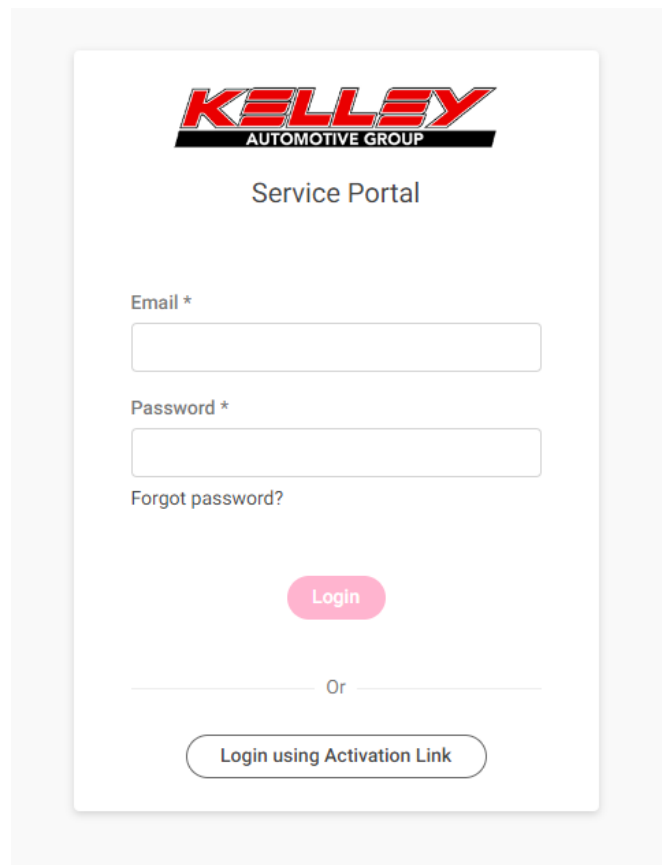


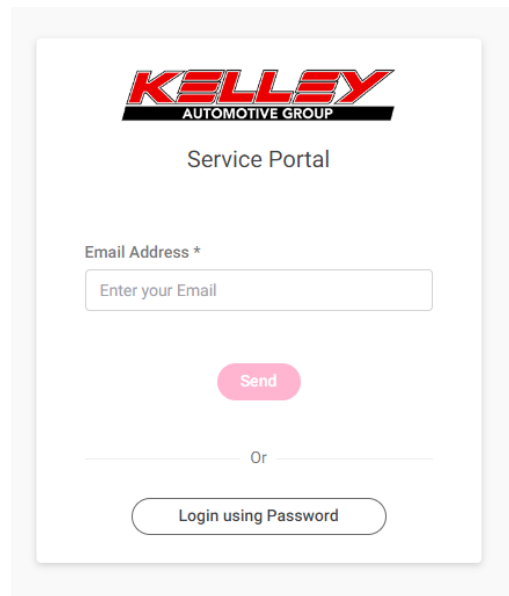
How to access the IT Ticketing System – Atera

1. Start any browser desired (i.e., Chrome, Edge, Firefox).
2. There are two methods for getting to the login screen for the ticketing system:
 - a. From the kag-intranet.net site click on the IT Ticket button located at the top of the page (only available if on company PC connected to our network).
 - b. In the URL bar at the top of the page type in:
<https://kag.servicedesk.atera.com/login> (available outside of the network on any PC).
3. On the login page you will use your company provided email and a password set by you on initial setup.

