

Eggersmann GmbH - Ticket system/ Service Portal

User guide

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Eggersmann Service Portal – General Information

The Eggersmann GmbH ticket system offers a general service portal and also different service portals for the individual Eggersmann Brands: BACKHUS, Terra Select, TEUTON, FORUS.

For Ticket creation and updates on existing Tickets it does not matter which portal is used. If you want to access the Knowledge Base, please use the corresponding brand specific Portal-URL.

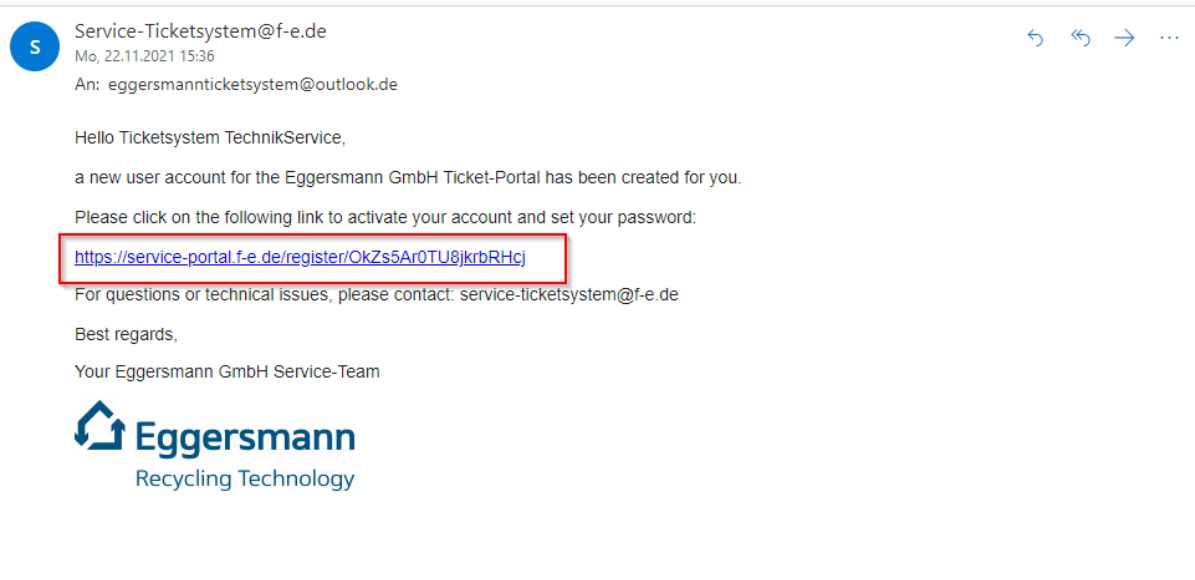
The portals can be reached with the following URLs. Additionally, the Mail addresses can be used to create a ticket:

Portal	URL	Mail
General Service Portal	https://service-portal.f-e.de/	
Backhus	https://service.backhus.com/	backhus-service@f-e.de
Terra Select	https://service.terra-select.com/	terra-select-service@f-e.de
FORUS	https://service.forus.de/	forus-service@f-e.de
Teuton	https://service.teuton.eco/	teuton-service@f-e.de

