

eCare
Platform

LUXOTICA

USER GUIDE

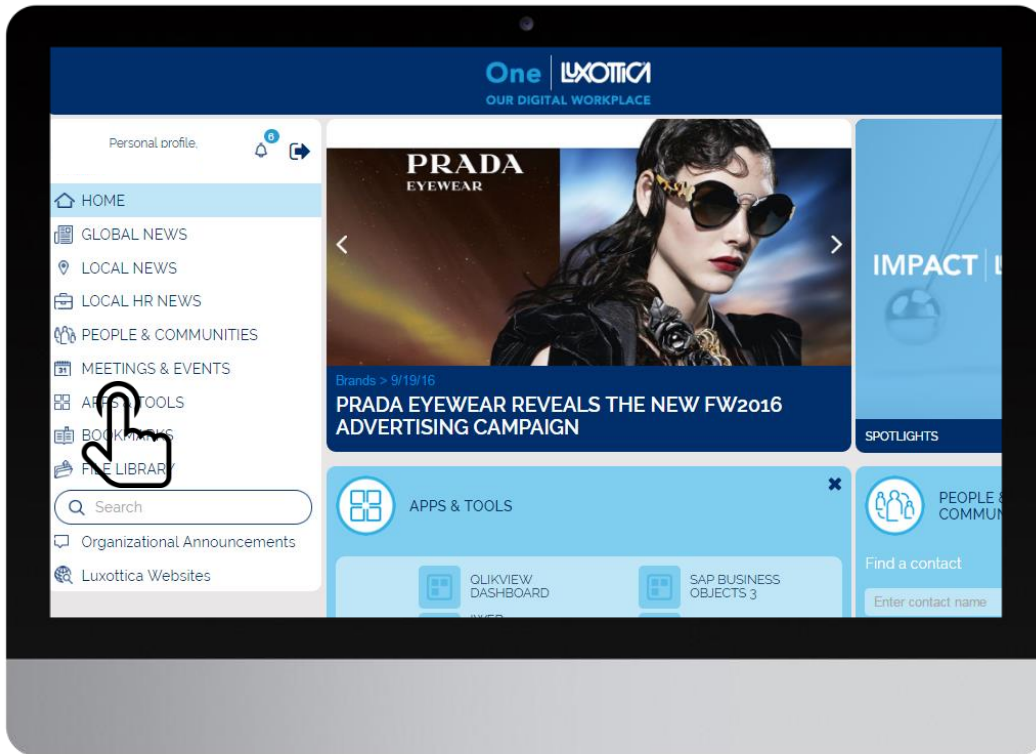
Ver. 1.2

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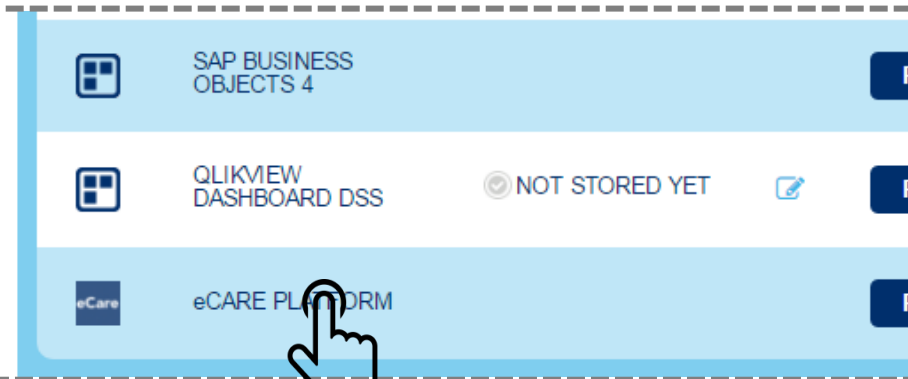
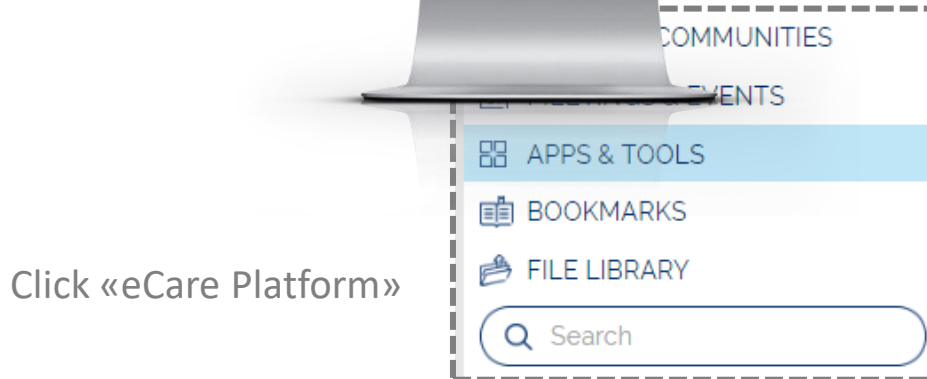
ECARE PLATFORM

HOW TO ACCESS ECARE PLATFORM FROM ONE LUXOTTICA



Click on the link <https://one.luxottica.com> to enter One Luxottica using your Windows credentials.

