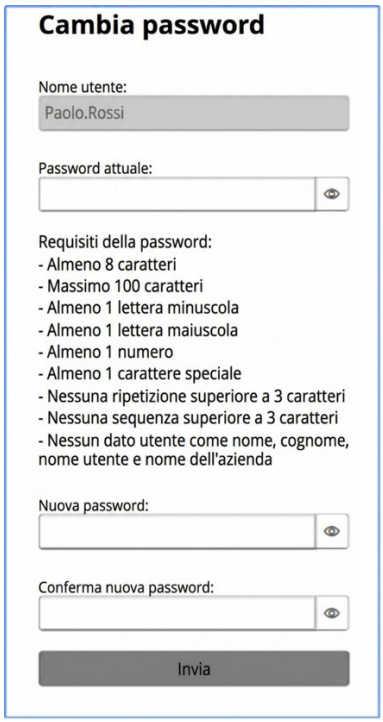
Var Group Service Portal
Registration and access guide for existing users

1. First access to the portal and account activation

Access the portal using the link https://serviceportal.vargroup.com/. Once the home page is displayed, select the "**Login"** button in the top-right corner.

Log in using the **temporary credentials** provided in the same email. When you first log in, the system will require you to set a new personal password.

Follow the on-screen instructions and create a new password that meets the system's security requirements. The new password will be used for all subsequent logins. We recommend keeping it secure and not sharing it with other users.



If the password you enter does not meet the requirements, the system will highlight in red the items that need to be corrected, helping you complete the set-up correctly.
Once you have set a password that meets the requirements, the login process will be complete and you can start using the portal to open and manage your tickets.

2. Customisation and language settings

By default, the portal is configured in **Italian**. If you would like to use another language, you can customise your profile settings by following the steps below.
To begin, click your username in the top-right corner of the screen and select **Profile** from the menu displayed. In this section, you can view your personal information, manage your user preferences and change your password.



On the profile page, go to the **User Preferences** section. From here, you can select the language used to display the portal.

After selecting your preferred language and confirming the change, the portal will update automatically and will be displayed in the newly selected language. In the example below, the language is set to English.

