



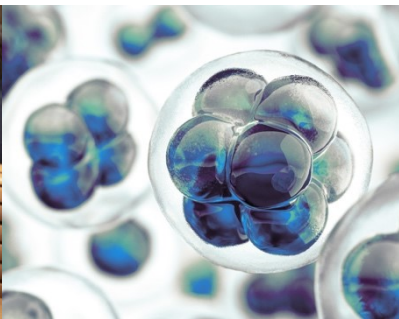
Europäisches
Patentamt
European
Patent Office
Office européen
des brevets

New National Office Support Desk

User guide



BD

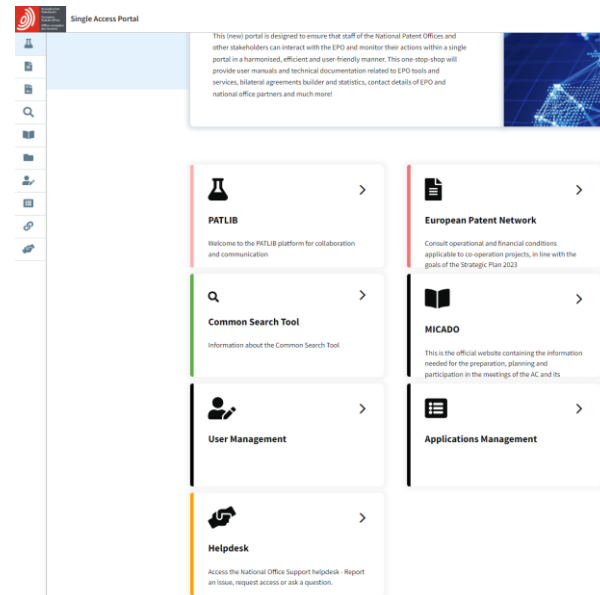
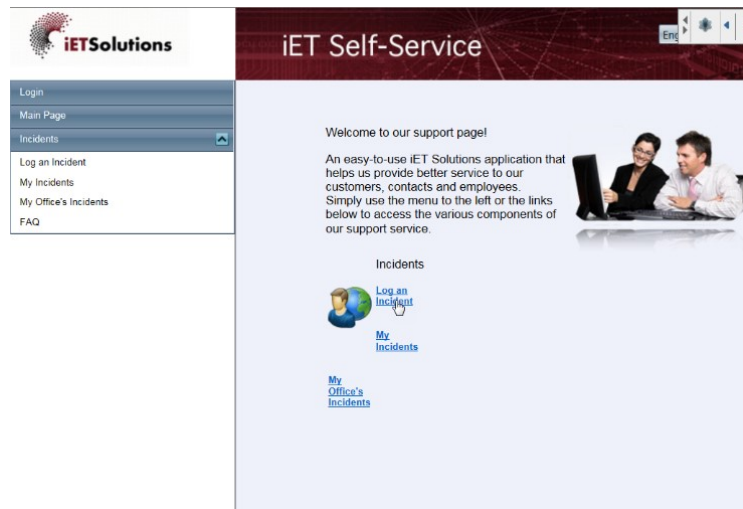