Click on “APPS & TOOLS”



Click «eCare Platform»

ECARE PLATFORM

HOW TO ACCESS MY ACCOUNT



If you need to open a ticket for assistance to the Customer Service Team Sedico

Fill in User and Password fields
Received via mail from Sedico After
Sales Team

User

Password

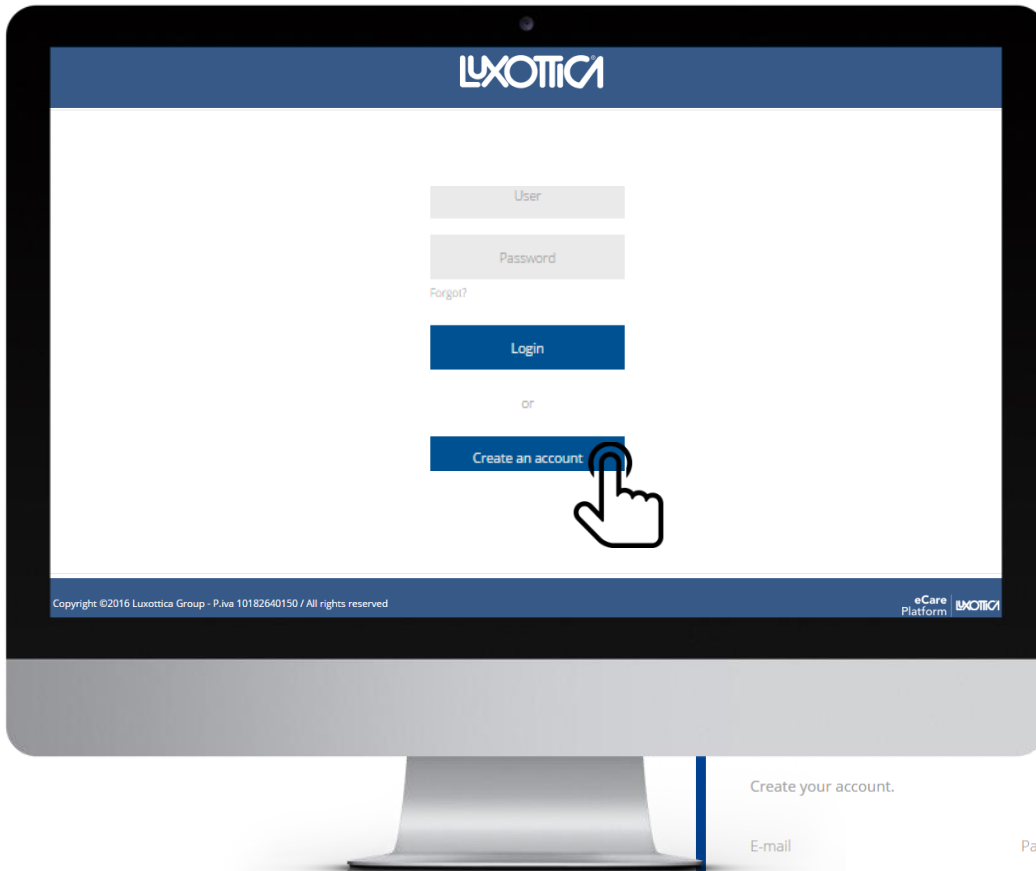
Forgot?

Login

or

Create an account

ECARE PLATFORM ACCOUNT CREATION



Click on the [link](#) to enter the Platform.

To register with the e-Care Platform:
Click on “Create an account” and fill in
the Form.

