

Getting support is easier than ever!

Starting today, you have access to a guided Support Chat - always available and easy to use.



WHERE TO FIND IT 360Welfare website | App | Employee Web Portal

SUBMIT A REQUEST: JUST 4 EASY STEPS

- 1 Open the Chat**
Access it through the channel you normally use.
- 2 Follow the questions**
The procedure guides you in the description of the request.
- 3 Send the request**
Your request comes with all the necessary information.
- 4 Save your ticket**
Use the ticket number to track its status.

What if you don't have access to the App?

Open the Chat on our website

Go to the [360Welfare](#) website and click on "Parla con noi".

Identify yourself

Select "**Uso già i servizi 360Welfare e chiedo assistenza**" and then select "**Sono un dipendente**".

Enable cookies

If the chat does not open, click "Manage cookie preferences" and enable "Funcionalità".



Behind the chat, our support team is always there for you.

The way you submit a request is changing, but not the quality of the service: a member of our User Support team will take care of your ticket and follow it through to resolution.



IMPORTANT!

The utilizzatori@360welfare email address non is no longer in use.
New support requests must be submitted through the Support Chat.