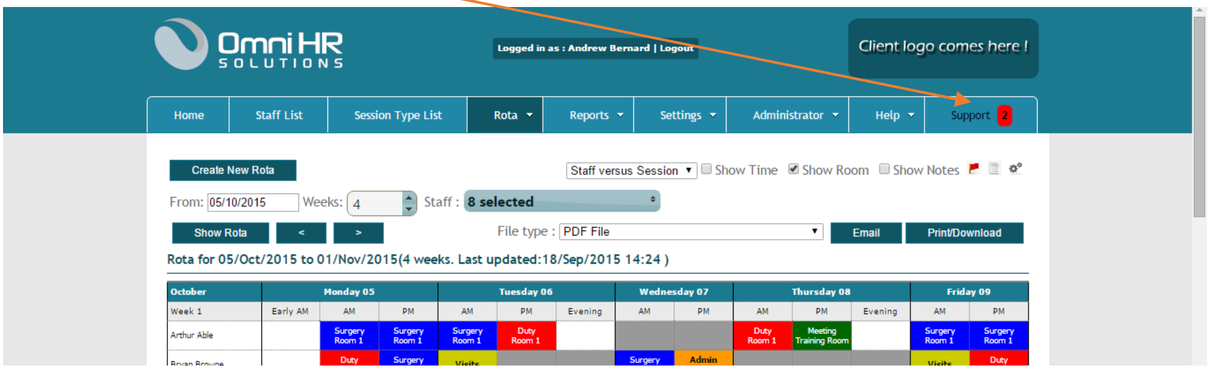
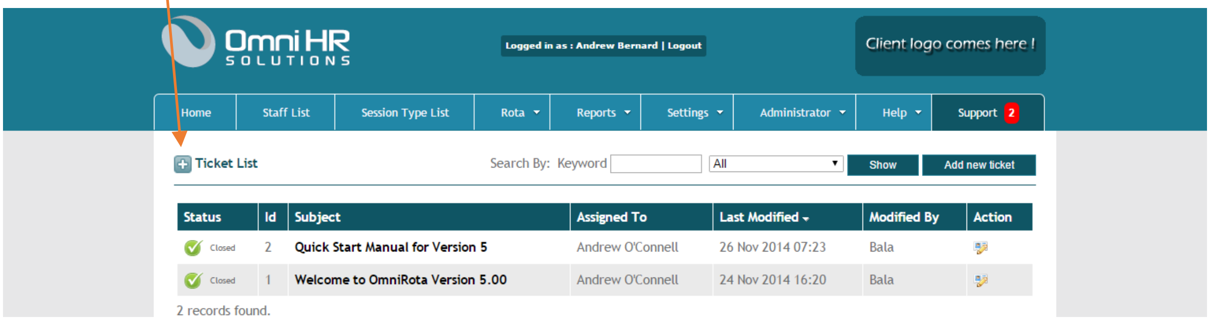
Using the Support System

If you experience any technical difficulties that are not dealt with in the manual, or need to have changes made to your rota that you are either unable or unconfident enough to make yourself, then the best way to flag those to us is using the support system.

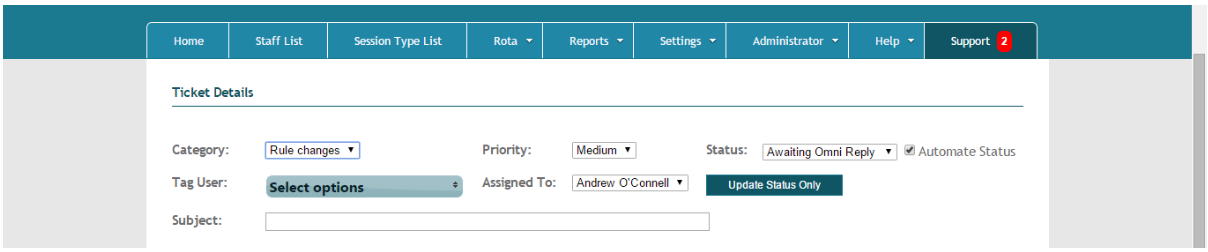
Click on the 'Support' tab



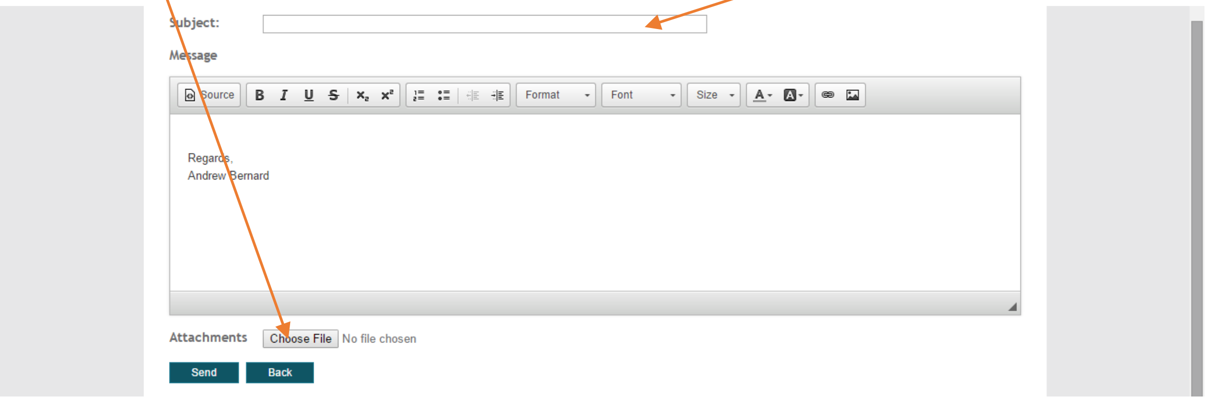
Click on the '+' icon to open a new ticket



Select the appropriate options from the available drop down lists: 'Category' describes the nature of your query; 'Priority' indicates the urgency of the query and 'Status' and 'Tag User' can be omitted. 'Assigned To' should be completed as: rule change type queries to Andrew O'C, technical queries to Bala and Sales or Billing queries to Andrew B. Don't worry too much if you can't think who to direct your query to; we can always reallocate it if it is to the wrong person.



Next type your query giving as much specific detail as possible and give your message a subject. You can also attach files to the note – screen shots are always very useful if you are trying to describe a problem. Then press send.



We will respond to your query as quickly as possible.