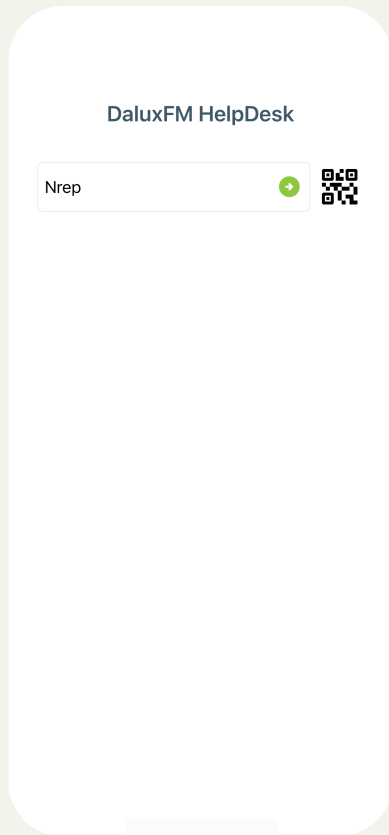
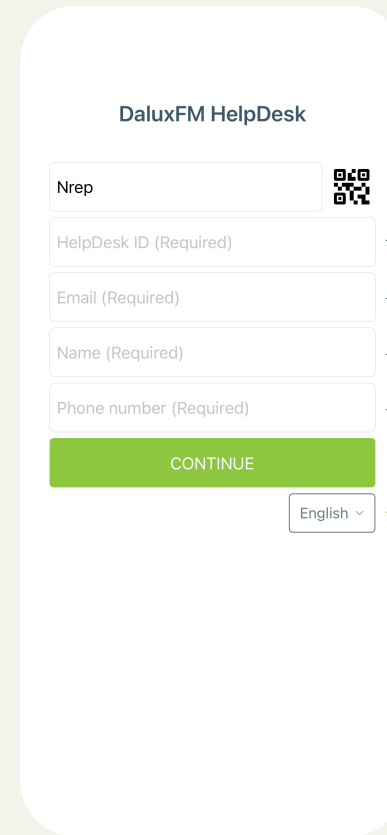


Guide to Dalux Helpdesk

How to log in



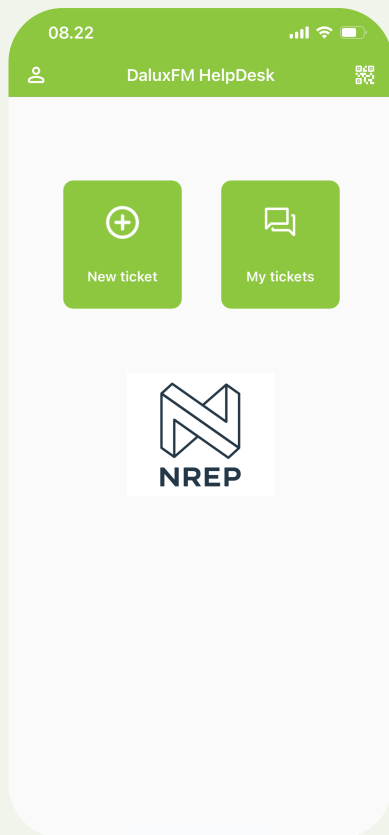
1. Open the app on your phone or tablet*
2. Enter **"Nrep"** in the text field **"Customer"**
3. Click the green arrow



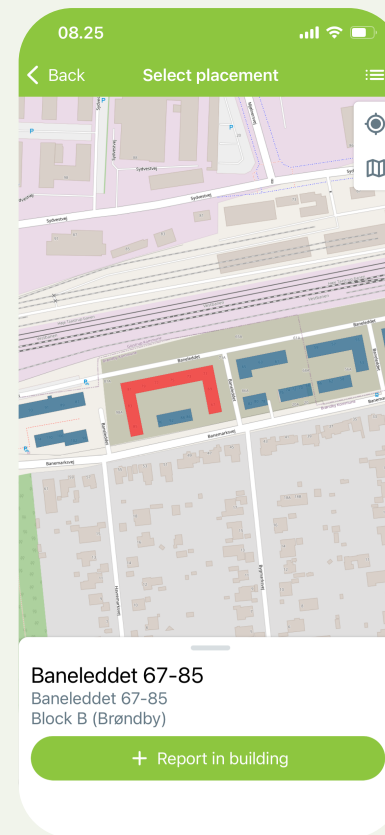
4. Now enter the information that applies to you and your property:
 - ← Enter your property, e.g. **"Banehaveerne"**
 - ← Enter your email address
 - ← Enter your first name
 - ← Enter your phone number
 - ← Click here for other languages
5. Click **"Continue"**
6. You are now logged in

