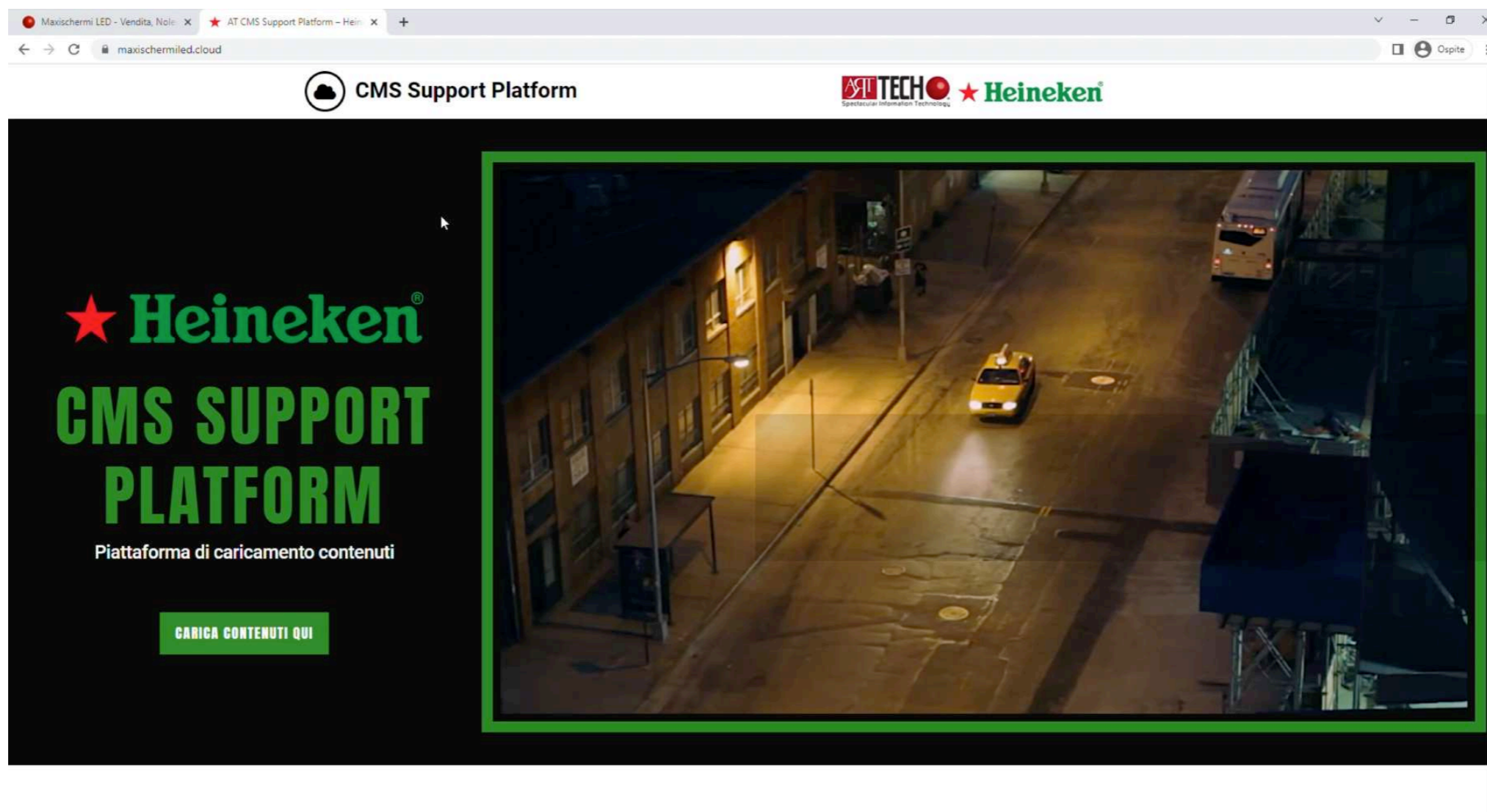


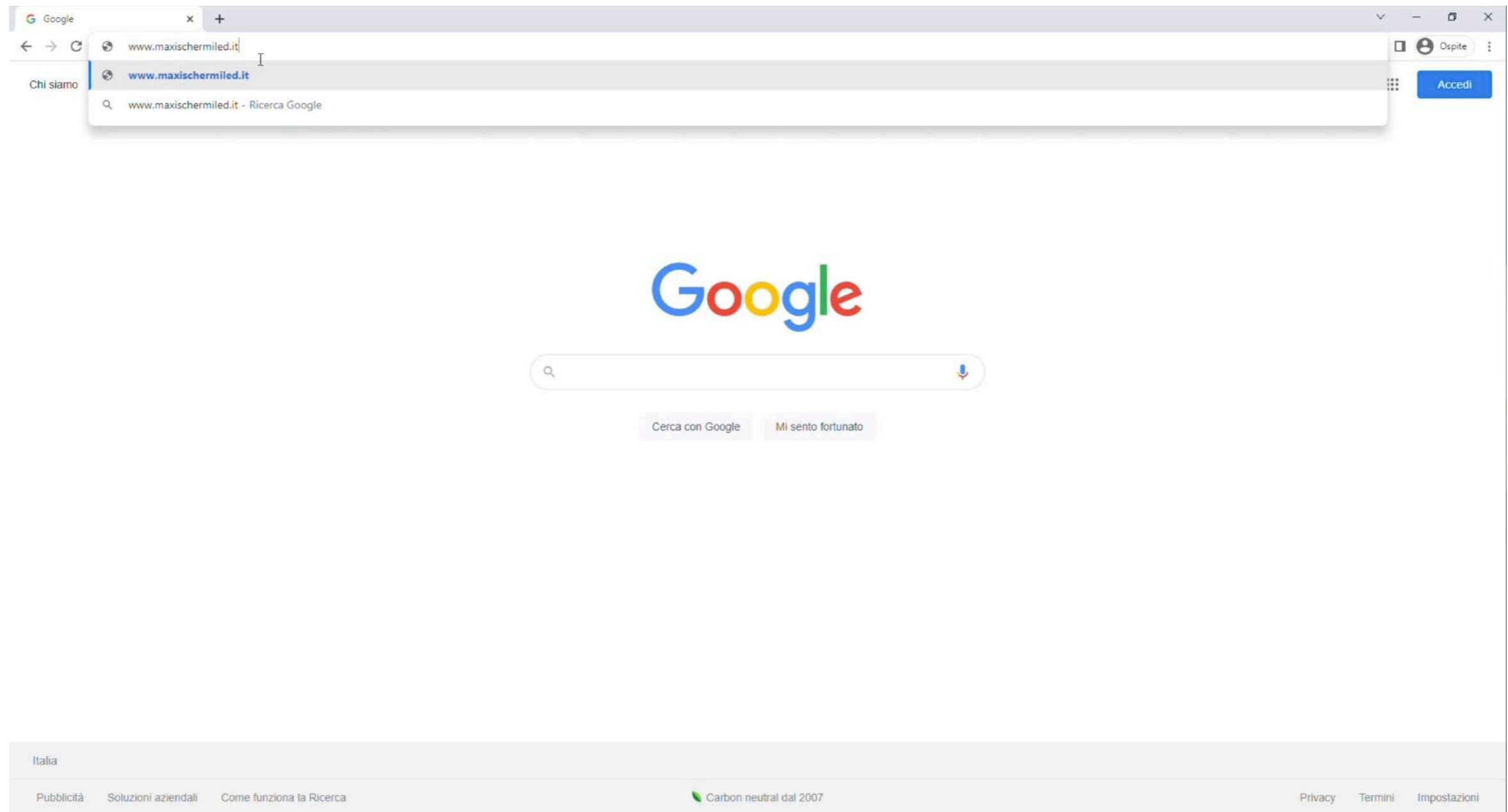


Guida CMS Support Platform Art Tech

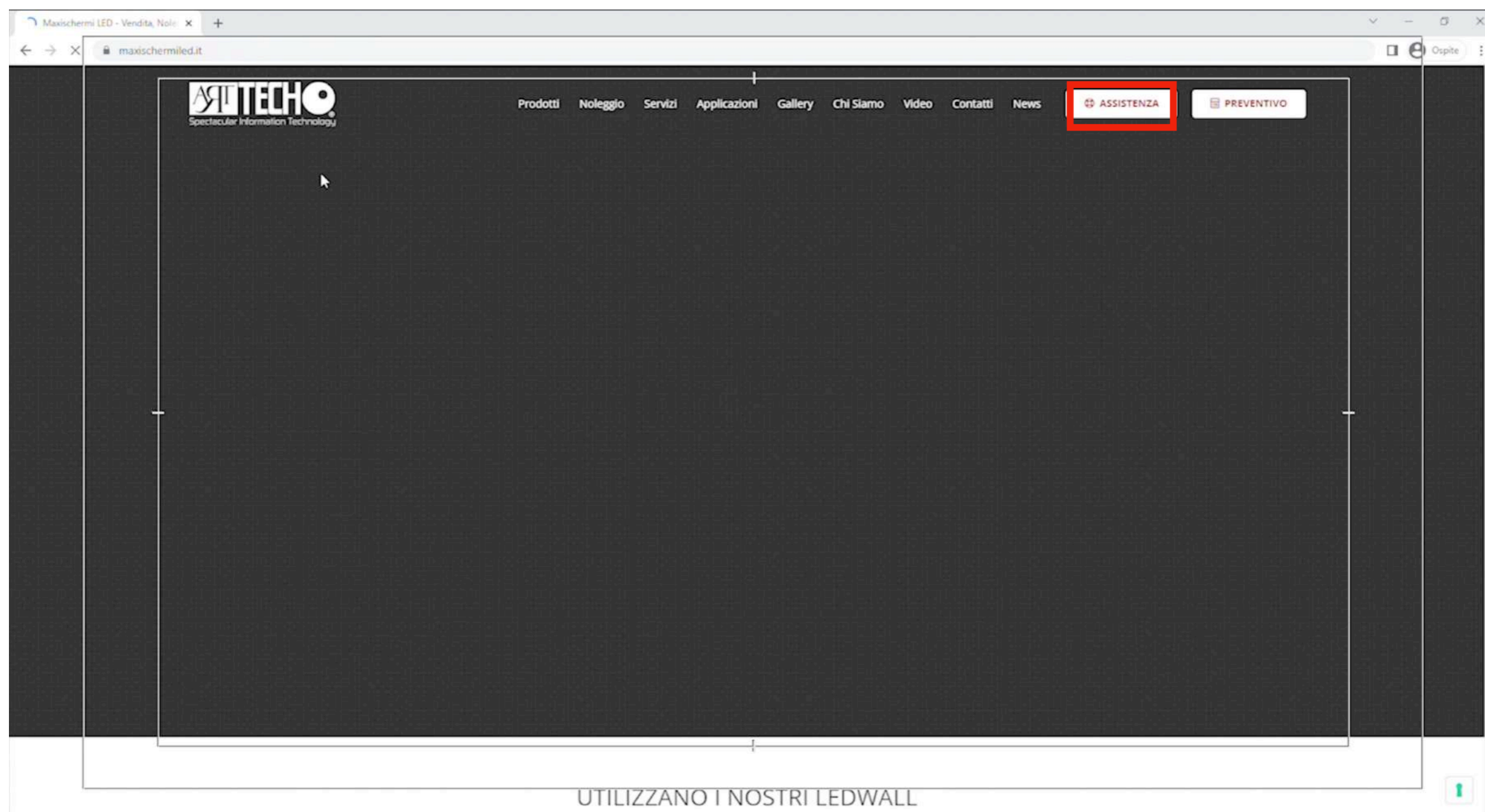


PDC - AMMINISTRATORI - INSTALLATORI

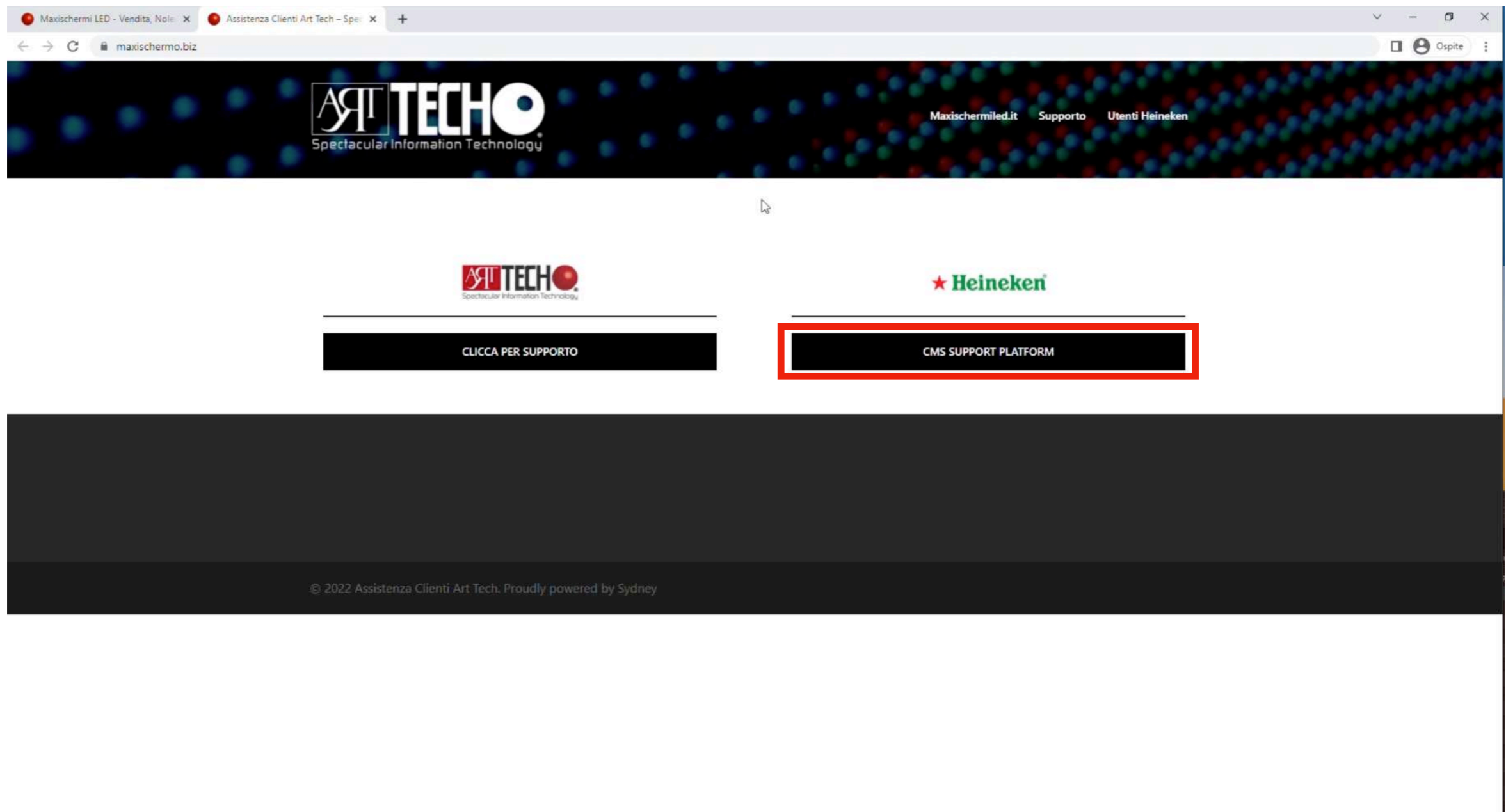
1 - Aprire il browser e cercare www.maxischermiled.it



2 - Cliccare il bottone **ASSISTENZA**



3 - Selezionare CMS CLOUD PLATFORM



4 - Andare su **CARICA CONTENUTI QUI**

The screenshot shows a web browser window with two tabs: 'Maxischermi LED - Vendita, Nole' and 'AT CMS Support Platform - Heineken'. The address bar shows 'maxischermiled.cloud'. The page header includes the 'CMS Support Platform' logo and the 'ART TECH' and 'Heineken' logos. The main content area features a large green-bordered image of a city street at night with a yellow taxi and a bus. On the left side of this image, there is a dark overlay with the Heineken logo and the text 'CMS SUPPORT PLATFORM' and 'Piattaforma di caricamento contenuti'. A red-bordered button with the text 'CARICA CONTENUTI QUI' is positioned at the bottom left of the main content area.

