New National Office Support Desk

User guide
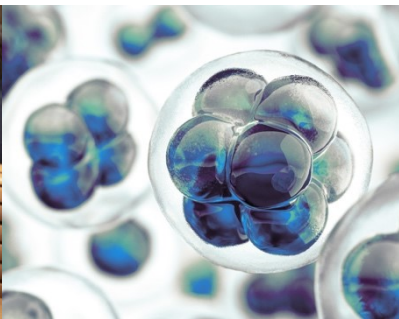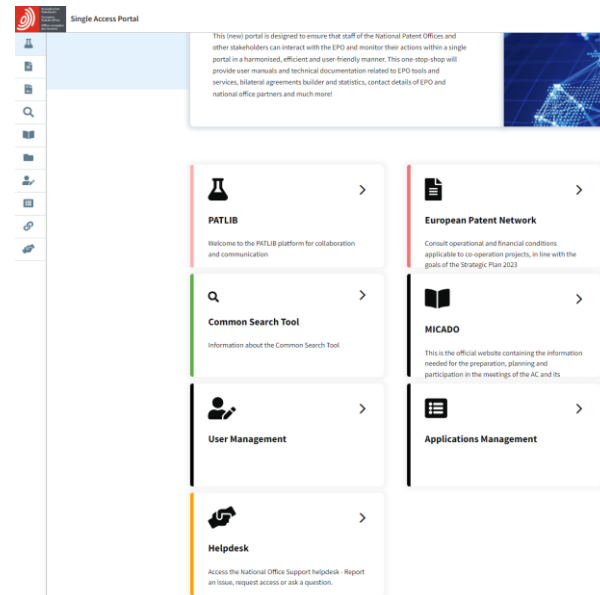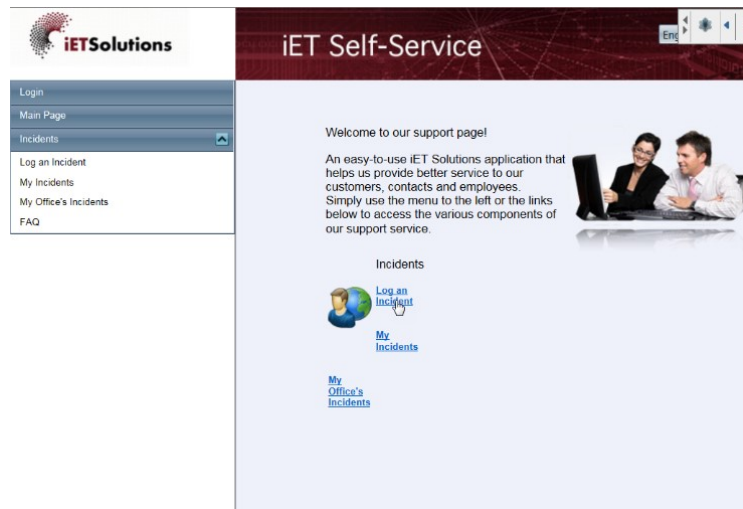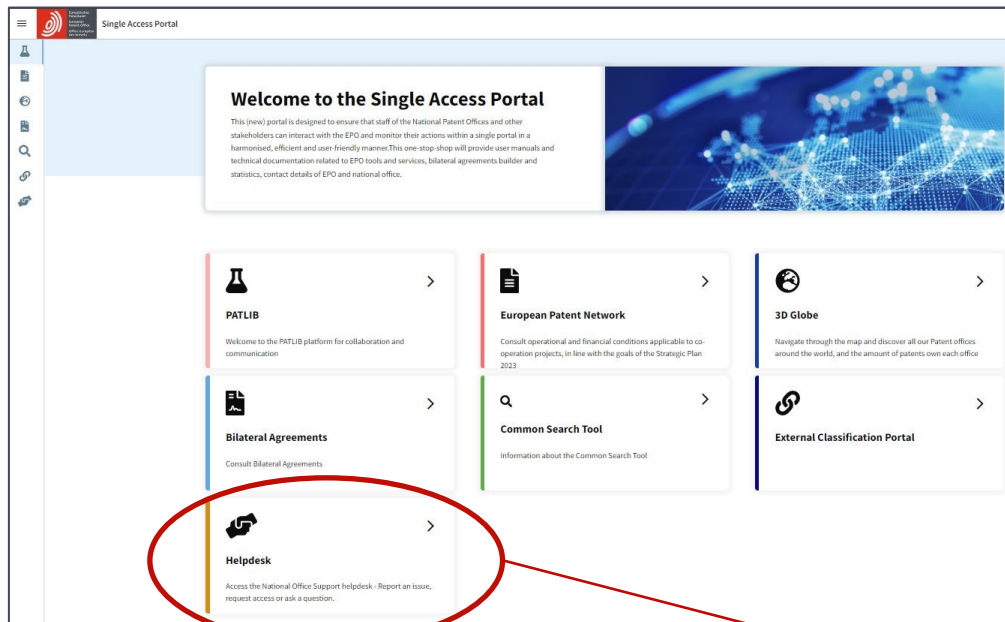
- **Purpose of this service:**

