

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

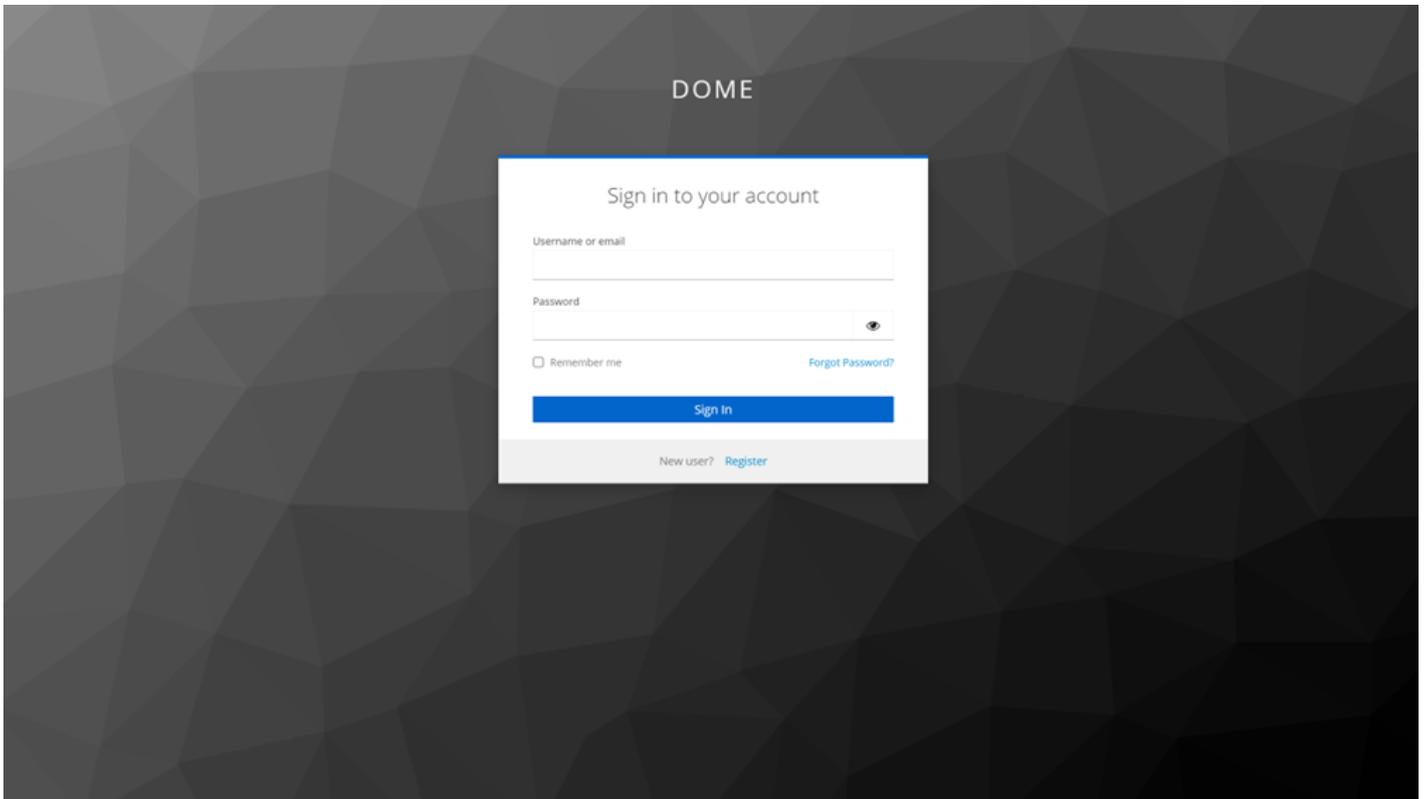
The procedure for requesting an account is as follows:

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

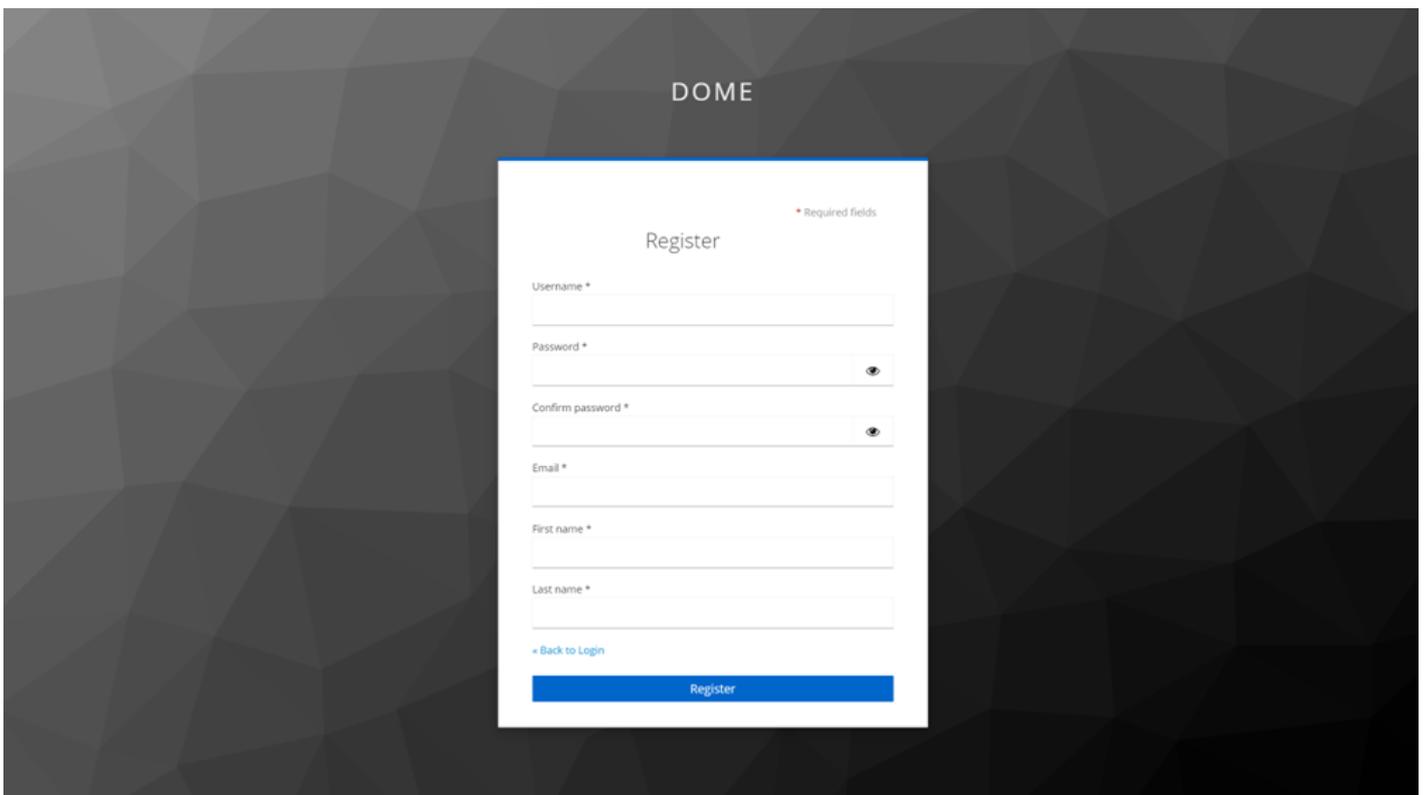
The screenshot shows the DOME Knowledgebase interface. At the top, there is a blue header with the DOME logo on the left, a search bar in the center, and navigation links for 'Librerie', 'Libri', and 'Login' on the right. The main content area is divided into several sections:

- Libri Recenti:** A list of recent documents with icons, including 'Access Procedure to the DOME Platform Knowledge Base', 'Credential Issuer User Guide', 'DOME Digital Wallet User Guide', 'Company Onboarding process guide for Cloud Service Providers (CSP)', 'Integration Guide', 'Link to portal', 'Catalog sorting and search functionalities', 'Customer Care Analytics Dashboard', 'How to: deploy a new component in the DOME architecture', 'Personal data protection', 'Customer helpline', and 'Navigating the Knowledgebase'.
- Librerie:** A grid of document cards. Each card features an icon, a title, a subtitle, and a creation/update date. The cards are:
 - Company Onboarding Process:** Icon of a person at a screen. Created 2 settimane fa, updated 5 giorni fa.
 - Customer Care:** Icon of a hand holding a head. Information related to the customer service facilities. Created 7 mesi fa, updated 1 mese fa.
 - DOMe General:** Icon of the DOME logo. Generic information about the DOMe project. Created 7 mesi fa, updated 6 mesi fa.
 - Privacy & Compliance:** Icon of '110' and a padlock. This category covers all privacy and compliance-related interactions, such as privacy policy inquiries, reports of compliance L... Created 7 mesi fa, updated 1 mese fa.
 - Web Portal Customer Guide:** Icon of an open book. This category covers general inquiries about the portal, such as its features, services offered, etc. Created 7 mesi fa, updated 1 mese fa.
- Azioni:** A list of actions on the right side, including 'Visualizzazione Lista', 'Visualizza tag', 'Mostra Dettagli', and 'Modalità Scura'.
- Pagine aggiornate di recente:** A list of recently updated pages, including 'Change Account profile' and 'Step by step procedure'.

- 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", which 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-prd.org> , 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-prd.org/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.

New Ticket

TITLE *

Request Access Roles

TEXT

The configuration of EDITOR permissions for the PaoloRossi@xx.com user is required
[select attachment...](#)

GROUP * PROBLEM *

05 - Customer Service Tools Knowledgebase - Access roles

[Cancel & Go Back](#) **Create**