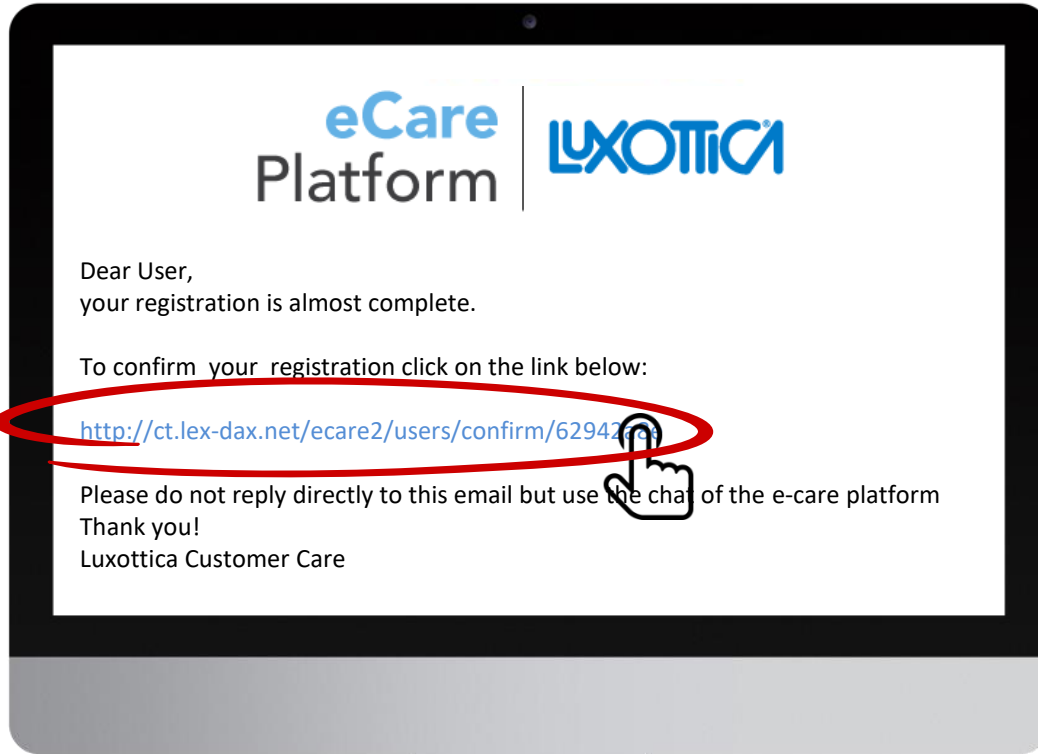
FORM →

A registration form titled 'Create your account.' with eight input fields arranged in two rows. The first row contains 'E-mail', 'Password', 'Password again', and 'Name'. The second row contains 'Surname', 'Company', 'Office', and 'Phone'. A blue 'Create' button is located at the bottom right of the form.

Create your account.			
E-mail	Password	Password again	Name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Surname	Company	Office	Phone
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
			<input type="button" value="Create"/>

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

ECARE PLATFORM ACCOUNT CREATION

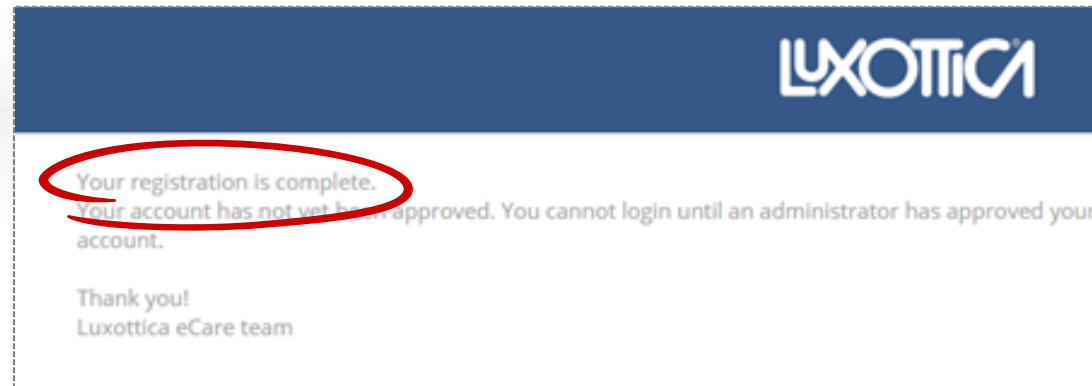


You will receive an e-mail to confirm the registration.

Please click on the link.