IT Cooperation

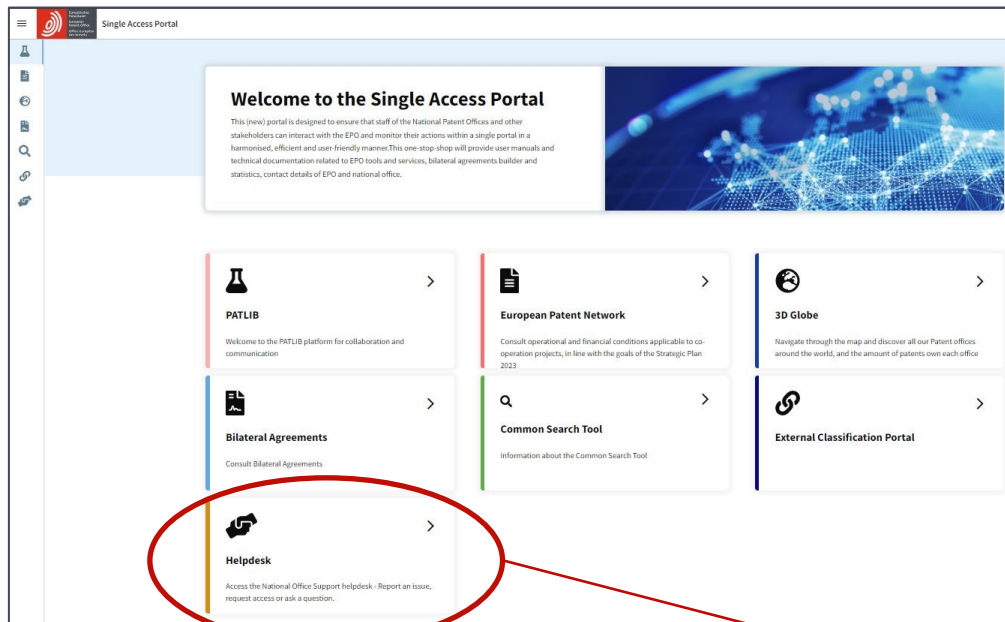


Feb. 2022 v0.3

- **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

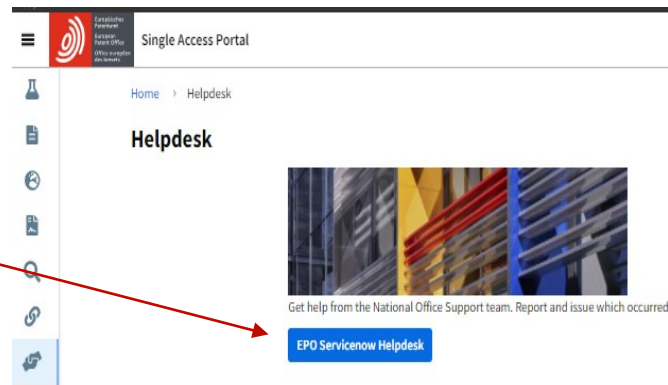


National Office Support Desk: accessible in 1-click



via Single Access Portal:

epn.epo.org



The new National Office Support Desk

The screenshot shows the National Office Support Desk website. The header includes the title "National Offices Support" and a navigation bar with links: Knowledge, Report Issue, My Tickets, and System Status. A search bar is prominently displayed with the text "How can we help, [redacted]?" and a search icon. Below the search bar, there are three main sections: "Report an Issue", "Learn - Consult our Knowledge Base", and "My Open Tickets". The "Report an Issue" section includes a sub-section "Planned Maintenance" which states "No service maintenance is planned over the next 5 days". The "Learn - Consult our Knowledge Base" section includes a sub-section "Current Status" which states "Outage - Trimaran (started 10/01/2022 15:48:26)". The "My Open Tickets" section lists several tickets, including "Test of SNOW", "INC0013104", "INC0012978", "INC0012939", and "INC0012938". Annotations with red boxes and arrows point to various elements: "Powerful search engine" points to the search bar; "Access to Knowledge Base" points to the "Learn - Consult our Knowledge Base" section; "Submit an Issue" points to the "Report Issue" link; "See my list of issues" points to the "My Tickets" link; "See the list of outages & maintenances" points to the "Planned Maintenance" section; "Dashboard" points to the "Planned Maintenance" section; and "Access to Knowledge Base" points to the "Current Status" section.

National Offices Support

Personal data collected or managed as well as technical cookies of this website are processed in accordance with the EPO Data Protection Rules as disclosed here.

How can we help, [redacted]?

How can we help?

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

Submit an Issue

See my list of issues

See the list of outages & maintenances

Dashboard

Planned Maintenance

We publish information on planned service availability below. This includes events occurring 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

