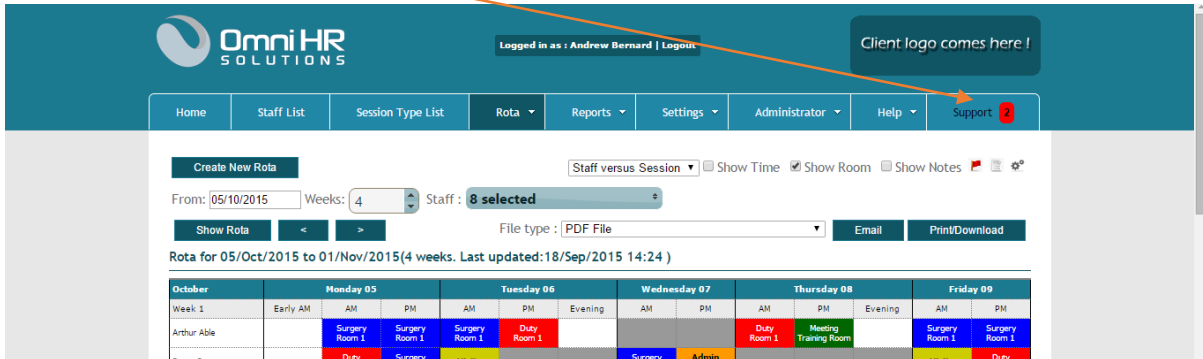


## Using the Support System

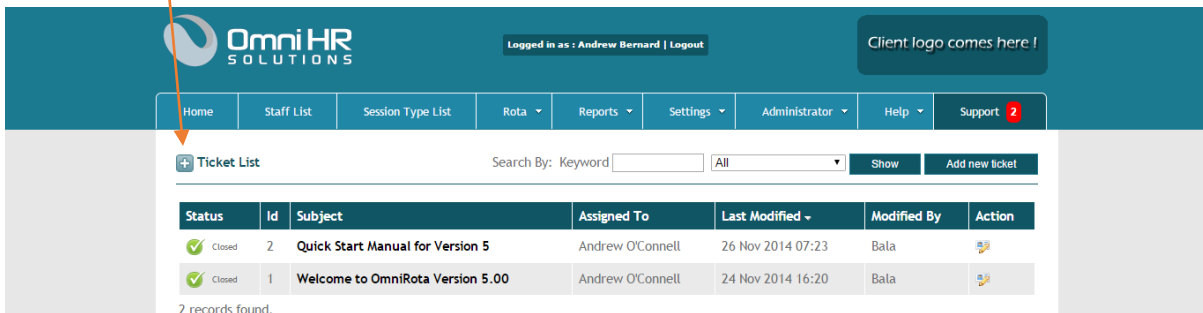
If you experience any technical difficulties that are not dealt with in the manual, or need to have changes made to your rota that you are either unable or unconfident enough to make yourself, then the best way to flag those to us is using the support system.

Click on the 'Support' tab



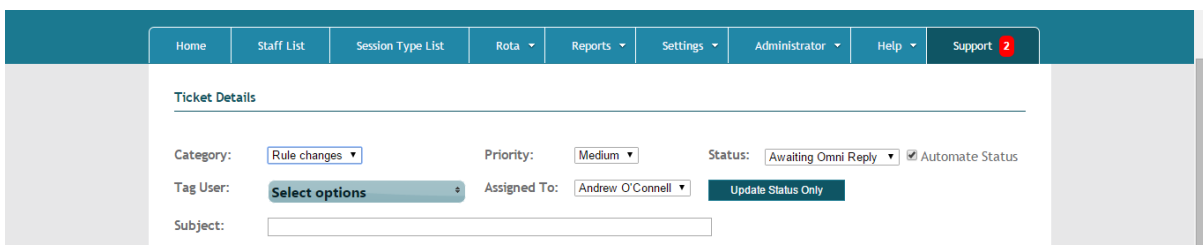
The screenshot shows the top navigation bar of the Omni HR SOLUTIONS interface. The 'Support' tab is highlighted with a red circle and a red number '2'. An orange arrow points from the text 'Click on the 'Support' tab' to this tab. Below the navigation bar, there are options for 'Create New Rota', 'Staff versus Session', and various display options like 'Show Time', 'Show Room', and 'Show Notes'. A 'Rota' for 05/Oct/2015 to 01/Nov/2015 is displayed with a grid of shifts for staff members.

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



The screenshot shows the 'Ticket List' section of the support system. A '+' icon is highlighted with a red circle and an orange arrow pointing from the text 'Click on the '+' icon to open a new ticket'. Below the navigation bar, there is a search bar and a table of tickets. The table has columns for Status, Id, Subject, Assigned To, Last Modified, Modified By, and Action. Two tickets are listed: 'Quick Start Manual for Version 5' and 'Welcome to OmniRota Version 5.00'.

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.



The screenshot shows the 'Ticket Details' form. It includes fields for Category (set to 'Rule changes'), Priority (set to 'Medium'), Status (set to 'Awaiting Omni Reply'), Tag User (set to 'Select options'), Assigned To (set to 'Andrew O'Connell'), and Subject. There is also an 'Automate Status' checkbox and an 'Update Status Only' button.



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.

A screenshot of an email composition interface. At the top, there is a "Subject:" label followed by an empty text input field. Below this is a "Message" label and a rich text editor. The rich text editor has a toolbar with icons for source, bold, italic, underline, strikethrough, text color, background color, bulleted list, numbered list, link, unlink, indent, outdent, format, font, size, text color, background color, and insert image. The message body contains the text "Regards, Andrew Bernard". Below the message body is an "Attachments" section with a "Choose File" button and the text "No file chosen". At the bottom of the form are "Send" and "Back" buttons. Two orange arrows point to the "Subject:" input field and the "Choose File" button.

We will respond to your query as quickly as possible.