Guide to Dalux Helpdesk

How to create a ticket



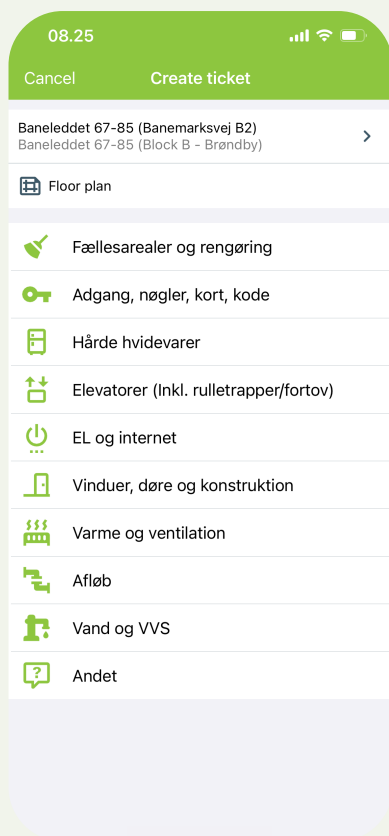
1. Click **"New ticket"**



2. Select your property or the block your home is located in
3. Your property or block will now turn red
4. Click **"Report in building"**

Guide to Dalux Helpdesk

How to create a ticket

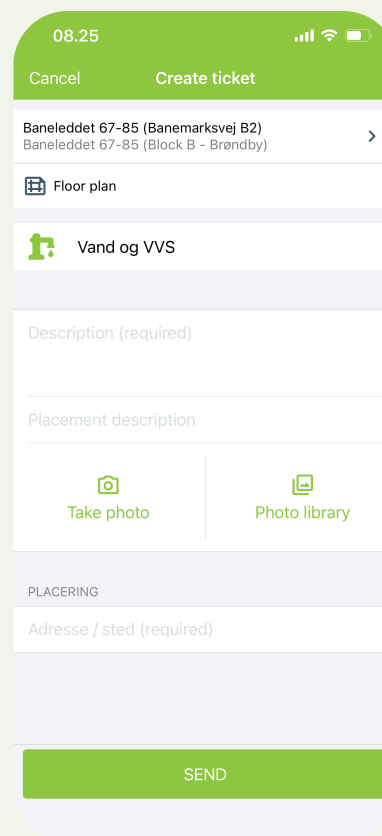


5. Choose the category that best suits your assignment

Unfortunately, this section is not possible for us to translate in the app. We're sorry for any inconvenience this may cause.

To make it up to you, we have the translation for you here:

- Common areas & cleaning
- Access, keys, card, code
- White goods
- Elevators, escalators & sidewalk
- Electricity & internet
- Windows, doors & construction
- Heat & ventilation
- Drain
- Water & plumbing
- Other



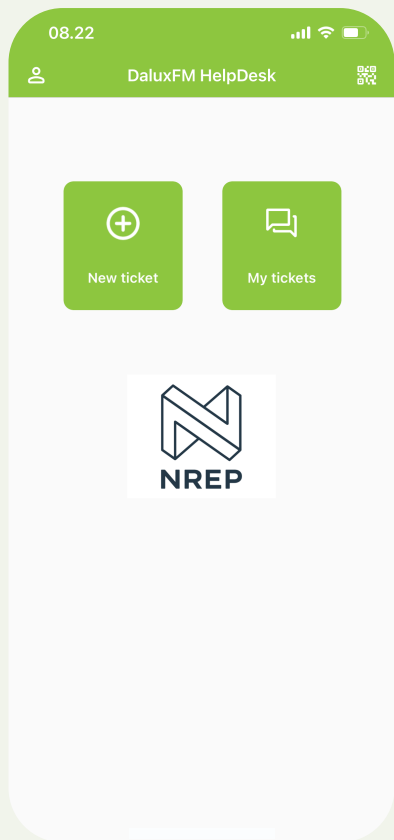
6. Describe your assignment as thoroughly as possible

7. Attach a picture of the assignment*

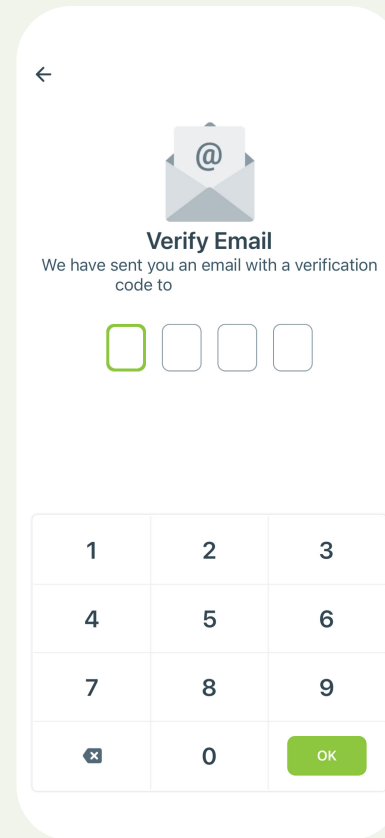
8. Click "Send"

Guide to Dalux Helpdesk

How to access ongoing tickets



1. Click **“My tickets”**
2. The first time you click, you will receive an email with a verification code



3. Enter the verification code received by email and click **“ok”**
4. You will now be able to see the list of created tickets and follow their status