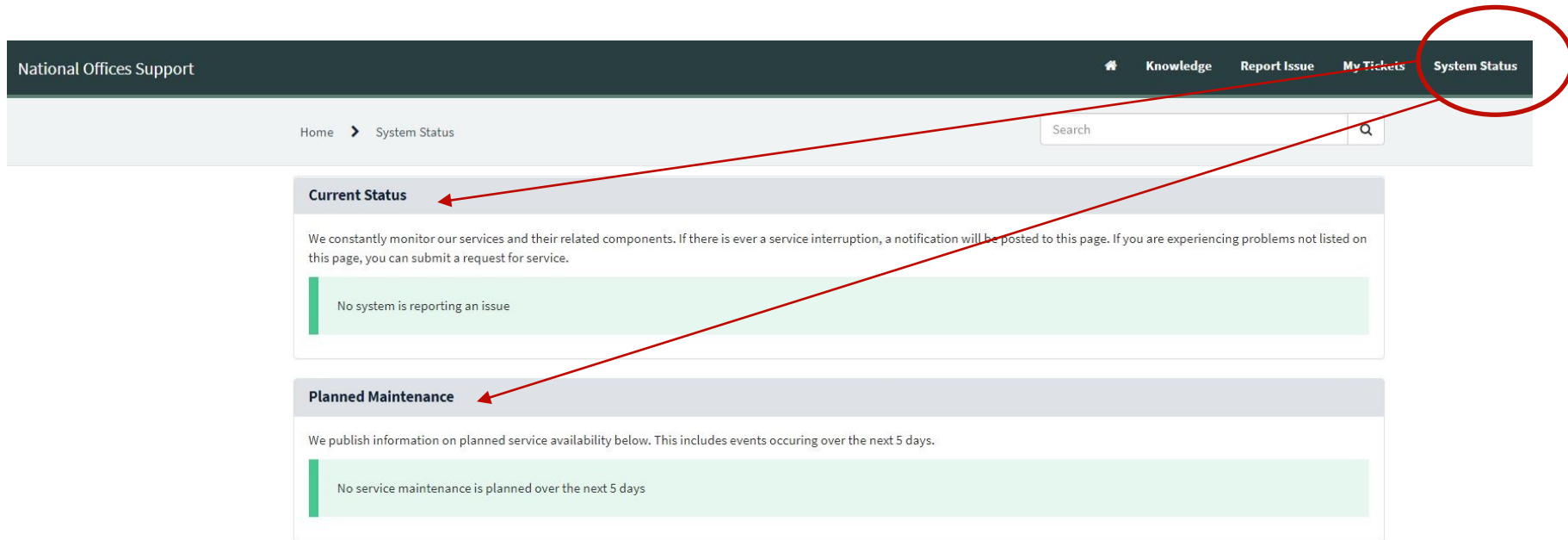
Test of SNOW
INC0013104 • 9d ago

INC0012978 • 2mo ago

INC0012939 • 2mo ago

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

The screenshot shows the 'National Offices Support' Knowledge Base interface. A dark header bar at the top contains the text 'National Offices Support' on the left and navigation links 'Knowledge', 'Report Issue', 'My Tickets', and 'System Status' on the right. Below the header, a light gray breadcrumb trail shows 'Home > Knowledge Base'. On the left side, a 'Categories' sidebar is circled in red, listing 'Epoquenet' (2 articles), 'General' (1 article), 'OLF' (11 articles), and 'SAP' (2 articles). An arrow points from the red text 'Articles are categorized' to this sidebar. In the top right, a search bar is circled in red, with a magnifying glass icon to its right. An arrow points from the red text 'Search engine to retrieve articles of interest' to this search bar. The main content area is divided into two columns. The left column contains 'Top Rated Articles' and 'Most Viewed Articles' sections. The 'Top Rated Articles' section lists 'Can't access the Bilateral Agreement Builder' (5 stars) and 'Installing Thin Client in Silent Mode' (3 stars). The 'Most Viewed Articles' section lists '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), and 'Installing Thin Client in Silent Mode' (12 Views).

National Offices Support

Knowledge Report Issue My Tickets System Status

Home > Knowledge Base

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

Articles are categorized

Search engine to retrieve articles of interest

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?”

The screenshot shows the 'National Offices Support' website. The top navigation bar includes links for 'Knowledge', 'Report Issue', 'My Tickets', and 'System Status'. Below this, a breadcrumb trail reads 'Home > Knowledge > NOS knowledge database (Knowledge Base) > General', which is circled in red. To the right of the breadcrumb is a search bar, also circled in red. The main content area displays an article titled 'Reset password' (KB0011034 - Latest Version). The article includes a 'How To' section with instructions to visit a specific URL. A red arrow points from the text 'How can I reset my password?' to the article title. Another red arrow points from the search bar to the 'Most Useful' sidebar. The sidebar lists two articles: 'Installing Thin Client in Silent Mode' and 'Can't access the Bilateral Agreement Builder'. At the bottom of the article, there are 'Helpful?' buttons (Yes/No) and a 'Rate this article' section with five stars. A comment box at the very bottom shows a user named 'BD' with the text 'Click here to comment on this article...'. A red box at the bottom right contains the text 'Several ways of accessing the knowledge Base'.