Registration

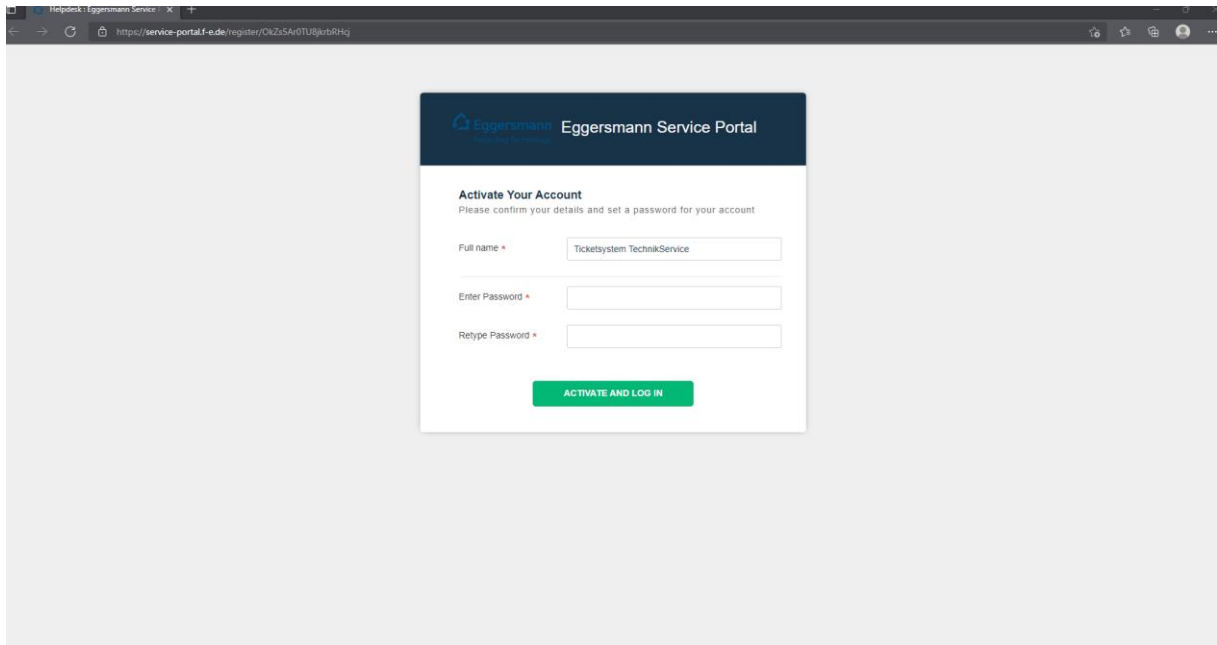
1. You will receive an Email from the email address Service-Ticketsystem@f-e.de (Please also check your Junk-Email or Spam Folder)

Eggersmann Service Portal - User Activation Email



The screenshot shows an email from Service-Ticketsystem@f-e.de dated Monday, 22.11.2021 at 15:36. The sender is eggersmannticketsystem@outlook.de. The email content includes a greeting to 'Ticketsystem TechnikService', a notification that a new user account has been created, and a request to click a link to activate the account and set a password. The activation link is <https://service-portal.f-e.de/register/OkZs5Ar0TU8jkrbRHcj>, which is highlighted with a red box in the original image. The email concludes with contact information for technical issues and a sign-off from the Eggersmann GmbH Service-Team, accompanied by the Eggersmann Recycling Technology logo.

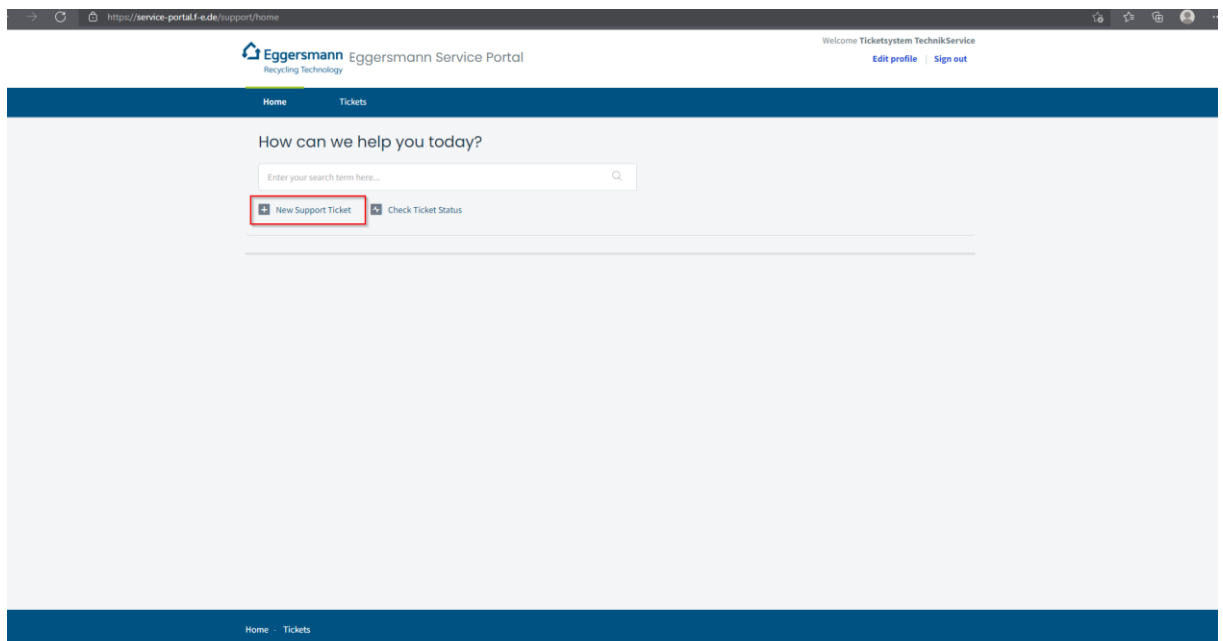
2. Click on the link to activate your account and set your password