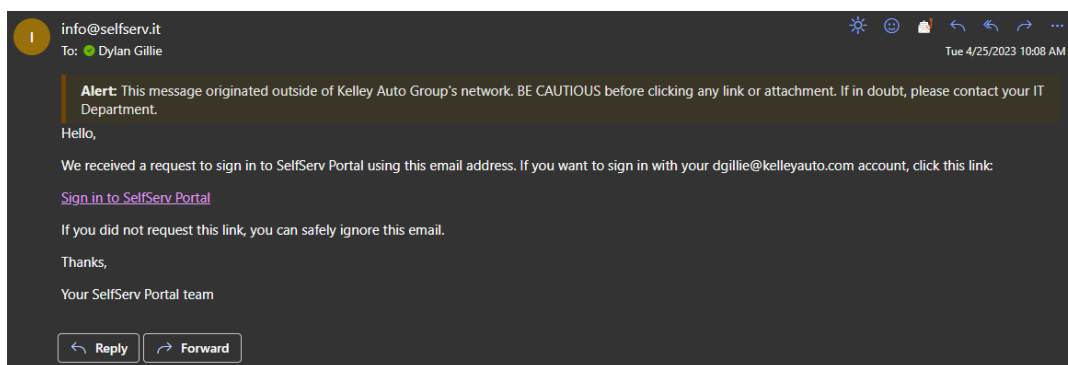


The image shows a screenshot of the Kelley Automotive Group Service Portal login page. At the top, there is the Kelley Automotive Group logo, which consists of the word "KELLEY" in a stylized red font with black outlines, and "AUTOMOTIVE GROUP" in a smaller black font below it. Below the logo, the text "Service Portal" is centered. Underneath, there are two input fields: "Email *" and "Password *". Below the password field, there is a link that says "Forgot password?". A pink "Login" button is positioned below the "Forgot password?" link. Below the "Login" button, there is a horizontal line with the word "Or" in the center. At the bottom, there is a button that says "Login using Activation Link".

- a. If you have not set up your Atera account yet click on the Login using “Activation Link” button below the Login button. You will then need to enter your work email and it will send an email to create your account.
- b. If you forgot or need the change your password, click on the “Forgot Password?” link located below the Password field. This will take you to the “Login using Activation Link” which you will enter your company email; afterwards it will send you an email with a link to get access to Atera.



The screenshot shows the Kelley Automotive Group Service Portal login interface. At the top is the Kelley Automotive Group logo. Below it is the text "Service Portal". There is a section for "Email Address *" with a text input field containing the placeholder "Enter your Email". Below the input field is a pink "Send" button. Below the "Send" button is a horizontal line with the word "Or" in the center. Below the line is a button labeled "Login using Password".



- c. To change your password, go to the “My Profile” link on the left sidebar. The “Portal password” field can be changed and after changing it click the “Update” button on the upper right-hand corner of the page.

KELLEY
AUTOMOTIVE GROUP

My Profile

Logout Update

First name *

Dylan

Last name *

Gillie

Job title

SR, IT SUPPORT SPECIALIST

Email *

dgillie@KELLEYAUTO.COM

Phone

260-434-4722

Portal password

.....

4. When you first enter Atera you will be on the “Tickets” page; this will show you all your current tickets along with relevant information about them. On the left side of the page, you will have a menu of options:

KELLEY
AUTOMOTIVE GROUP

Tickets

Ticket Details Last Modified Technician Priority Status

Hmm... no tickets found

- a. “New Ticket” button will take you to creating a new ticket page: the fields required are the “Ticket Title” and “Support Requests”, you should also include a description of the issue and any relevant files like images that

would help. All other fields are automatically set on ticket submission and cannot be changed.

The screenshot shows the 'Add Ticket' interface. On the left is a dark teal sidebar with the 'KELLEY AUTOMOTIVE GROUP' logo at the top. Below the logo are five menu items: 'New Ticket' (with a plus icon), 'Tickets', 'Knowledge Base', 'My Profile', and 'App Settings'. The main area is titled 'Add Ticket' and contains a form with the following fields: 'Ticket Title *' (text input), 'Ticket Priority' (dropdown menu showing 'Low'), 'Ticket Impact' (dropdown menu showing 'No Impact'), 'Ticket Type' (dropdown menu showing 'Incident'), and 'Support Requests *' (dropdown menu). Below these is a 'Description' section with a rich text editor toolbar (containing icons for bold, italic, underline, text color, background color, link, unlink, list, and indent) and a text area with the placeholder 'Type something'. At the bottom left of the form is an 'Attach Files' button. In the top right corner of the form area are 'Cancel' and 'Save' buttons.

- b. “Tickets” show all current tickets for you and allows you to respond to tickets.
- c. “Knowledge Base” has a collection of helpful documents on many questions asked to IT on a regular basis. This will be updated and added over time.
- d. “My Profile” shows your basic account information along with the ability to change your password.
- e. “App Settings” is currently not used and provides no extra features.