  - to inform EPO about problems occurring at EPO IT services,
  - to raise questions about EPO IT services or applications,
  - to request a service.

- **Why changing?**

  - the underlying workflow management software migrated from iET to ServiceNow
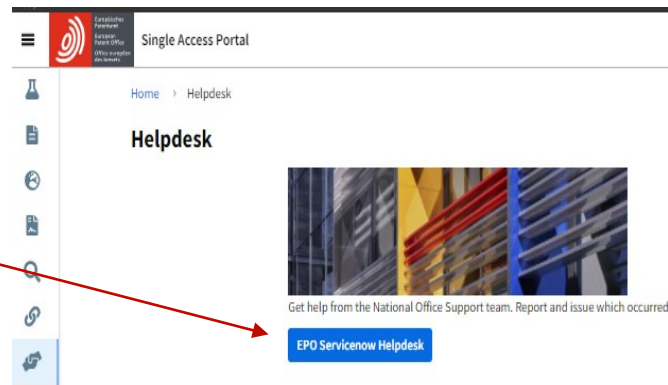 - a good opportunity to re-design for a more useful and user-friendly service

National Office Support Desk: accessible in 1-click

via Single Access Portal:

epn.epo.org

The new National Office Support Desk

Powerful search engine

Report an Issue
Get help from IT Support. Report an issue which occurred at your premises

Learn - Consult our Knowledge Base
Your questions might already be answered in our extensive database. Browse and search in the existing articles for National Offices

Access to Knowledge Base

See my list of issues

Submit an Issue

See the list of outages & maintenances

Dashboard

Planned Maintenance
We publish information on planned service availability below. This includes events occuring over the next 5 days.

No service maintenance is planned over the next 5 days

Current Status
We constantly monitor our services and their related components. If there is ever a service interruption, a notification will be posted to this page. If you are experiencing problems not listed on this page, you can submit a request for service.