3. Enter your Password and retype it
4. If desired, change your username

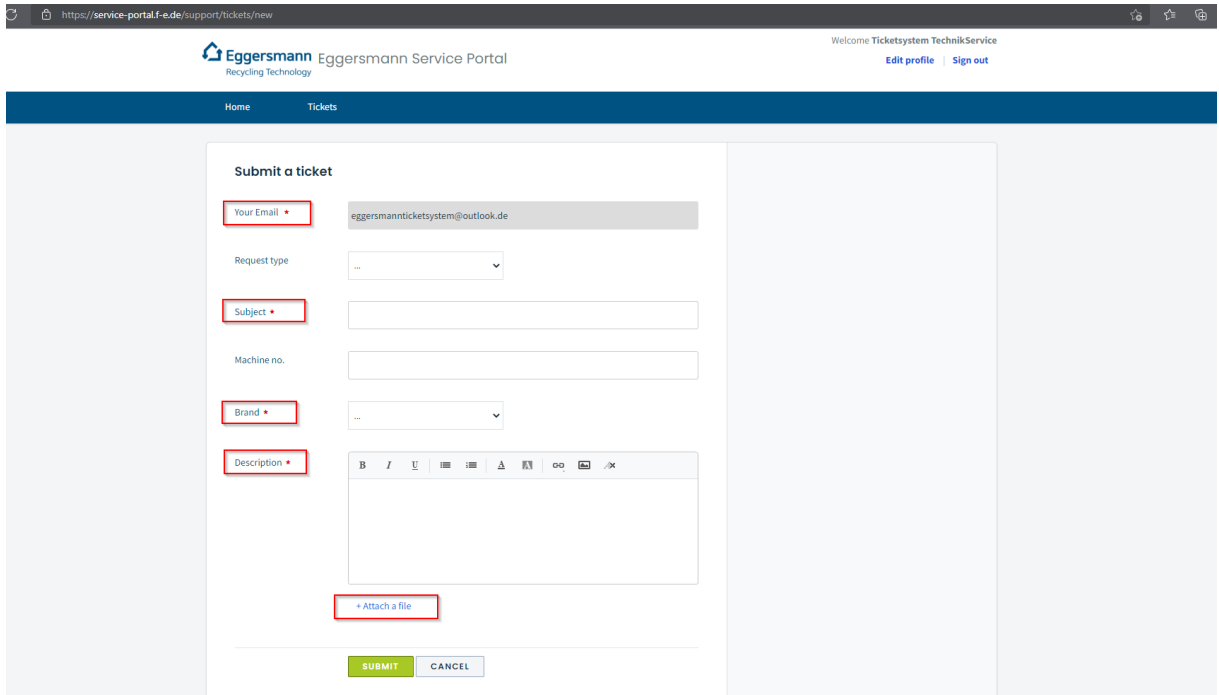
Creating a new support ticket

1. Click on the button “New Support Ticket” on the Eggersmann Service Portal home page



2. Now you have to fill your information in the red marked fields.
If possible, the “Request type” and “Machine no.” as well.