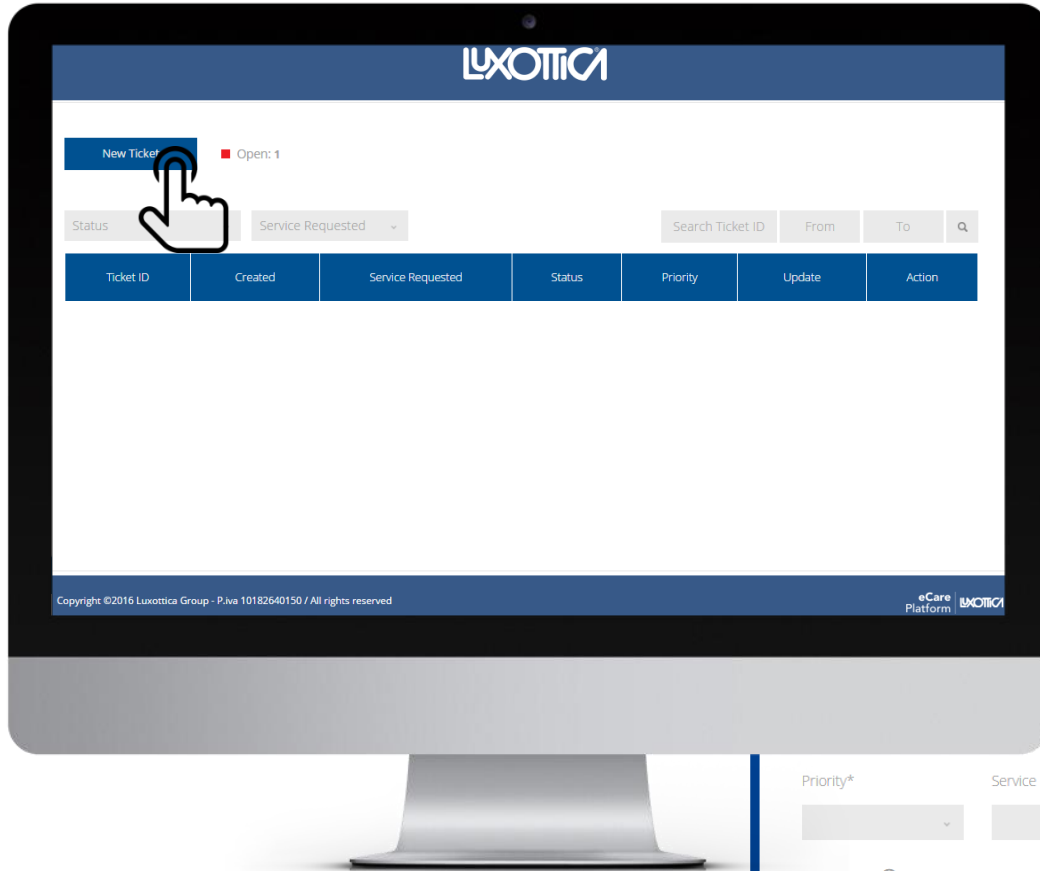


You cannot login until an administrator has approved your account



ECARE PLATFORM

TICKET CREATION



New Ticket

Please select "New ticket" to request assistance.



Use **Google Chrome** only.

Priority*

Service Requested*

Model Code 

Attached File

Save & Send

Description

Write a description...

* Mandatory

ECARE PLATFORM

TICKET CREATION



* Mandatory



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

FILL IN YOUR REQUEST:

Priority*

Select a priority

Service Requested*

Select the service you need

Model Code

Insert the code of the Model

Description

Any additional detail to help Luxottica Customer Care to provide you with the best solution.

Description

Write a description...

Attached File

Select «Attached File» to upload additional information (Invoice, Packing list, Delivery....)

