



Ferrari North America

Technical Information

Date: October 2017
Bulletin #: FNA 146
Campaign #:
Supersedes:
Section:

Subject: New Modis ICT Tickets

Effective immediately, the Modis support email HD_NewModis@ferrari.com is **no longer active** and should not be used to open IT tickets. All future IT tickets must now be opened using the ICT Support – New Ticket action in New Modis.

To open an ICT Ticket:

- Go to ICT Support, ICT- New Ticket in the New Modis Portal.
 - Hint: Make sure all to allow all pop-ups in your browser.



Network Management	>	ICT- New Ticket
Service	>	ICT - My Open Tickets
AfterSales Services	>	ICT - RicercaTicket
Finance Accounting & Invoices LN10.4	>	
Pre-Owned	>	
Communications	>	
Sales & AfterSales Standards (DOS)	>	
CRM	>	
Reports	>	
Documents - Sales	>	
Documents - After Sales	>	
Ferrari Genuine	>	
Training	>	
ICT Support	>	
External Applications	>	



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- Fill in all blank white fields on the form. Be as descriptive as possible in the description area and upload screenshots if applicable.

NewModis - Help Desk Platform

Ticket number: Creation date: Status: Criticality: Support group:

Description (max. 200 characters):

Macro: Context: Ticket handled by:

Category: Component: Notice:

Attachments and problem Description | Applicant profile | Original anomaly | Chat

Problem description (max. 10000 characters):

File Name	Max Size	Attach Label
		Attachment 1
		Attachment 2
		Attachment 3
		Attachment 4
		Attachment 5

Add

Save Save and Close Logout

- Once complete, click Save
 - A ticket number will be created. (If a ticket number is not created, make sure that all forms are filled in and hit save again.)
- Click Save and Close.
 - An email will be sent to the user indicating that the ticket has been taken in charge with the ticket #00000xxxx.
 - Then another email will follow once the ticket has been resolved. To view the ticket's solution, go to ICT Support, ICT- Research (Ricerca) Tickets.

Thank you for your co-operation.