Questions regarding the A-CDM portal and the Sequence Manager

If you experience a changed behavior in the A-CDM portal or in the Sequence Manager there are certain information we need in order to troubleshoot.
Please see below and make sure that all relevant information is filled out.

If the inquiry is regarding functionality that normally works but for some reason no longer works this should be addressed to CPH IT Helpdesk on +45 32 31 30 00.
Issues related to IT in general and/or the internet connection is also a concern CPH IT Helpdesk manages.

Which user ID and organization was logged in when the issue arose?

Which office ID was used when logging in?
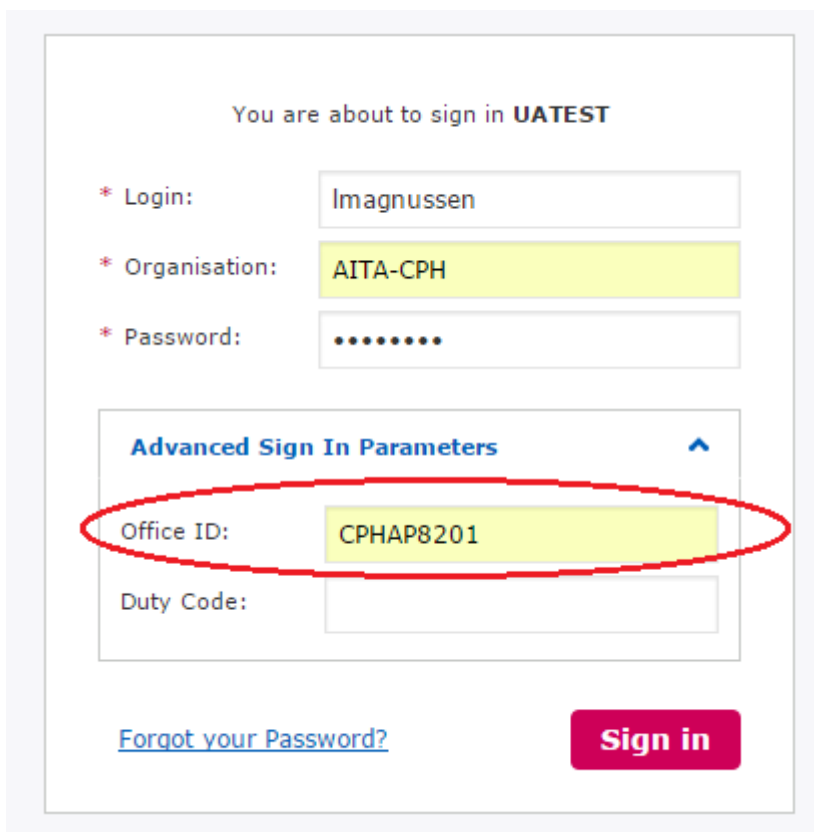
You can find the Office ID on the login page

Which browser and version of browser where used?

[ ]

If the issue is related to a departure or arrival what is the callsign and route no. then?

[ ]

What time did the issue occur? (UTC/local time)?

[ ]

Describe the issue and which steps we need to take in order to reproduce the problem:

Please make a screen dump of the problem and insert it in the mail:
(Alt + PrtScn and then Ctrl + V in the mail)