



Submitting Support Tickets

This article will outline how to submit a support ticket and information that would help expedite the issue.

Please submit a support ticket if you have any errors, issues and functionality questions.

Should you have requests for custom changes, upgrades or adding or removing licenses these have their own separate request forms. Please see the 'get help' tab in the menu bar.

The reason these are separate is to help get your query or issue resolved as quickly as possible. Having one long ticket can often lead to lots of smaller conversations and things that are important points can often get lost in a thread. Having a focused ticket can help our developers or anyone looking at the issue work out exactly what has been looked into and what still needs to be done.

Submitting your ticket

When submitting a support ticket you will be asked the following to help clarify the issue and speed up the troubleshooting time -

Ticket

Type*

☐ Incident
 ☐ Question or Assistance request

If this is a Change Request, please submit it [here](#) instead

Select Priority*

☐ Low
 ☐ Medium
 ☐ High

The priority you select here is defining how urgent this ticket is to you and your company. For example, you may have a minor issue according to our SLA's, but due to external pressures (perhaps an important meeting or presentation) you'd like for this ticket to be dealt with more urgently. In this case you'd set the Priority to 'High'. Likewise, you might have a ticket that needs looking at in the future but not urgently, so you'd set the Priority to 'Low'. This way we'll be able to prioritise your tickets more effectively and ultimately provide a better service to you and your company!

Please note that we'll try our best to take this priority into account when triaging tickets, however the urgency of each ticket is ultimately determined by the SLA descriptions outlined in the support contract so at peak times this may not be possible.

?

Impacted users*

Please select...

Please specify affected users or groups

Issue Type*

☐ Application issue
 ☐ Server issue
 ☐ Related to existing custom work

?

Summary*

?

URL

?

Details*

?

Additional Notification Recipients

☐

Type

- Incident - An error is being displayed or the site is not functioning.

- Question or assistance request - If you are unsure of how to perform a function within the intranet or you need assistance with the way in which an application works.

Priority

This is to let us know how urgent the problem is for you. If it is stopping your complete use of the intranet or if it is a low-priority question.

Impacted users

This is anyone the issue is affecting. e.g. certain People groups or locations

Issue Type

If the issue is a server issue that brings down the site or causes login errors or if the issue is related to one application in particular.

- If your issue is an **application** issue you will be asked to specify further what application and what task this relates to.
- If your issue is related to existing **custom work** you have previously had developed you will need to let us know what this work is, this way it can be sent to the custom developer who created it to be amended or fixed.

Summary, URL and Details

This is where you can outline anything that you believe will help us replicate the issue you are seeing. If this is an error our team will need to be able to replicate this so

that our developers can look into a fix. If we are unable to replicate this issue it is less likely our developers can fix it quickly, so as much information as possible is useful here. Images such as system screenshots are also really useful here for us to know exactly what area of the system you are looking at.

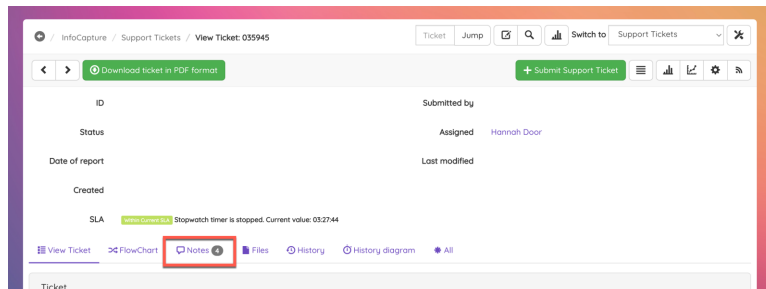
Additional Notification Recipients

You are able to add up to 3 extra email addresses in to receive ticket updates. This may be useful if you are going to be away and a colleague can monitor it or if you would like multiple people to keep track of the ticket.

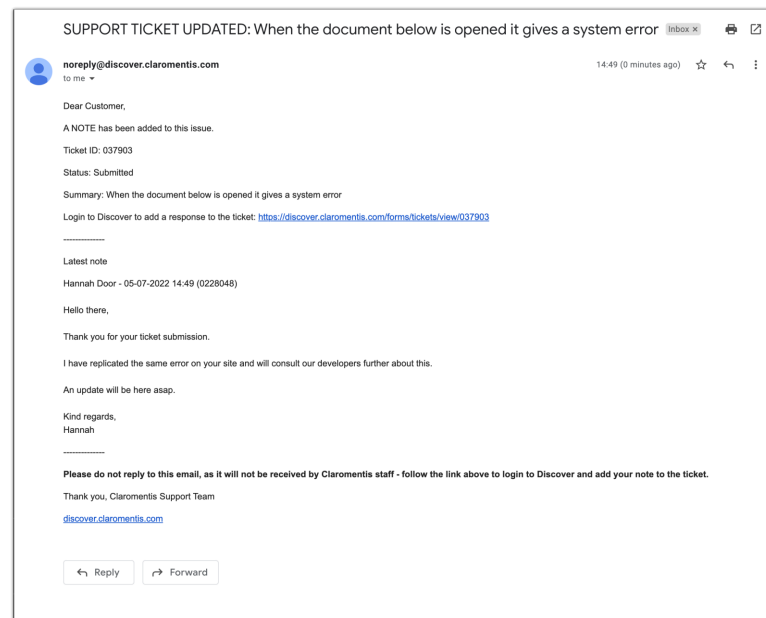
If your support ticket results in a bug being fixed that you will need upgrading for you will need to submit an upgrade request following this.

