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## ECARE PLATFORM HOW TO ACCESS ECARE PLATFORM FROM ONE LUXOTTICA



## ECARE PLATFORM HOW TO ACCESS MY ACCOUNT



## **ECARE PLATFORM ACCOUNT CREATION**

User Password Forgot?		Click on th	e <u>link</u> to enter	the Platform.
Login Gr Create an account Copyright 62016 Luxottica Group - P./ve 10182640150 / All rights reserved	eCare Platform WOTRO	To register Click on "C the Form.	with the e-Car create an acco	e Platform: ount" and fill in
	Create your account.			
	E-mail	Password	Password again	Name
	Surname	Company	Office	Phone
FORIVI				Create

Important: you have to fill in the Form only during the first registration.

## ECARE PLATFORM ACCOUNT CREATION



Dear User, your registration is almost complete.

To confirm your registration click on the link below:

http://ct.lex-dax.net/ecare2/users/confirm/62942

Please do not reply directly to this email but use fee char of the e-care platform Thank you! Luxottica Customer Care You will receive an e-mail to confirm the registration.

Please click on the link.

Your registration is complete.

account.

Thank you!

Luxottica eCare team

You cannot login until an administrator has approved your account

Your account has not yet been approved. You cannot login until an administrator has approved your



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## ECARE PLATFORM TICKET CREATION

			New Ticket
New Ticker Og Status	Open: 1 Service Requested  reated Service Requested Status	Search Ticket ID From To Q	Please select "New ticket" to request assistance.
Copyright 62016 Luxottica Group - P.ve 10	10182640150 / All rights reserved	еCare Platform вистки	Use Google Chrome <u>only</u> .
		Priority* Service R Model Code C Attached File Save & Send	Requested*

\* Mandatory

## ECARE PLATFORM TICKET CREATION

	LTXO	ΠΟΊ	
Back Open: 1			
Priority* Service Req	uested*	Description	
Model Code		en no a acas goonni	
Attached File			
Save & Send			
nt ©2016 Luxottica Group - Piva 10182640150 / All righ	its reserved		еСаге Platform МЮЛЮ
ht 62016 Luxottica Group - P.Iva 10182640150 / All righ	its reserved		eCare MOTICA Platform
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nt ©2016 Luxottica Group - P.iva 10182640150 / All righ	Its reserved		* Mandatory
ht 62016 Luxottica Group - P.Iva 10182640150 / All righ	Its reserved		Platform MOTICA

## FILL IN YOUR REQUEST:

<b>Priority</b> * Select a priority	
Service Requested* Select the service you need	
Model Code Insert the code of the Model	
Description Any additional detail to help Luxe Care to provide you with the best Description Write a description	ottica Customer t solution.
Attached File Select «Attached File» to uploa	ad additional

**IMPORTANT:** Select **Save & Send** to send your request. **If you don't press this button, your ticket won't be created.** 

## ECARE PLATFORM TICKET CREATION SERVICE REQUESTED DETAILS

Back Open: 1			
Priority* Service Requested	B	Description Write a description	
Attached File Save & Send			
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## **Service Requested\***

Availability of the product Credit note Delivery date Information request Invoice issue **Optical Not Technical Optical Technical** Order cancellation Order issue Quality Issue Other **Product information** Shipment issue Spare part code Notification

## ECARE PLATFORM TICKET RESOLUTION: COMUNICATION WITH LUXOTTICA CUSTOMER CARE



Dear User, You received an e-mail from Luxottica Customer Care

To read your message related to Ticket n. 2 click on the link below: http://ct.lex-dax.net/ecare2/ticket/e

Please do not reply directly to this enail but use the chat of the e-care platform Thank you! Luxottica Custumer Care You will receive an e-mail every time Luxottica Customer Care provides assistance to your request. Please click on the link to read the answer.

You have also the chance to read the answer directly on the Platform. Click on the red button to see the message.



