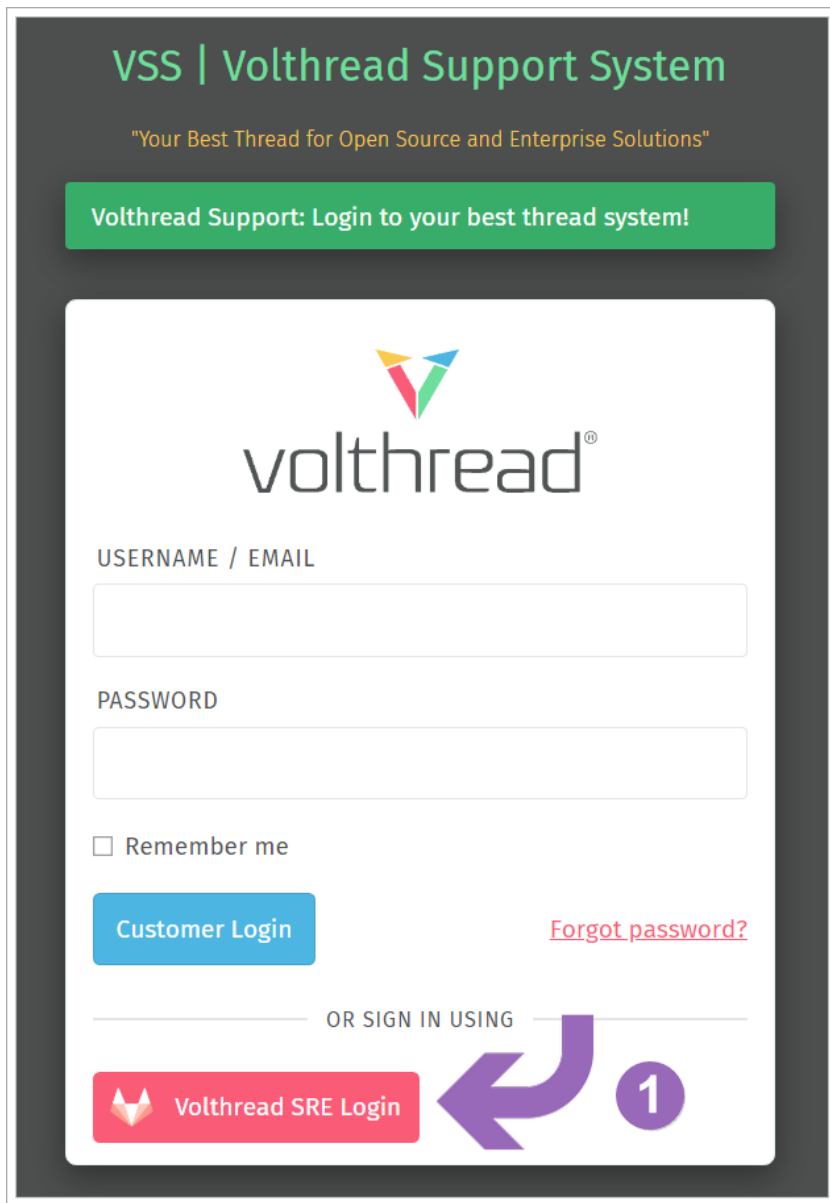# Volthread Support System (VSS) Login

The following steps must be followed to log in to the system.

1. Connects to VSS system: support.volthread.com
2. Click on the **Volthread SRE Login** button on the screen that appears.
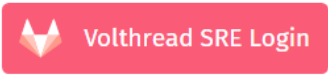
3. In order to log in to the system, you must have a "**DevOps VoltraNet**" user. If you do not have a user, the process should be followed by clicking the "**Register now**" link just below the "Sign in" button. Login with your current Voltread user information.

2. Required Settings for More Effective VSS Usage

A more effective use can be achieved by paying attention to the following points when using VSS.

1. For authorization requests and customer definitions, you can request support from the vss-admin@volthread.com mail group and create a request.

