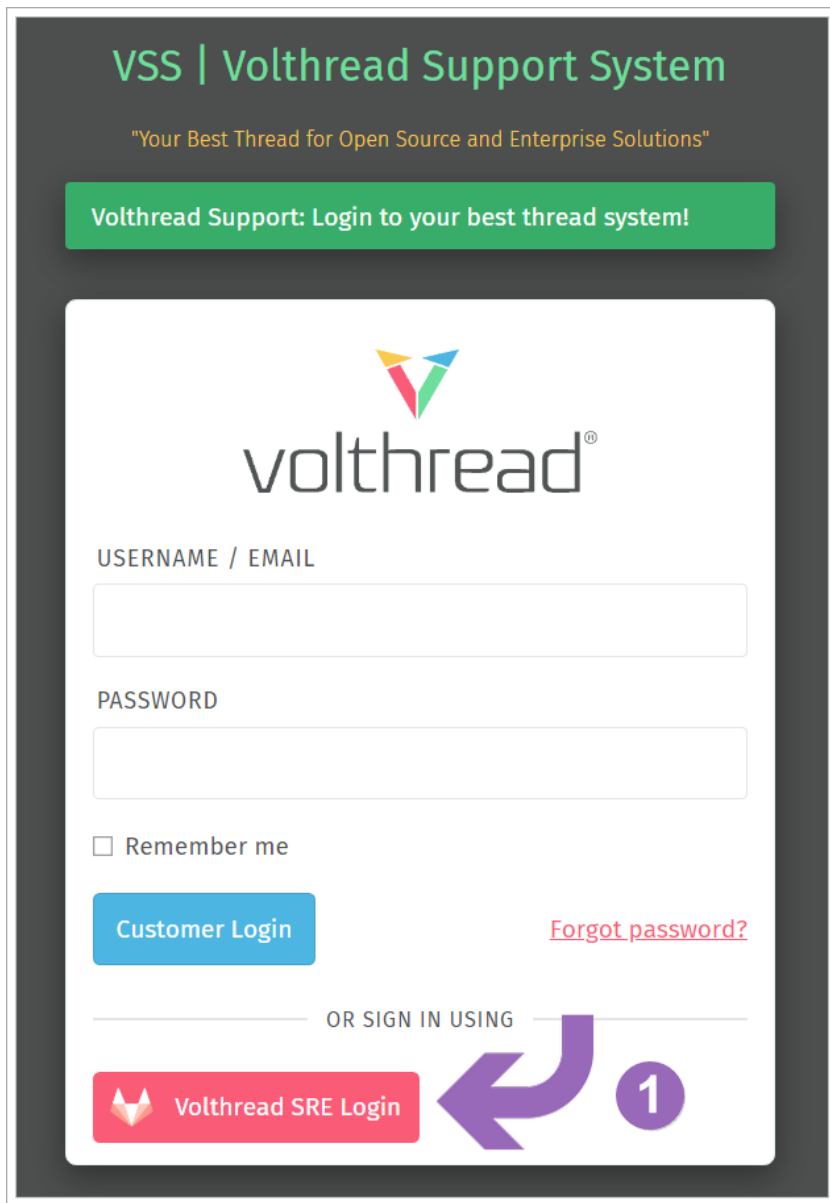


## Volthread Support System (VSS) Login

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


1. Connects to VSS system: [support.volthread.com](https://support.volthread.com)
2. Click on the **Volthread SRE Login** button on the screen that appears.



VSS | Volthread Support System

"Your Best Thread for Open Source and Enterprise Solutions"

Volthread Support: Login to your best thread system!

  
volthread®

USERNAME / EMAIL

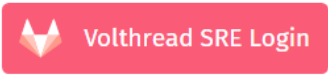
PASSWORD

☐ Remember me

Customer Login

[Forgot password?](#)

OR SIGN IN USING

 Volthread SRE Login

1

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.

The screenshot shows a web browser window with the URL `devops.voltranet.com/users/sign_in`. The page features the Voltread logo and the heading "Voltread DevOps Center". A banner reads "Voltread: Your Best Thread!". Below this, a section titled "Open Source and Enterprise: Integrated IT Innovations" describes Voltread's specialization. A list of services includes: 1. Middleware Integration Layer (ESB, SOA, API Gateways) and 2. Business Process Development (BPM) and Enterprise Web/Mobile Applications. On the right, a sign-in form is present with fields for "Username or email" and "Password", a "Remember me" checkbox, a "Forgot your password?" link, and a "Sign in" button. A "Register now" link is located below the sign-in button. Numbered annotations are present: a purple circle with '2' points to the browser address bar, and a purple circle with '3' with a downward arrow points to the "Username or email" input field.

Sign in · GitLab

devops.voltranet.com/users/sign\_in

2

volthread

# Voltread DevOps Center

**Voltread: Your Best Thread!**

Open Source and Enterprise: Integrated IT Innovations

VOLTHREAD is specialized in enterprise and open source software application development.