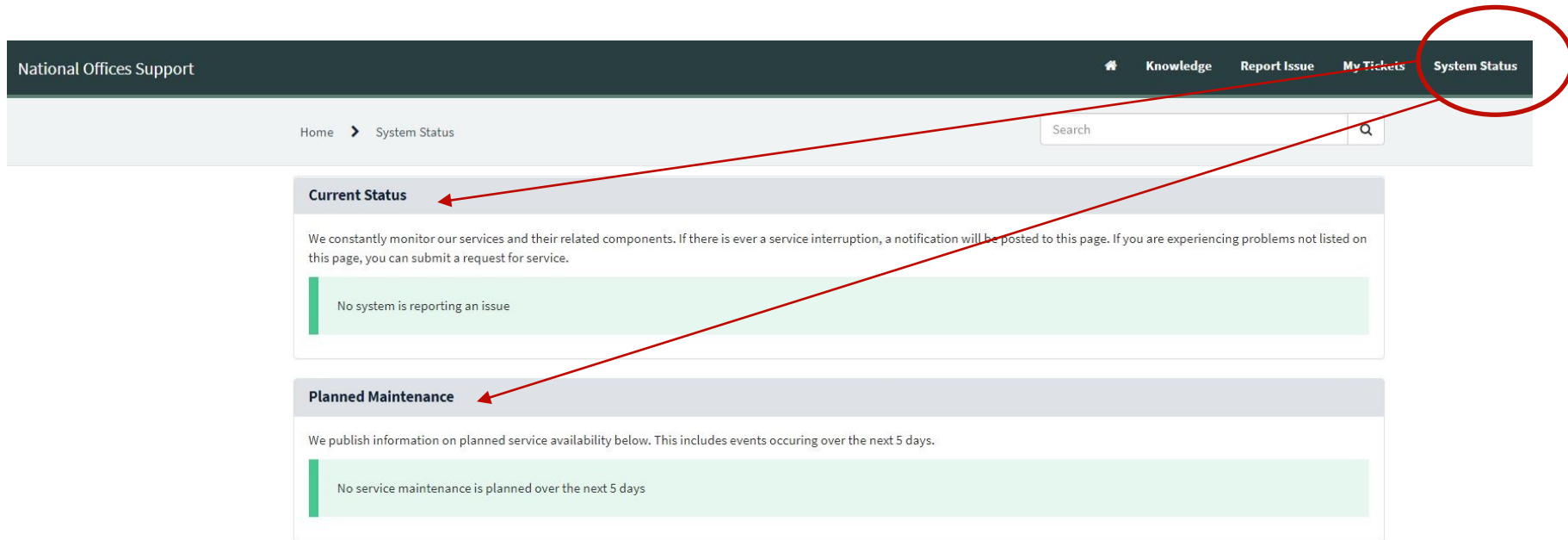Outage - Trimaran (started 10/01/2022 15:48:26)

My Open Tickets
Test of SNOW
INC0013104 • 9d ago

INC0012978 • 2mo ago

INC0012939 • 2mo ago

incident
INC0012938 • 2mo ago

Checking the current status of IT systems

- There is a constant monitoring of outages and disruptions
- Users are provided here with more information about maintenance work and current status of the IT systems
- Do not hesitate to consult/refresh this page at a regular basis for an update

The Knowledge Base: a source of information and solutions

National Offices Support

Knowledge   Report Issue   My Tickets   System Sta

Home > Knowledge Base

Search

Categories

Epoquenet	2
General	1
OLF	11
⊞ SAP	2

Top Rated Articles

Can't access the Bilateral Agreement Builder
★★★★★

Installing Thin Client in Silent Mode
★★☆☆☆

Most Viewed Articles

Reset password
👁 39 Views

Common smartcard problems and solutions
👁 20 Views

Allow CD-Filing in FileManager
👁 14 Views

How to login to the Single Access Portal (SAP)
👁 14 Views

Installing Thin Client in Silent Mode
👁 12 Views

Search engine to retrieve articles of interest

Articles are categorized

European Patent Office

Example of an Knowledge Article

Before filing a ticket: please consult the Knowledge Base: the solution is probably already in there!

For example: "*How can I reset my password?*"

National Offices Support

Knowledge · Report Issue · My Tickets · System Status

Home ▸ Knowledge ▸ NOS knowledge database (Knowledge Base) ▸ General

Search

KB0011034 - Latest Version

Subscribed · ...

Reset password

👤 Revised by Simon Hall · 📅 7mo ago · 👁 39 Views · ☆☆☆☆☆

How To

Reset the password for your EPO User ID

Instructions

Visit https://epoxy.epo.org/forgotpassword/ and follow the instructions.

Copy Permalink

Helpful?   Yes   No

Rate this article ☆☆☆☆☆

BD   Click here to comment on this article...

