



Online SERVICES

User's guide

Issue: November 2009

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INTRODUCTION

The Amicale staff are embracing new technology and offering new online services to their members.

On the new Online Services site you can order tickets directly, place any small ads on the internet and consult the history of your previous operations.

As a member of Amicale, you will benefit from personal access to these services and be able to change your profile. All members will have a personal login code and password.

Other news: payments by credit card can be made exclusively online using a secured site.

This guide presents the various services available and the steps required in order to use them.

Amicale's aim is to make access to the proposed activities easier whilst at the same time simplifying the work for our volunteers who manage them. As you know, Amicale's strength derives from the energy invested by its many volunteers and the active participation of its members.

Best wishes,

Emmanuel LHERITIER
Amicale President

FIRST CONNECTION

To connect to Amicale's Online Services site, click on the following link and save it in your Favourites:

<https://espaceservices.123ce.net>

Espace Services

Bonjour et bienvenue

Avec l'Espace Services en ligne, vous allez pouvoir passer vos commandes en ligne ou effectuer vos réservations à un voyage ou une sortie directement avec votre comité d'Entreprise.

Une fois authentifié (remplissez la partie de droite), vous accéderez alors aux différents services mis en place par votre CE : billetterie, ressources partagées, voyages et/ou sorties ...

Si vous avez oublié votre code, veuillez prendre contact avec votre comité qui vous le communiquera ...

Authentification

Prénom

Nom

Ou Pseudo

Comité

Mot de passe

Fill in the "Name" and "Surname" fields and type "coe123" in the "Committee" and "Password" fields.

Note: By default the password is "coe123" for all Amicale members. We recommend that you change it during your first connection and use a personal password by clicking on PROFILE, Modify password (PROFIL, Modifier mot de passe).

Once you are connected to the site you can access the home page of the Online Services site, which is composed of two parts: News and Navigation.

Navigation is divided into 4 sections:

PROFILE (PROFIL)
TICKETS (BILLETTERIE)
SMALL ADS (PETITES ANNONCES)
HISTORY (HISTORIQUE)

The screenshot displays the 'amicale' online services interface. At the top left is the 'amicale' logo with the text 'Conseil de l'Europe' below it. To the right, the header reads 'Vos Services en ligne'. Below this, the text 'Conseil de l'Europe' and 'Bonjour Madame' is visible, along with navigation links for 'Accueil' and 'Configuration'. The main content area is divided into four sections: 'PROFIL' (Données personnelles) with a person icon, 'BILLETTERIE' (Réservation en ligne) with a ticket icon, 'Petites Annonces' with a newspaper icon, and 'HISTORIQUE' (toutes transactions) with a calendar icon. Below these sections, there is a large image of two people shaking hands and a welcome message: 'Bienvenue sur l'Espace Service de votre COMITE D'ENTREPRISE'. At the bottom, there is a 'Dernière Minute' section with a small icon.

PROFILE – Personal information

In the PROFILE section you will find all the information relevant to your Amicale account.

We ask you to consult your personal information and to complete it, ensuring you give your e-mail address so that you receive information about online orders.

The screenshot shows a web form titled 'Mon Profil' with the following fields and values:


- Prénom:** THÉOPHILE
- Nom:** [Empty]
- Adresse:** 50 avenue du général de Gaulle
- Code postal:** 93000
- Ville:** STRASBOURG
- Téléphone:** 03 87 47 423
- Tel. domicile:** [Empty]
- Etat Professionnel:** [Empty]
- Adresse mail:** [Empty]
- Recevoir des mails de:** Recevoir des mails de [Dropdown menu]
- Code de la région:** [Dropdown menu]
- Province:** CONGRES
- Statut:** [Dropdown menu]