## ECARE PLATFORM TICKET RESOLUTION: CHAT HISTORY

	Description
Priority* Service Requested*	White ar message
Verte Coste D	
Model Code	Add Ries Send
	Message to user
Attached File	CUSTOMER CARE - VALTER
Save & Send	Message to Luxottica Customer Care
t ©2016 Luxottica Group - P.Iva 10182640150 / All rights reserved	eCare   ⊌XOTTiCI Platform   ⊌XOTTiCI
t: ©2016 Luxottica Group - P.va 10132640150 / All rights reserved	e <b>Care</b>   MOTIICI Platform   MOTIICI
t ©2016 Luxottica Group - P.iva 10182640150 / All rights reserved	eCare   виоліси Platform   виоліси
t ©2016 Luxattica Group - P.iva 10122640150 / All rights reserved	eCare Platform MOTICI
t ©2016 Luxottica Group - Piva 10182640150 / All rights reserved	Platform MOTICI
t ©2016 Luxottica Group - P.iva 10182640150 / All rights reserved	Platform MOTIO
rt. ©2016 Luxottica Group - P.ka 10182640150 / All rights reserved	Platform MOTICI
r: ©2016 Luxottica Group - P.iva 10122640150 / All rights reserved	Platform MOTIO
rt ©2016 Luxottica Group - P.ixa 10182640150 / All rights reserved	Platform MOTICI

«Chat» area Note: All communication with Luxottica Customer Care must be entered in Chat. History

Select History to send, read and receive messages to/ from our Luxottica Customer Care

Add Files

Upload any further files to help with ticket resolution

Send

Press «Send» to chat with our Luxottica Customer Care



## ECARE PLATFORM TICKET RESOLUTION: CLOSURE TICKET

Dear User, You received an e-mail from Luxottica Customer Care.	Closure of the tic You will receive an Luxottica Customer your ticket. Click or resolution of your r	cket: e-mail every ti Care provides the link to rea equest.	me to close ad the
The ticket n. 2 has been closed. If you want to view ticket information click on the link reported: http://ct.lex-dax.net/ecare2/tick_dit/2 Please do not reply directly to this email by use the chat of the e-care platform Thank you! Luxottica Customer Care			Valter 🖌
New Ticket       In Progress         Status       Service         Ticket ID       Created         13       27 Apr 2016         2       19 Apr 2016	s: 1 Closed: 1  Requested   Service Requested   Ray-Ban Remix In Progress  Ray-Ban Remix Closed	Search Ticket ID     From       Priority     Update       Unable To Proceed     27 Apr 2016       Critical     27 Apr 2016	To Q Action Edit Edit

## ECARE PLATFORM SUPPORT AREA

	Document downloading option from the
	platform. You will be warned by the system about new documents with popups and on screen alerts.
Welcome to eCare s	upport area
In this section you will find useful information on the	e platform use and all important undates
Ecare guide	
Exploring E-care	
Title	Date View
Commands and tools	19 September 2016

## ECARE PLATFORM FORGOT PASSWORD

	9		
LLXOTTIC/		If you forgot the password, please follow th below instruction.	
Copyright @2016 Luxottica Group - P.iva 10182640150 / All rights reserved	User Password Forgo? Login or Create an account		<ol> <li>Click Forgot?</li> <li>Enter the account email address</li> <li>Click Forgot Password</li> <li>Check your inbox for a password reset email</li> <li>Click on Change Password button link reaching the page below</li> <li>Fill in the Password/Confirm Password boxes removing the black dots, then click on Reset Password button</li> </ol>
	RESET PASSWORD		
	E-Mail Address		xxxxxxxxxx@luxottica.com
	Password		•••••
	Confirm Password		
		Reset F	Password

## ECARE PLATFORM CHANGE PASSWORD

Create your account.         E-mail       Password         Boutique Code Luxottica       Street         Post Code       Phone	CIICO Tickets Doc R Accou Logou Password again Boutique Name City Country Italy Save	IEST V s and nt t t 3.	a can change your e Sign in to "ACCOU In the "ACCOUNT Password. Enter your new pa "SAVE".	Care Account password NT" ' section, choose assword, then select
	Create your account.	UXX Password	OTTICI Password again	Tickets Doc Panel Account Logout

## NEED ANY HELP?

Please contact us for technical problems and doubts on how to use the platform:

eCare.Admin@luxottica.com

