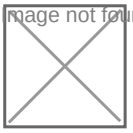
Access Procedure to the DOME Platform Knowledge Base

- How to: Create a new account
- How to: Request profile change

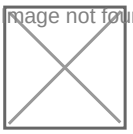
How to: Create a new account

The procedure for requesting an account is as follows:

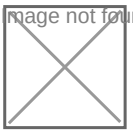
- Open a web browser and go to the URL: https://knowledgebase.dome-marketplace.eu
- Click on the “ LOGIN” option at the top right, as you can see from the screenshot below.



- Click the "Register" option at the bottom of the page, next to "New User?".



- Enter the information necessary to create your account: username, password, confirmation password, email address, name and surname. Then, click on the “Register” button



- Once the procedure has been completed, you will receive an email confirming registration.

Registration generates an account with a "Public" profile, if you need to change your profile, see the "How to: request profile change", wich is the next page:

How to Request a profile Change

How to: Request profile change

- To make a profile change request, you must open a web browser and go to the URL: https://ticketing.dome-marketplace.eu , this procedure will allow you to enter a ticket on the Zammad platform. At the following link you will find instructions for opening a ticket: https://knowledgebase.dome-marketplace.eu/books/ticketing-helpdesk-customer-user-guide/page/how-to-open-a-new-request .
- You will be able to forward a request via the DOME ticketing platform to the group **05-Customer Service Tools**, selecting the **Knowledgebase – Access roles** item in the drop-down menu of the “Problem” section and briefly describing the type of request in the text field.

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