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TICKET CREATION SERVICE REQUESTED DETAILS

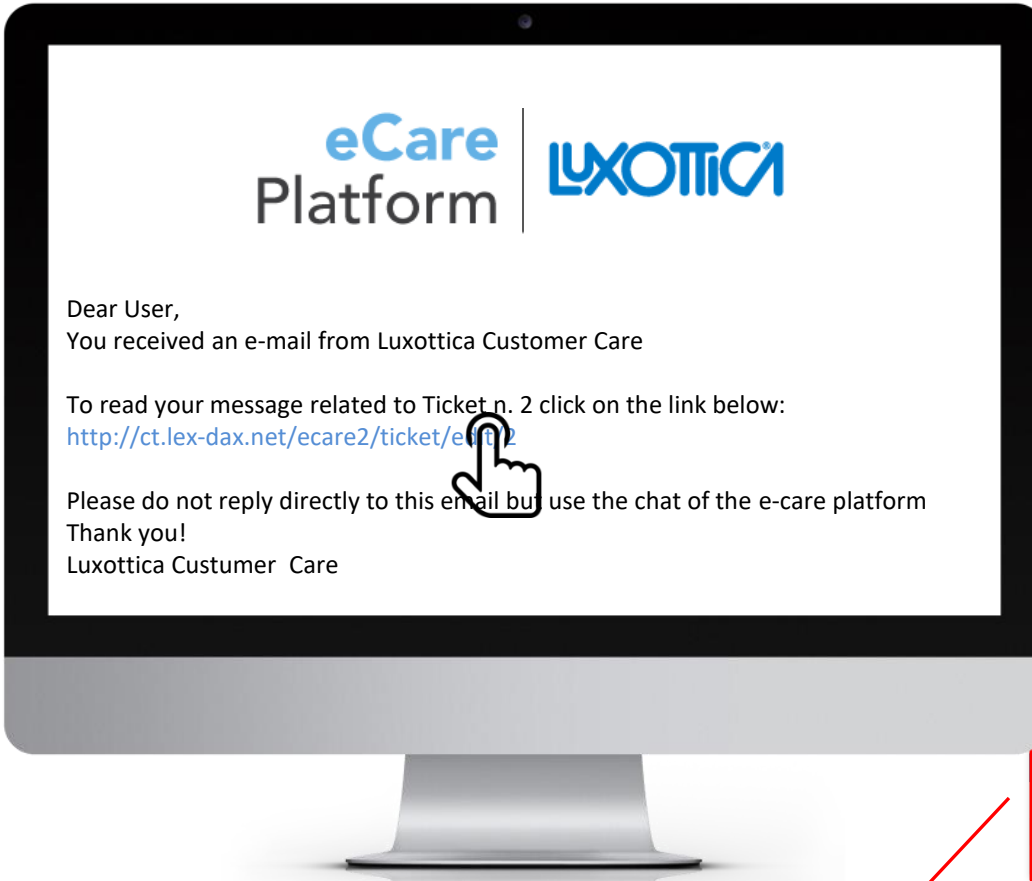


Service Requested*

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

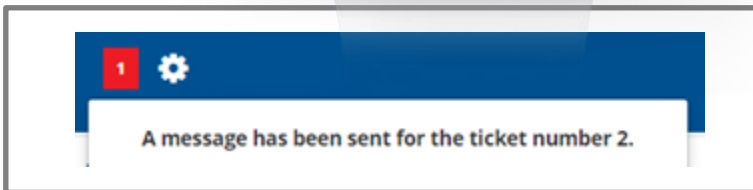
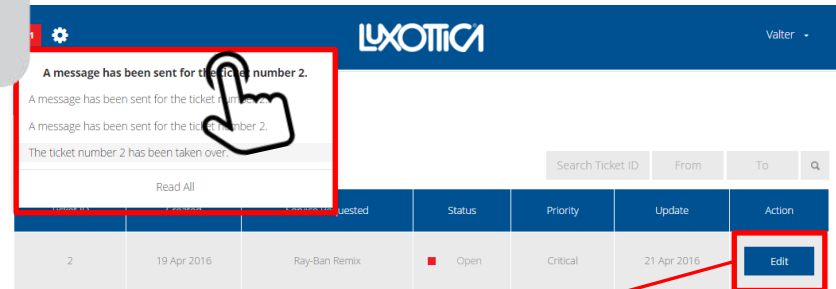
ECARE PLATFORM

TICKET RESOLUTION: COMMUNICATION WITH LUXOTTICA CUSTOMER 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.

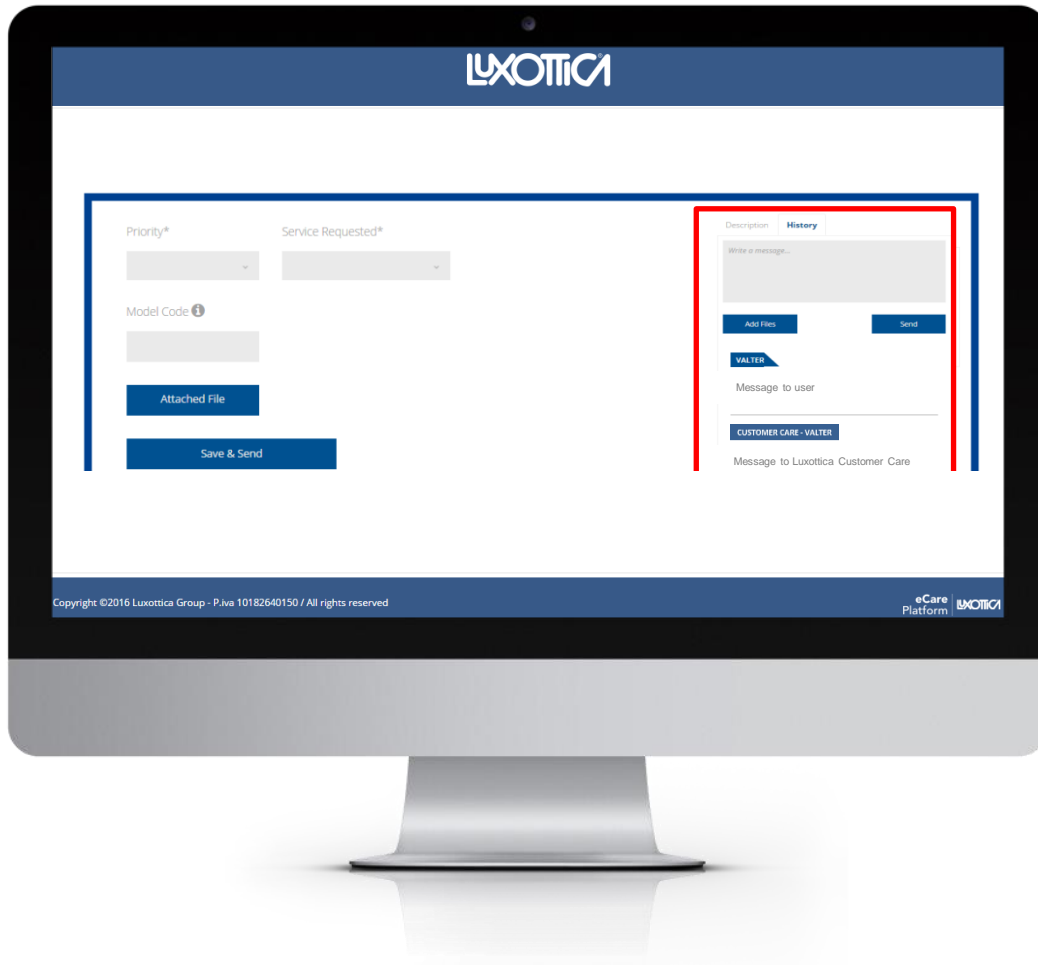
You have also the chance to read the answer directly on the Platform. Click on the red button to see the message.