2. Browser notification settings must be turned on. You can refer to the screenshot below to open your notification settings or to make sure it is turned on.
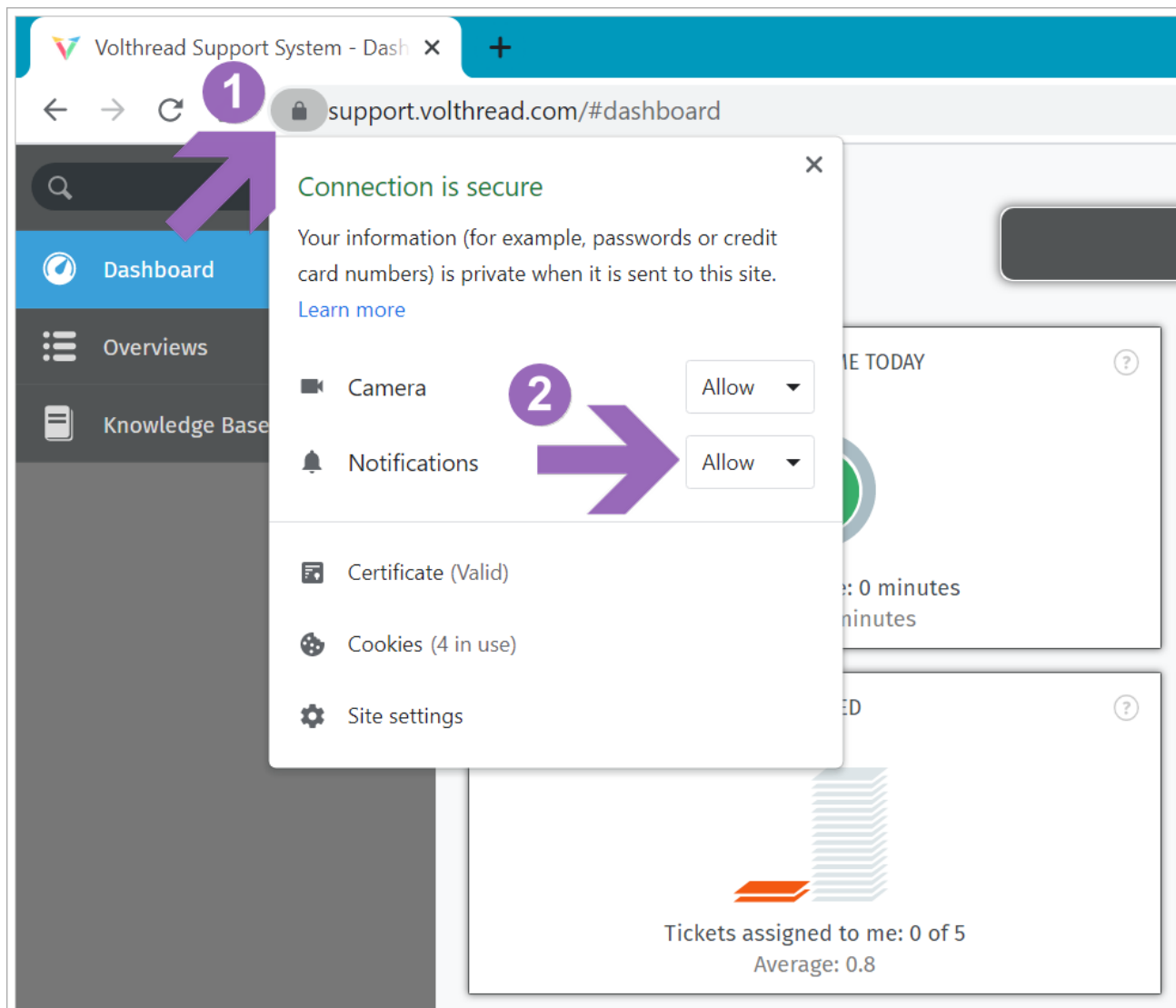
3. It should be ensured that the e-mail notification settings are made and as much as possible, it should be ensured that incoming notifications fall on your INBOX instead of defining filters in "Outlook / Mail Client" systems.

   "By default, all e-mail notifications are open, unless there is a special reason, it should be ensured that e-mail notifications are received and carefully followed. Otherwise, situations such as overlooked or unnoticed customer requests may occur."

4. It is recommended that the VSS interface language be English. If your browser language is English, the "VSS Interface" will automatically be in English. If it is not, you will need to update your language preferences to English on your "Profile" page.