- It is also possible to attach files.



Submit a ticket

Your Email *

Request type

Subject *

Machine no.

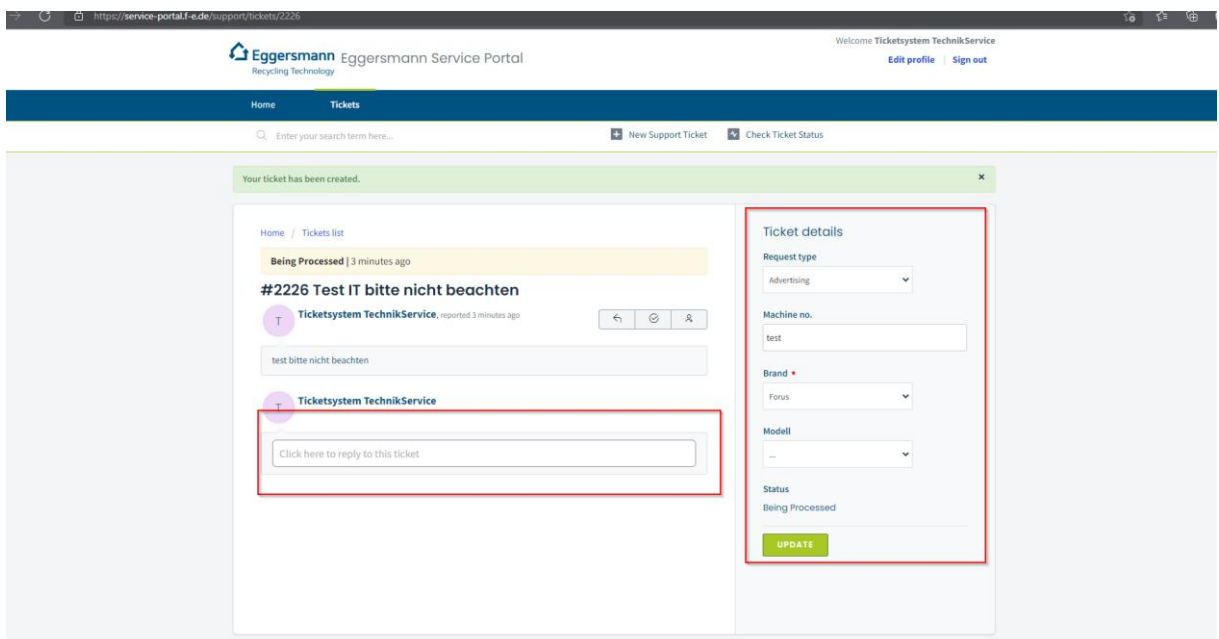
Brand *

Description *

+ Attach a file

SUBMIT CANCEL

- After filling in all needed information, you can finish the ticket by pressing the green "Submit" button.
- You can see your open and finished tickets on the Eggersmann Service Portal home page and update ticket details or reply to your ticket.
- Updates on your open Tickets will also be sent to your email address.



Your ticket has been created.

Home / Tickets list

Being Processed | 3 minutes ago

#2226 Test IT bitte nicht beachten

Ticketsystem TechniService, reported 3 minutes ago

test bitte nicht beachten

Ticketsystem TechniService

Click here to reply to this ticket

Ticket details

Request type

Machine no.