Please click "Edit" to read a message or Chat with our Luxottica Customer Care

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TICKET RESOLUTION: CHAT HISTORY



«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

Add Files

Send

CUSTOMER CARE

27 Apr 2016 11:38

Message to user

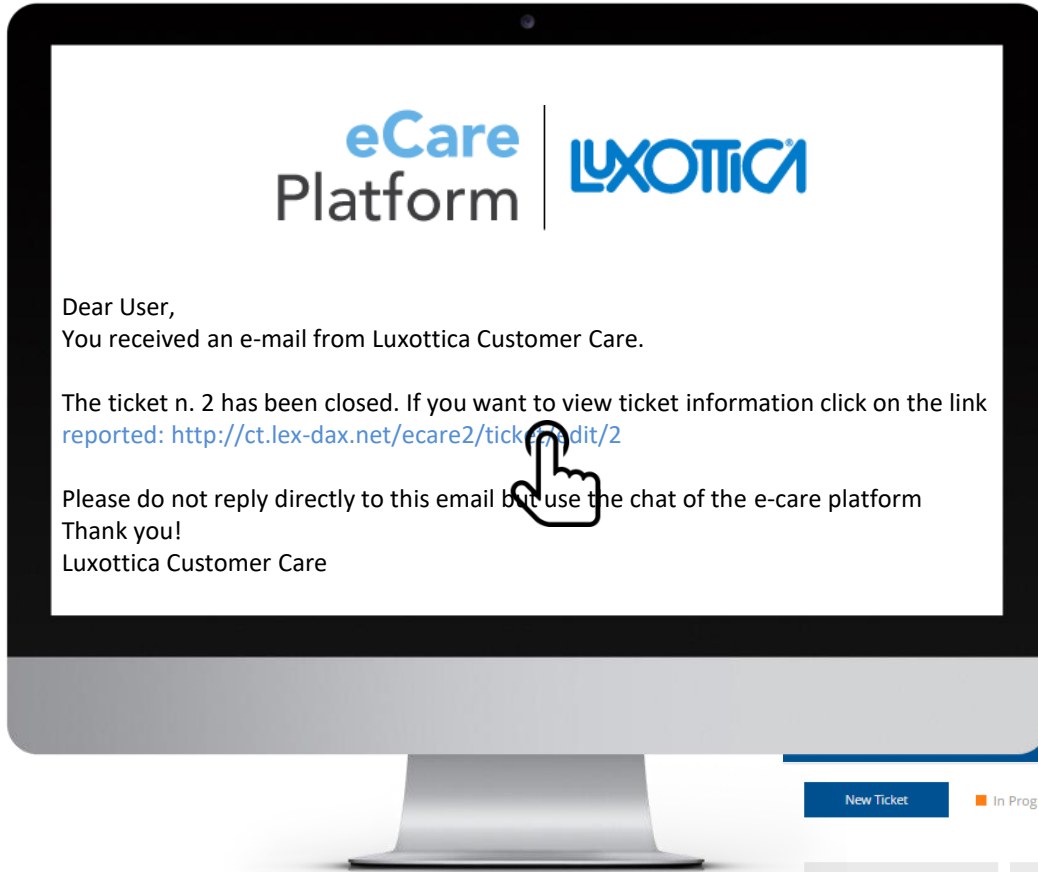
USER

27 Apr 2016 11:37

Message to Luxottica Customer Care

ECARE PLATFORM

TICKET RESOLUTION: CLOSURE TICKET



Closure of the ticket:

You will receive an e-mail every time Luxottica Customer Care provides to close your ticket. Click on the link to read the resolution of your request.

LUXOTTICA

Valter ▾

New Ticket In Progress: 1 Closed: 1

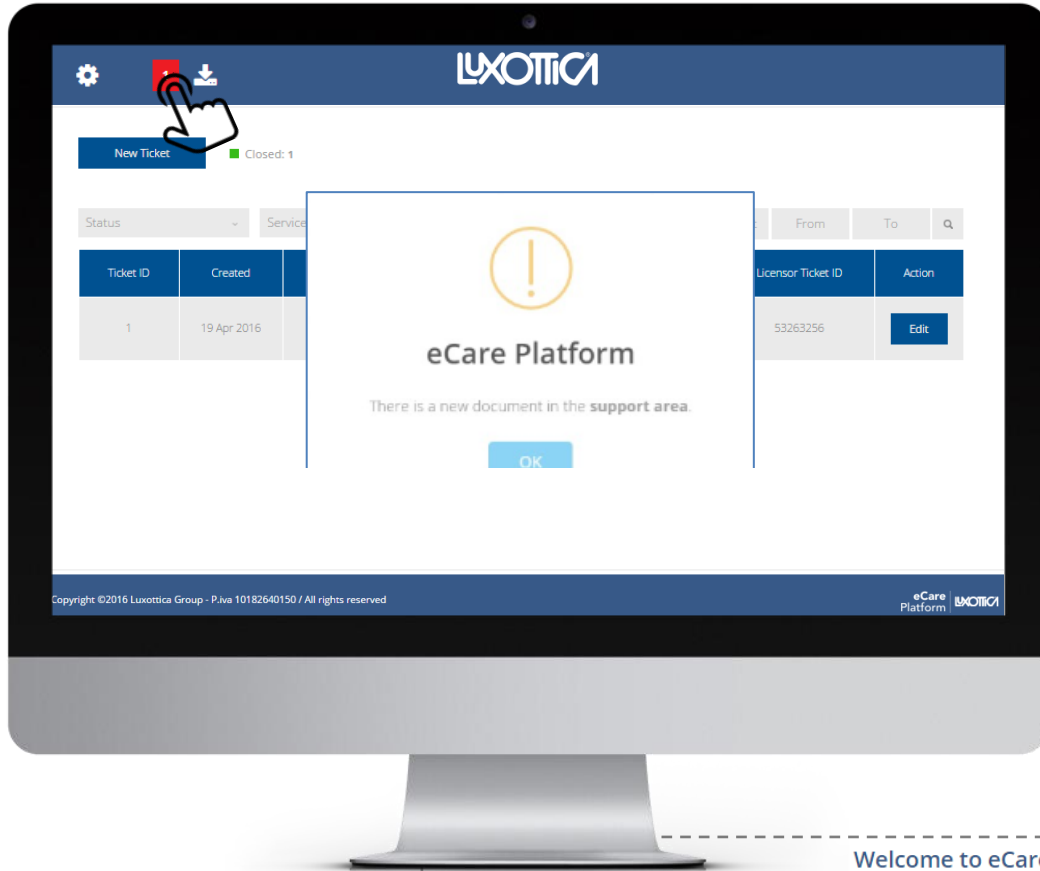
Status ▾ Service Requested ▾ Search Ticket ID From To 🔍