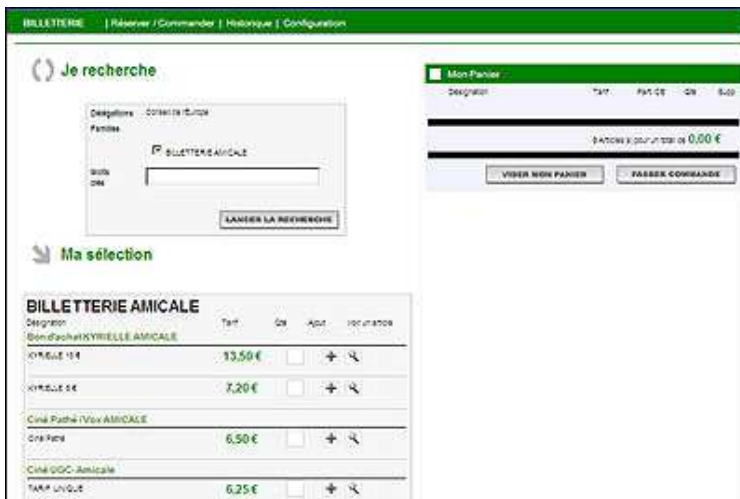
Note: this information will be treated confidentially and will only be used to communicate with you regarding Amicale's activities.

TICKETS – Online reservations

All Amicale and CEZAM tickets are available on the Internet.

All you have to do is choose the articles and pay by credit card on the secure site.

NOTE: To add your selection to the basket, click on  .



BILLETTERIE AMICALE

Désignation	Prix	Qté	Ajout	Supprimer
Bons d'achat KYRIELLE AMICALE				
KYRIELLE 10€	13,50€		+	-
KYRIELLE 5€	7,20€		+	-
Ciné Patche (Vox) AMICALE				
Ciné Patche	6,50€		+	-
Ciné GOC-Amicale				
TAXE UNIQUE	6,25€		+	-

Mon Panier

Désignation	Prix	Qté	Total
TOTAL: 0,00€			

VIDER MON PANIER PASSER COMMANDE

We recommend that you place your orders before Wednesday.

If your selection is not sold out you can pick up your tickets during the opening hours of the ticket office, which are 11.45 a.m. - 12.30 p.m. every Friday in the **Palais de l'Europe, Office -1031 (lift 1, floor -1)**. Tickets **ordered and paid for** via Amicale's [Online Service](#) can also be collected in Amicale's office (A1.09.V, Agora building) on Fridays between 8.45 a.m. and 12.45 p.m.

SMALL ADS

In the «SMALL ADS» section you can:

- consult the ads classified by category
- place your ad online using the online form
- modify or delete your ad

Note: the fee for publishing the ads is 3 euros per ad per month. Payment is made by credit card on the secure site.

It's recommended to type the text directly into the text field. Don't use the copy&paste function.

New: you can attach photos to your ad. You just have to upload them by clicking on the "browse" button. Pay attention to the format and size of your photos: format jpg, 100 Ko maximum.

HISTORY – My transactions

The HISTORY section allows you to consult the ticket orders you have made online.

The screenshot shows a web interface with a navigation bar at the top. The navigation bar has four tabs: 'PROFIL' (Données personnelles), 'BILLETTERIE' (Réservation en ligne), 'Petites Annonces', and 'HISTORIQUE' (mes transactions). Below the navigation bar is a list of history items. The item 'Commandes billetterie' is circled in red.

PROFIL	BILLETTERIE	Petites Annonces	HISTORIQUE
Données personnelles	Réservation en ligne		mes transactions
			
HISTORIQUE			
<ul style="list-style-type: none"> ■ Mouvements sur comptes Participation ■ Commandes billetterie ■ Commandes chq vac ■ Réservations aux manifestations ■ Réservations des cadeaux ■ Consulter les quotas 			

Note: only the «Commandes billetterie» history function is operational. The other functions on this page are not used by Amicale.

TECHNICAL SUPPORT

If you have any problems or any questions you can contact the Amicale secretariat:

- by e-mail at amicale@coe.int
- by calling Caroline LARGHI, every morning between 8.45 a.m. and 12.45 p.m.
Tel. 03.90.21.54.95 - caroline.larghi@coe.int



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