- 1 Middleware Integration Layer (ESB , SOA, API Gateways)
- 2 Business Process Development (BPM) and Enterprise Web/Mobile Applications

3

Username or email

Password

☐ Remember me [Forgot your password?](#)

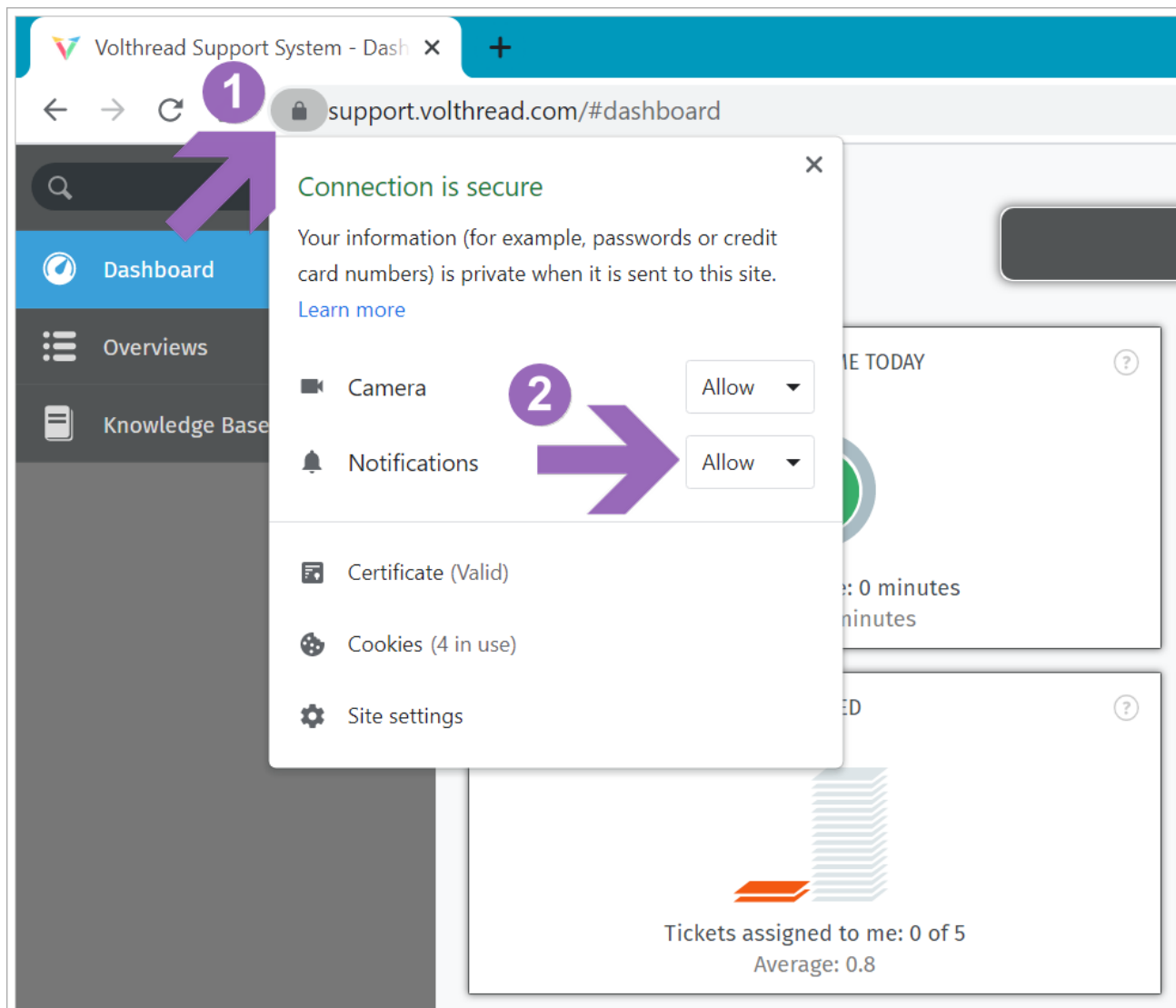
Sign in

Don't have an account yet? [Register now](#)

## 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](mailto: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.



- 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."

Volthread Support System - Notifications

support.volthread.com/#profile/notifications

Profile

- Language
- Avatar
- Password
- Notifications
- Out of Office
- Calendar
- Devices
- Token Access
- Linked Accounts

Notifications

	MY TICKETS	NOT ASSIGNED*	SUBSCRIBED TICKETS
New Ticket	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ticket update	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ticket reminder reached	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ticket escalation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

\* Limit Groups

GROUP	NOT ASSIGNED & ALL TICKETS
group-allianz-support-volthread-com	<input checked="" type="checkbox"/>
group-getsupport-wlsdm-com	<input checked="" type="checkbox"/>
group-koczer-support-volthread-com	<input checked="" type="checkbox"/>
group-oyak-support-volthread-com	<input checked="" type="checkbox"/>
group-sales-wlsdm-com	<input checked="" type="checkbox"/>
group-volthread-internal-track	<input checked="" type="checkbox"/>

Sounds

NOTIFICATION SOUND

- 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.

\* Contact to us for registering Volthread Support System and learn more about our enterprise solutions: <https://www.volthread.com/tr/contact>