Communicating with us on the ticket

1. Our team will always respond in the notes tab of the ticket



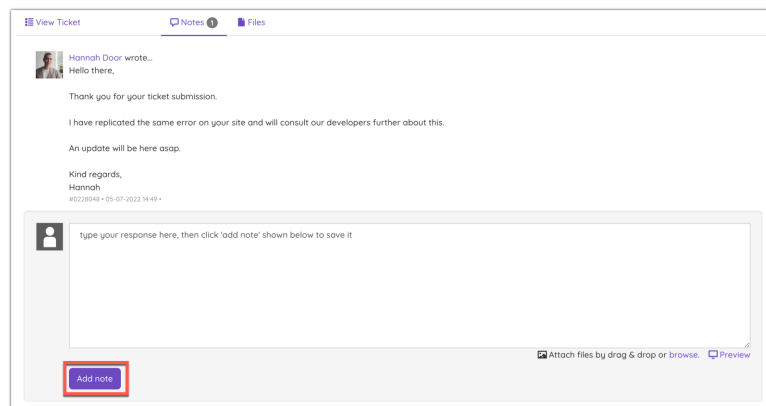
2. You will receive an email (to the address associated with your Discover profile) about any notes added or general updates to the ticket, an example is shown below.



⚠ You cannot reply to Discover notes via email - you must log in to Discover to add your responses

All emails will include a link to the ticket that will prompt login to make this as seamless as possible.

3. Login and head to the notes tab to type your message and save this to the ticket



If you need to attach a screenshot or other document to the ticket, click on the 'Files' tab to use the upload feature.

4. Once your note is saved, you can change the status of the ticket to show you have passed it back to the Claromentis representative

Submitting tickets specifically for InfoCapture issues

When submitting issues for InfoCapture tickets, please include the following information in your original submission, it will help us investigate the issue quicker and reduce initial back and forth:

1- Urgency

Please use the priority field when submitting the ticket and please also tell us in the ticket what impact this issue is having based on how critical this form is to your business processes.

2 - What is the issue

Please explain in detail, how the form was working before and how it is working now. Please give details of affected users and provide any attachments which may prove helpful. Screenshots are always appreciated. As well as details of any testing/ troubleshooting you may have already tried.

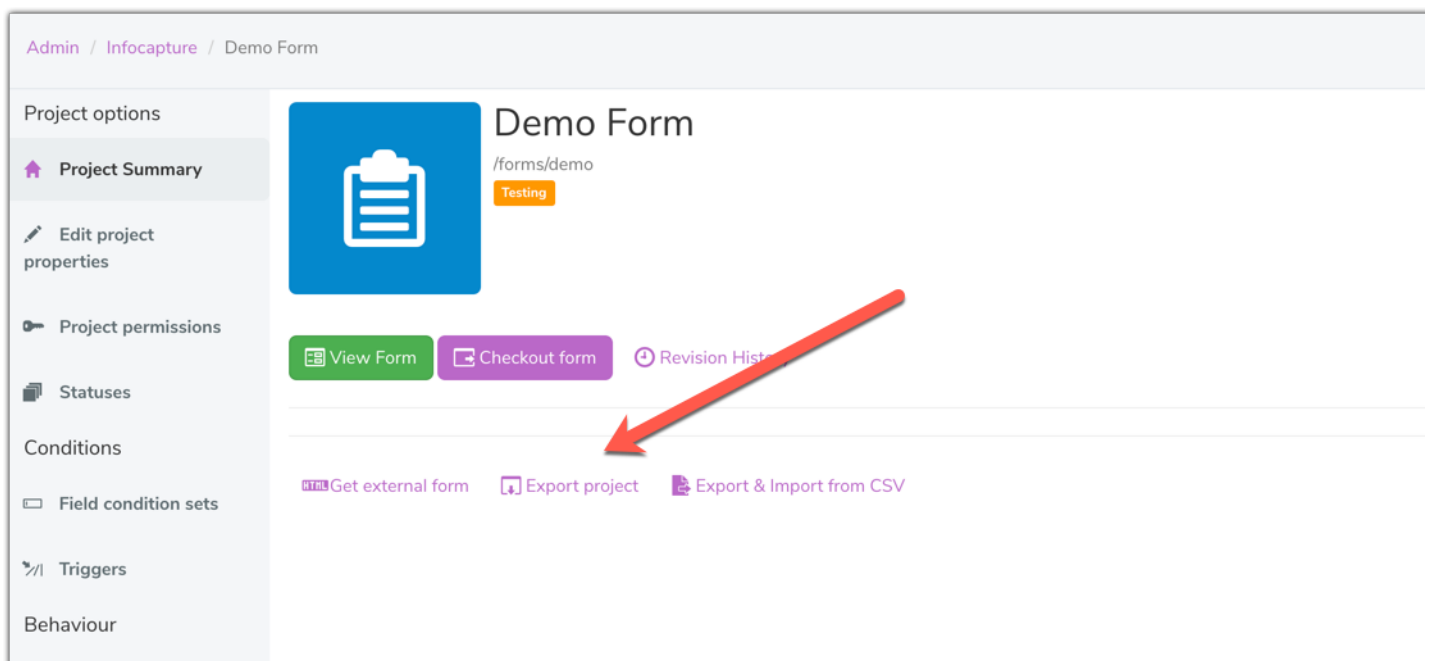
3 - Changes

Please outline any recent changes you are aware of even if you believe they have no impact on the issue. For example, new Automatic change / Trigger configurations.

4- An export of the form

Please attach in the files section of the ticket an export of the form. This will save a lot of time, as we will need to get this from your site if you do not attach it. Please see the below screenshot of where this can be obtained.

Please note: We appreciate some forms contain sensitive/personal information, it is not necessary to export tickets as well as the form.



Last modified on 6 December 2023 by Hannah Door

Created on 5 September 2019 by Mhairi Hutton

Tags: help, support tickets, discover, helpdesk