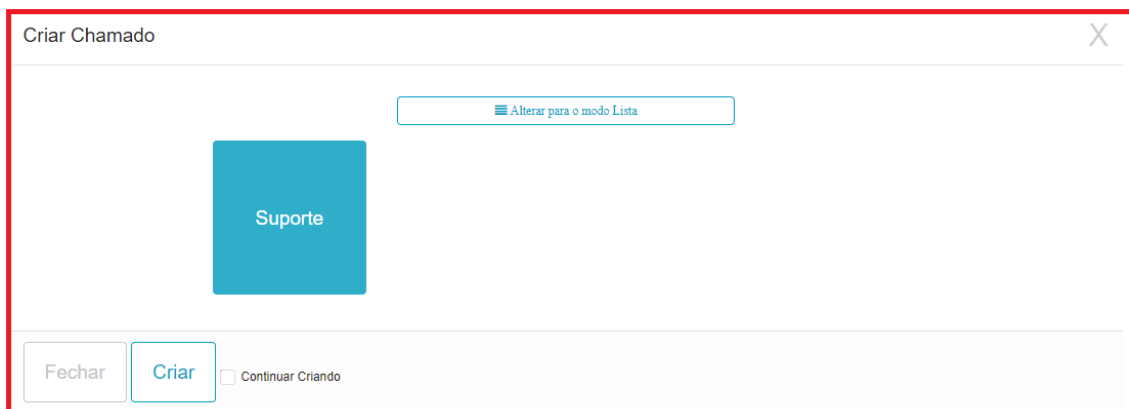
2 - Abrir chamado clicar em Sim



2.1 ou dentro do portal clicar em **chamados** e no ícone



3 – Criando chamado > Suporte



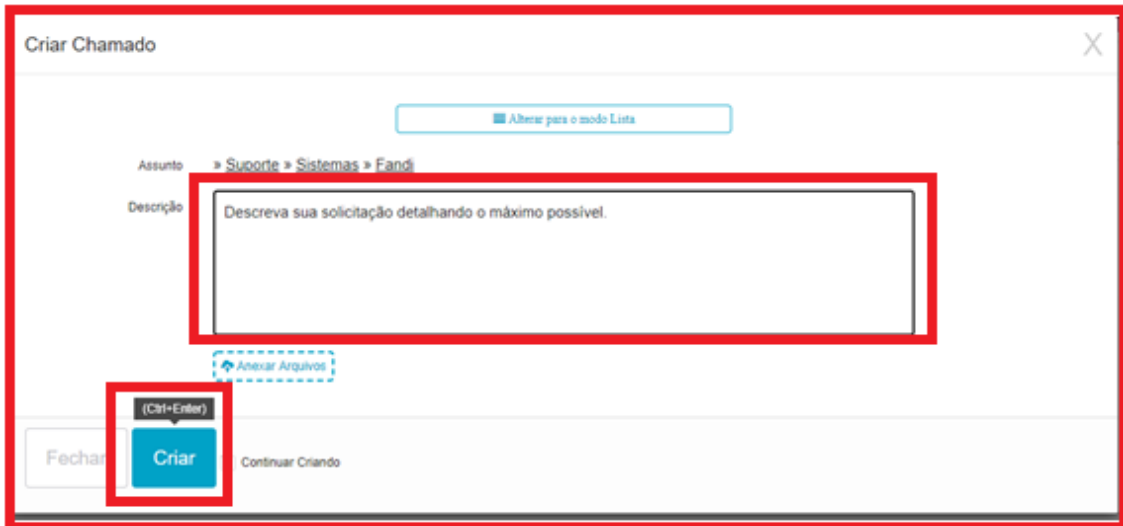
3.1 Escolher área do problema

The screenshot shows a web form titled "Criar Chamado" with a close button (X) in the top right corner. At the top, there is a button labeled "Alterar para o modo Lista". Below this, the breadcrumb "Assunto > Suporte >" is displayed. Three large rectangular buttons are arranged horizontally: "Hardware", "Infra", and "Sistemas". The "Sistemas" button is highlighted in a darker blue color, indicating it is the selected option. At the bottom of the form, there are three buttons: "Fechar", "Criar", and "Continuar Criando" (with a checkbox).

3.2 Escolher o assunto do problema

The screenshot shows the same "Criar Chamado" form, but with the breadcrumb updated to "Assunto > Suporte > Sistemas >". The "Alterar para o modo Lista" button is still present. Below the breadcrumb, there is a grid of eight rectangular buttons arranged in two rows and four columns. The buttons are: "Auto Avaliar", "B2B", "Certificado Digital", "Dealemet" (top row); and "Detran", "Fandi", "LinkEntry", "Nitzsche" (bottom row). The "LinkEntry" button is highlighted in a darker blue color, indicating it is the selected option.

3.3 Adicione a descrição do seu chamado, adicione anexo caso tenha e clicar em Criar



4 – Ao criar aguardar atendimento técnico.