Ticket ID	Created	Service Requested	Status	Priority	Update	Action
13	27 Apr 2016	Ray-Ban Remix	In Progress	Unable To Proceed	27 Apr 2016	Edit
2	19 Apr 2016	Ray-Ban Remix	Closed	Critical	27 Apr 2016	Edit

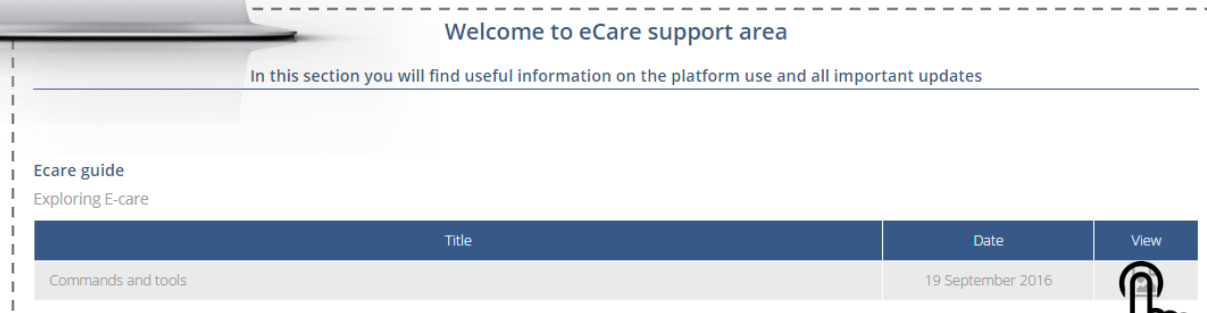
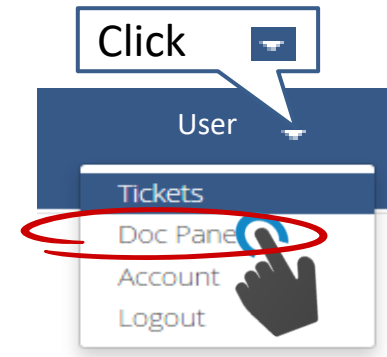
The status changes