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

National Offices Support

Knowledge **Report Issue** My Tickets System Status

Application Issue

Report any issues and questions related to an application here

* Category

-- None --

-- None --

Cooperative Patent Classification (CPC)

EpoqueNet

Federated Register

Front Office

Micado

Online Filing

Submit

Required information

Category Short description of your issue

Full description of your issue

Data Confidentiality

* Data Confidentiality

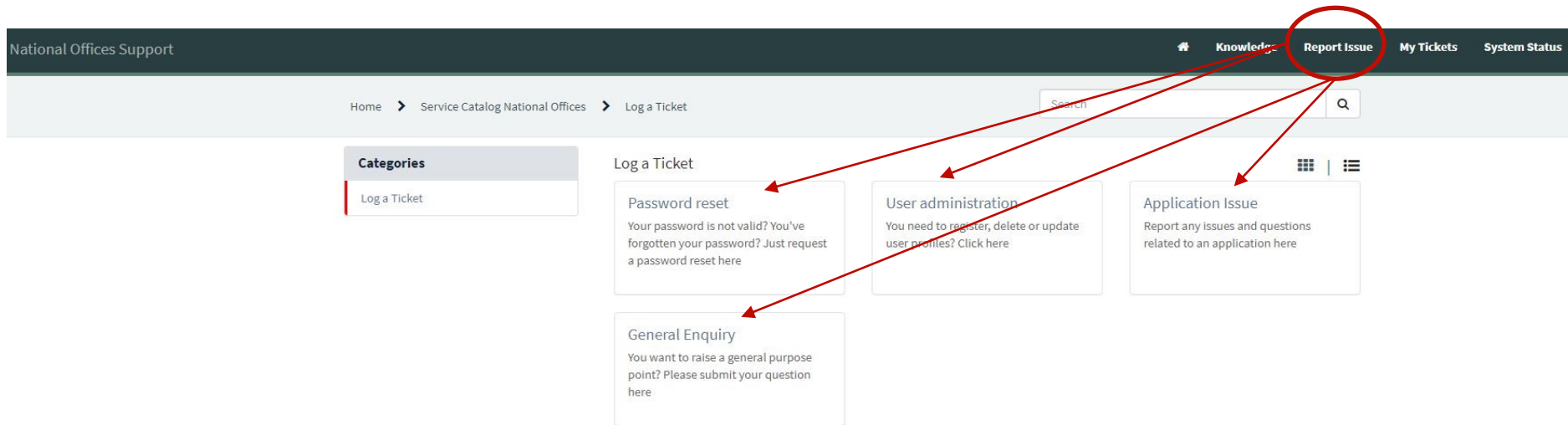
☐ Please ensure that no confidential data is contained in this form and attachment(s). Check the box to confirm.

Add attachments

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?

National Offices Support

Home > Ticket Form

Search

Test of SNOW

Type your message here... Send

8d ago · Additional comments

hello

27d ago · Work notes

Additional Information:

Name of the issue: Search Tool

Watchlist (e-mail)

Requested for: James Lawson

27d ago

IMG_0118.JPG

4.7 MB

27d ago

INC0013104 Created

Start

Your request has been submitted

Number	INC0013104
State	New
Priority	5 - Planning
Created	27d ago
Updated	9d ago
Options	

Category

Search Tool

Watchlist (e-mail)

Barrou Diallo

Short description of your issue

Test of SNOW

Full description of your issue

Happy to see it evolving :)

Upload attachment

IMG_0118.JPG

Tickets are picked up within 4 hours (M-F 9-5)

Set up Google Maps API

Attachments

Drop files here

Messaging service on your issue

Key data on your Ticket

History of your issue resolution process

Filing an issue: example of an Application Issue

Application Issue

Report any issues and questions related to an application here

* Category

-- None --

* Requested for

Barrou Diallo

* Short description of your issue

Subject of your ticket

* 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.

* Data Confidentiality

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



Add attachments

Submit

Required information

Category

Short description of your issue

Full description of your issue

Data Confidentiality

1. Choose a Category

2. The user in need

3. What's happening?

4. Give us some details!

5. Be sure NOT to include confidential data

7. Submit the Issue

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)