Brand *

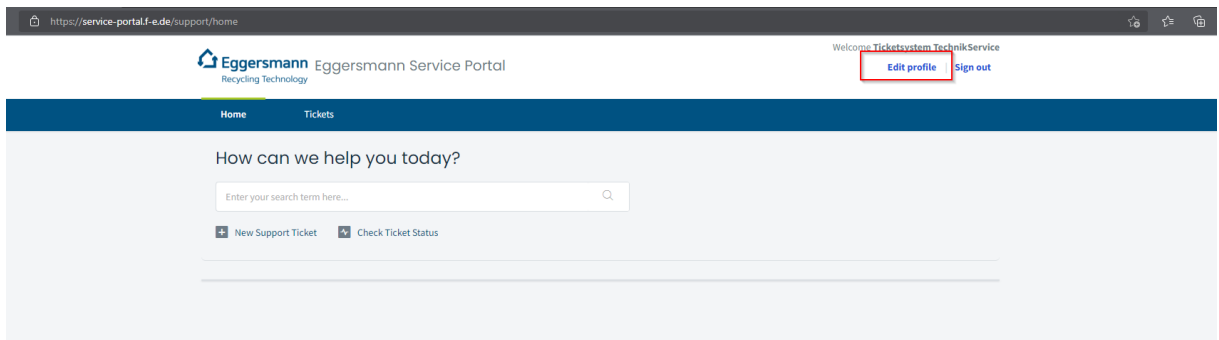
Modell

Status

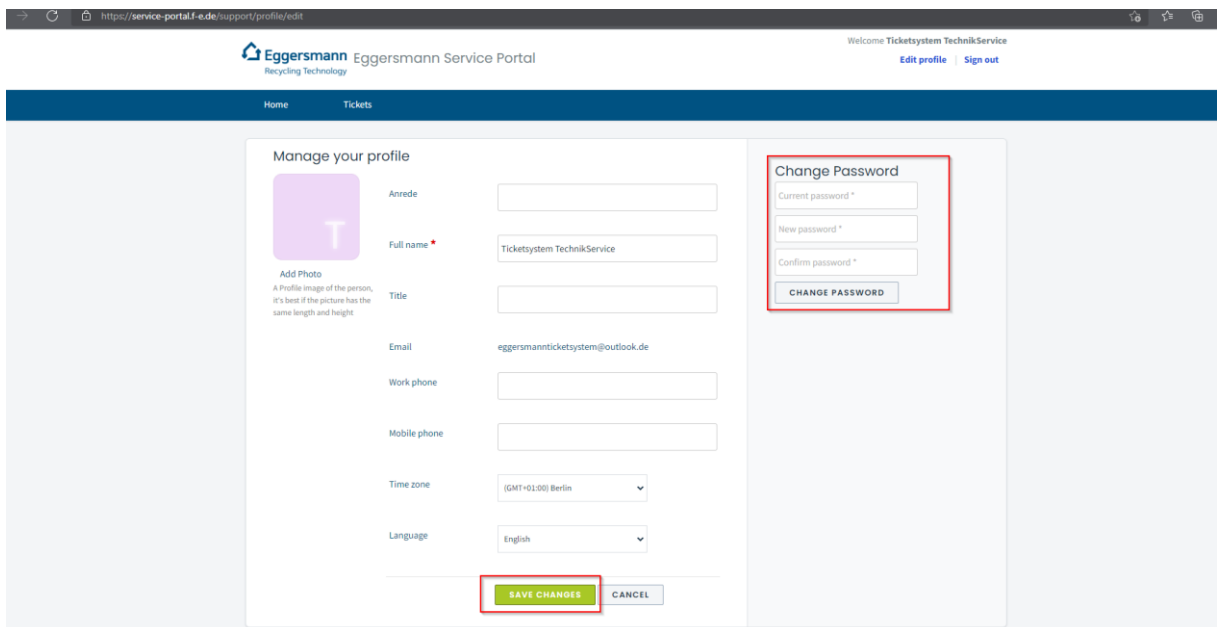
UPDATE

Editing profile information and password

1. To manage your profile, you have to click on the “Edit Profile” button on the Eggersmann Service Portal home page.



2. You can change all important personal information and password here.
3. In order to save your changed information, you have to press the “Save Changes” button.



Technical Support

For Technical Support on the ticket system please contact Service-Ticketsystem@f-e.de