ECARE PLATFORM

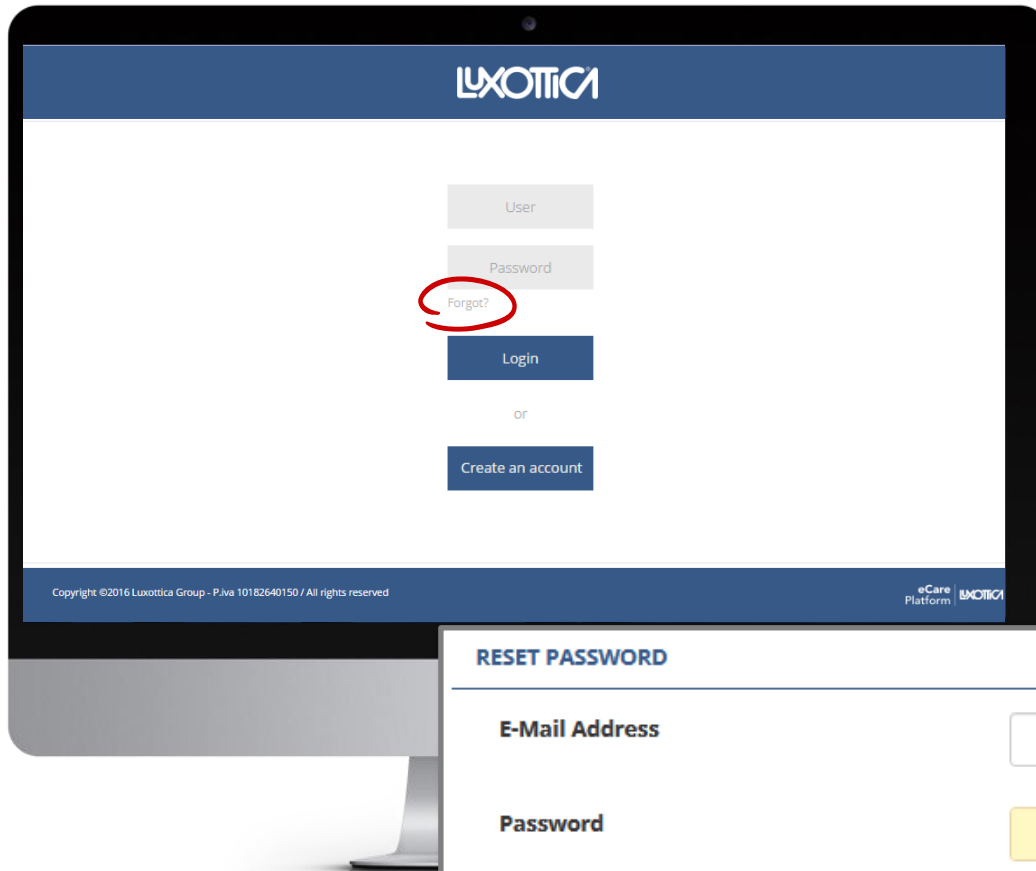
SUPPORT AREA



Document downloading option from the platform.
You will be warned by the system about new documents with popups and on screen alerts.



ECARE PLATFORM FORGOT PASSWORD



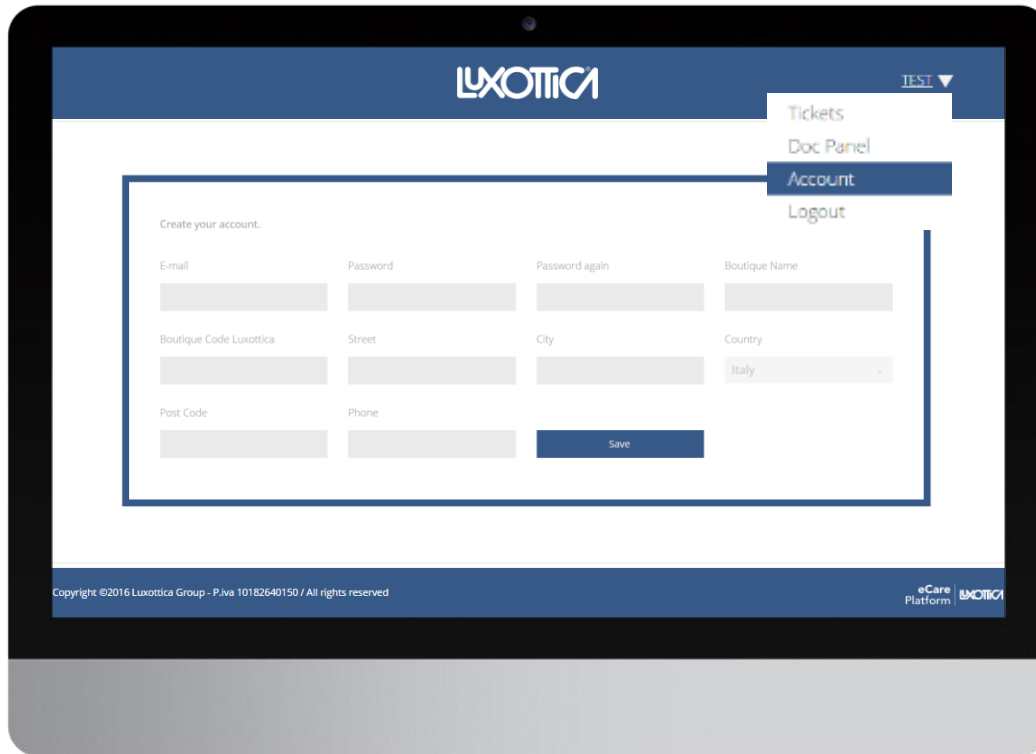
If you forgot the password, please follow the below instruction.

1. Click **Forgot?**
2. Enter the account email address
3. Click **Forgot Password**
4. Check your inbox for a **password reset** email
5. Click on **Change Password** button link reaching the page below
6. Fill in the **Password/Confirm Password** boxes removing the black dots, then click on **Reset Password** button

RESET PASSWORD

E-Mail Address	<input type="text" value="xxxxxxxxxx@luxottica.com"/>
Password	<input type="password" value="••••••••"/>
Confirm Password	<input type="password"/>
	<input type="button" value="Reset Password"/>

ECARE PLATFORM CHANGE PASSWORD



You can change your eCare Account password

1. Sign in to "ACCOUNT"
2. In the "ACCOUNT" section, choose Password.
3. Enter your new password, then select "SAVE".



NEED ANY HELP?

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

eCare.Admin@luxottica.com