5 - Inserire le credenziali fornite via email

The screenshot shows a web browser window with two tabs: 'Maxischermi LED - Vendita, Nole' and 'Cloud - AT CMS Support Platform'. The address bar shows 'maxischermiled.cloud/cloud/'. The page header includes the 'CMS Support Platform' logo and the 'ART TECH Heineken' logo. The main content area is titled 'Collegati' and contains a login form with the following elements:

- A text input field labeled 'Username o email'.
- A text input field labeled 'Password'.
- A checkbox labeled 'Ricordami'.
- A link labeled 'Password dimenticata?'.
- A green button labeled 'Entra'.
- A blue button labeled 'Registrati ora'.

The footer of the page contains the text 'Art Tech Cloud - www.maxischermiled.it' and social media icons for Facebook, Instagram, and Twitter.

6 - Selezionare il PDC

The screenshot shows a web browser window with the URL `maxischermiled.cloud/cloud/`. The page title is "CMS Support Platform" and it features the logos for ART TECH and Heineken. A green navigation bar contains "Mostra filtri", "Resetta filtri", and "Esci" buttons. Below this is a search bar labeled "Cerca...". A table displays a list of tickets, with the first ticket selected. The table has columns for ID, Status, Codice PDC Heineken, Area, Priorità, P.IVA, and Data di Aggiornamento. The selected ticket has ID 13, Status "Aperto", Codice PDC Heineken 001, Area "Area Nord", Priorità "Basso", P.IVA 1116799820382, and Data di Aggiornamento "8 minuti fa". A "1 Ticket" indicator is visible on the right side of the table. The footer contains "Art Tech Cloud - www.maxischermiled.it" and social media icons for Facebook, Instagram, and Twitter.

| ID | Status | Codice PDC Heineken | Area | Priorità | P.IVA | Data di Aggiornamento |
|----|--------|---------------------|-----------|----------|---------------|-----------------------|
| 13 | Aperto | 001 | Area Nord | Basso | 1116799820382 | 8 minuti fa |

7 - Scrivere il messaggio nell'area di testo

The screenshot displays the 'CMS Support Platform' interface in a browser window. The address bar shows 'maxischermiled.cloud/cloud/'. The page header includes the 'ART TECH' logo and the 'Heineken' logo. A green navigation bar contains buttons for 'Lista Ticket', 'Aggiorna', and 'Copy URL'. The main content area is titled '[PDC #13] 001' and features a rich text editor with a toolbar containing icons for bold, italic, underline, quote, list, link, and image. Below the editor is a field for 'CCN (Valori separati da virgola)' and an 'Allega file' link. A green 'Invia risposta' button is positioned to the right. On the right side, a sidebar contains three panels: 'Status' (with 'Aperto' status, 'Area Nord' category, and 'Basso' priority), 'Campi Ticket' (with P.IVA: 1116799820382), and 'Destinatari' (with 'Emails: Nessuno'). At the bottom, a message from 'Birreria Heineken ArtTech' is visible, dated 'segnalato 9 minuti fa', with the text 'Benvenuto gentile cliente. Da questa piattaforma potrai inviare i tuoi contenuti al nostro reparto marketing.' and a 'Mostra Tutto' link. The footer includes 'Art Tech Cloud - www.maxischermiled.it' and social media icons for Facebook, Instagram, and Twitter.