Most Useful

Installing Thin Client in Silent Mode
Simon Hall · 12 Views · 7mo ago
★★☆☆☆

Can't access the Bilateral Agreement Builder
Simon Hall · 6 Views · 8mo ago
★★★★★

Several ways of accessing the knowledge Base

Creating a ticket for an application issue

To create a ticket for an application:

- select the right category of application to speed-up the search of an expert!

Select the type of ticket
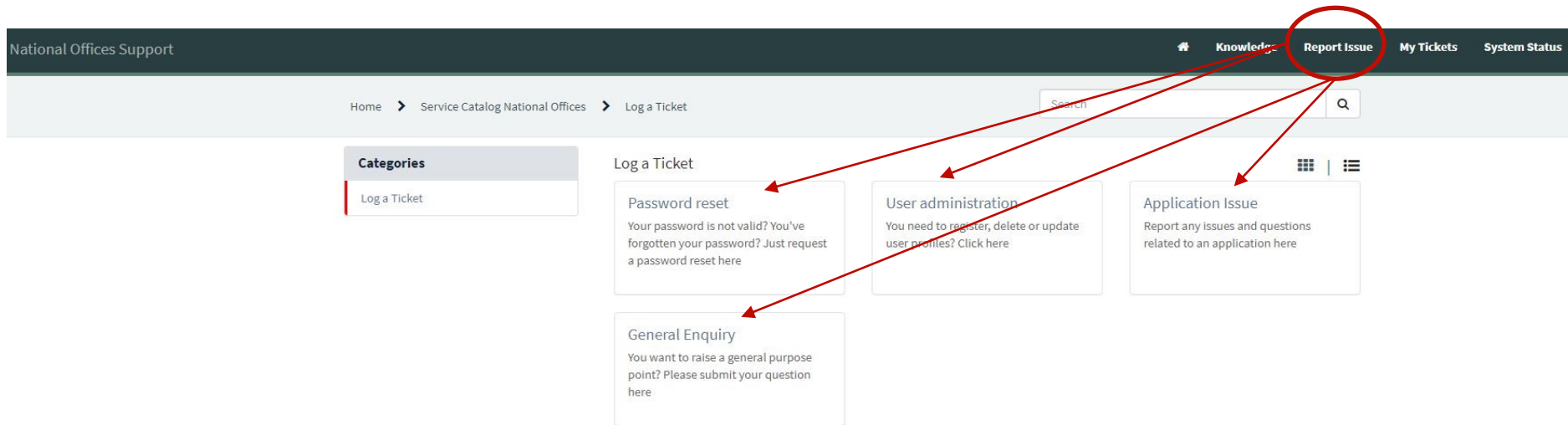
To submit an enquiry, a ticket has to be logged in one of the 4 possible categories:

Click on one of them to reach a customized ticket authoring page.

A ticket is submitted: what now?

Messaging service on your issue

Key data on your Ticket

History of your issue resolution process

Filing an issue: example of an Application Issue

National Offices Support

Knowledge   Report Issue   My Tickets   System Status

Application Issue

Report any issues and questions related to an application here

Submit

Required information

Category   Short description of your issue

Full description of your issue

Data Confidentiality

1. Choose a Category

* Category

-- None --

2. The user in need

* Requested for

ⓘ   Barrou Diallo

3. What's happening?

* Short description of your issue

Subject of your ticket

4. Give us some details!

* Full description of your issue ❓

Please provide as much information as possible to help us diagnose the issue, for example screenshots, version numbers, log files, working lists, trace files, timestamps, PDF's, URL's etc.

7. Submit the Issue

5. Be sure NOT to include confidential data

* Data Confidentiality

☐ Please ensure that no confidential data is contained in this form and attachment(s). Check the box to confirm.

📎 Add attachments

6. Do you have a snapshot of the issue or any document which might help?

Questions?

Please contact:

The team behind the National Office Support Desk
(nos@epo.org)