8 - Caricare i file tramite il pulsante **ALLEGA FILE**

The screenshot displays the 'CMS Support Platform' interface. At the top, there are navigation buttons: 'Lista Ticket', 'Aggiorna', and 'Copy URL'. The main content area shows a ticket titled '[PDC #13] 001' with a rich text editor containing the text: 'Buongiorno, ecco a voi il file da caricare. Resto in attesa, grazie!'. Below the text editor, there is a red-bordered box highlighting the 'Allega file' button. To the right of the text editor is an 'Invia risposta' button. On the right side of the interface, there are several information panels: 'Status' (Aperto), 'Categoria: Area Nord', 'Priorità: Basso', 'Campi Ticket' (P.IVA: 1116799820382), and 'Destinatari' (Emails: Nessuno). At the bottom, there is a footer with 'Art Tech Cloud - www.maxischermiled.it' and social media icons for Facebook, Instagram, and Twitter.

9 - Attendere che la barra di caricamento diventi VERDE

The screenshot shows a web browser window with two tabs: "Maxischermi LED - Vendita, Nole" and "Cloud - AT CMS Support Platform". The address bar shows "maxischermiled.cloud/cloud/". The page header includes the "CMS Support Platform" logo and the "ART TECH Heineken" logo. A green navigation bar contains "Lista Ticket", "Aggiorna", and "Copy URL". The main content area displays a ticket titled "[PDC #13] 001" with a rich text editor containing the text: "Buongiorno, ecco a voi il file da caricare. Resto in attesa, grazie". Below the editor is a "CCN (Valori separati da virgola)" field and an "Allega file" button. A green progress bar at the bottom of the file upload area shows the file "ciao-Torino.jpg" is being uploaded. On the right, a "Status" panel shows "Status: Aperto", "Categoria: Area Nord", and "Priorità: Basso". Below it, the "Campi Ticket" panel shows "P.IVA: 1116799820382". The "Destinatari" panel shows "Emails: Nessuno". At the bottom, a message from "Birreria Heineken ArtTech" is visible, dated "segnalato 9 minuti fa". The footer contains "Art Tech Cloud - www.maxischermiled.it" and social media icons for Facebook, Instagram, and Twitter.

10 - La vostra richiesta sarà presa in carico nel minor tempo possibile.
Quando lo status diventa nero, cliccare sul PDC per visualizzare la risposta

The screenshot shows a web browser window with the URL `maxischermiled.cloud/cloud/`. The page header includes the 'CMS Support Platform' logo and the 'ART TECH Heineken' branding. Below the header, there are filter controls ('Mostra filtri', 'Resetta filtri') and a search bar ('Cerca...'). A table displays a single ticket with the following details:

| ID | Status | Codice PDC Heineken | Area | Priorità | P.IVA | Data di Aggiornamento |
|----|-------------------------------|---------------------|-----------|----------|---------------|-----------------------|
| 13 | In attesa di risposta cliente | 001 | Area Nord | Basso | 1116799820382 | 6 secondi fa |

The footer of the page contains the text 'Art Tech Cloud - www.maxischermiled.it' and social media icons for Facebook, Instagram, and Twitter.

11 - Quando lo status diventa nero, cliccare sul PDC per visualizzare la risposta

The screenshot shows a web browser window with the URL `maxischermiled.cloud/cloud/`. The page header includes the **ART TECH** logo and the **Heineken** logo. The main content area is titled **CMS Support Platform** and features a green navigation bar with buttons for **Lista Ticket**, **Aggiorna**, and **Copy URL**. The ticket ID is **[PDC #13] 001**. The status is **In attesa di risposta cliente** (black). The category is **Area Nord** and the priority is **Basso**. The ticket fields show **Campi Ticket** with **P.IVA: 1116799820382** and **Destinatari** with **Emails: Nessuno**. The response history shows a message from **Andrea** (10 seconds ago) and a response from **Birreria Heineken ArtTech** (1 minute ago) with an attachment **ciao-Torino.jpg**. A **Benvenuto gentile cliente.** message is also visible.

Per assistenza e/o per prenotare appuntamenti telefonici, andare su www.maxischermiled.it cliccare sul bottone **Assistenza** ed attendere risposta prima di eseguire qualsivoglia intervento