



Support Tickets

This article will outline how to submit a [support ticket](#) and information that would help expedite the issue.

The support request form is used to communicate with our support team for any product queries, errors, and issues.

Please remember that any [custom changes](#), [upgrades](#), or [user license](#) updates require different request types. This approach helps ensure that your queries or issues are resolved as quickly as possible.

Submitting your ticket

When submitting an upgrade ticket, you will be asked to enter the following information to help specify the issue and speed up the troubleshooting time:

InfoCapture / Support Tickets / Submit Support Ticket

Ticket Jump Switch to Support Tickets

* - required fields

Ticket

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

Select Priority*

Please select...

Please note: The priorities above are outlined within our [SLA documentation](#). Priorities submitted will be reviewed and changed by the team where necessary.

Impacted users*

Please select...

Please specify affected users or groups

Issue Type

☐ Application issue

☐ Server issue

☐ Related to existing custom work

☐ New Discover user request or update required to current

Summary*

URL*

Details*

☐ Additional Notification Recipients

Submit

Discard

Save draft

Priority

Select the priority level of the issue:

- **P4:** Question or request for assistance on product functionality
- **P3:** Minor impact on production site/staging or testing site issue
- **P2:** Production site is partially broken / impact on major functionality
- **P1:** Critical production issue (production site unavailable)

We ask that you follow the priority descriptions as this will only slow down our issue-solving processes if it is not followed.

Impacted users

Select the users impacted by the issue:

- **Individual User:** Individual user affected by the reported issue
- **Group of users:** Group of users (i.e. certain People group) affected by the reported issue
- **All users:** All users within the intranet affected by the reported issue

Issue Type

- **Application issue:** For an application issue (i.e. People application), specify further which application is affected and what task this relates to
- **Server issue:** For a server issue that brings down the site or causes errors, specify the error and any details to replicate the issue
- **Related to existing custom work:** For existing custom work we have previously developed, provide the details of the custom module and its expected functionality
- **New Discover user request:** For a new Discover account or an update to an existing account, provide the full name & email address of the user

Summary, URL and Details

Provide as much detail as possible to help us replicate the issue you are experiencing. If you can, include any relevant screenshots or recordings to help us identify the problem. This will assist our team in replicating the issue and allow our developers to work on a solution more efficiently.

Additional Notification Recipients

Add up to 3 email addresses if you wish for others on your team to be notified about changes in the ticket.

Submitting tickets for InfoCapture issues

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

Urgency

Use the 'Priority' field when submitting the ticket and tell us in the ticket what impact this issue is having based on how critical this IC project is to your business processes.

Issue details

Explain in detail the current behaviour vs. the expected behaviour of the project. Also, include any ticket examples and details of the affected users. If you can, include any relevant screenshots or recordings to help us identify the problem.

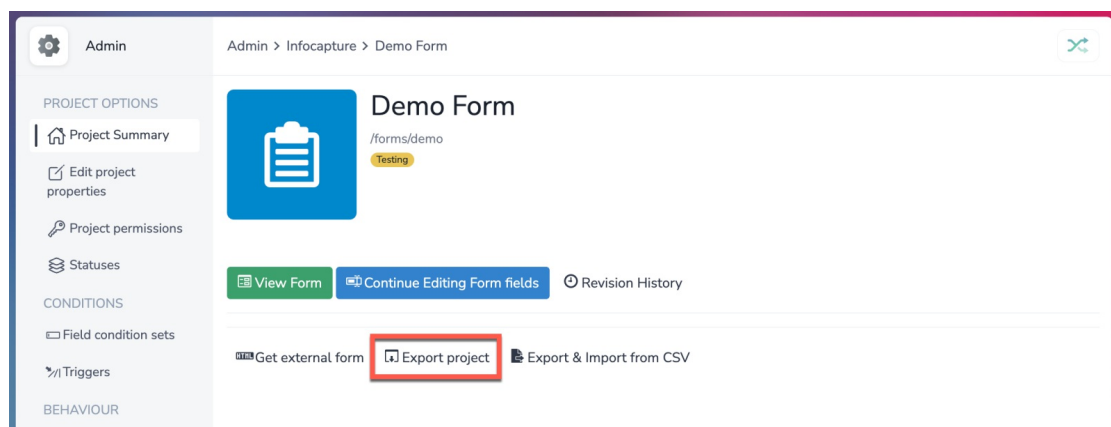
As your internal IC projects are managed solely by your admin team, any supporting information will help our team get a better understanding of the issue and assist efficiently.

Changes

Outline any recent changes that have been made to the project. For example, new Automatic changes or updates to Trigger configurations.

Export of the project

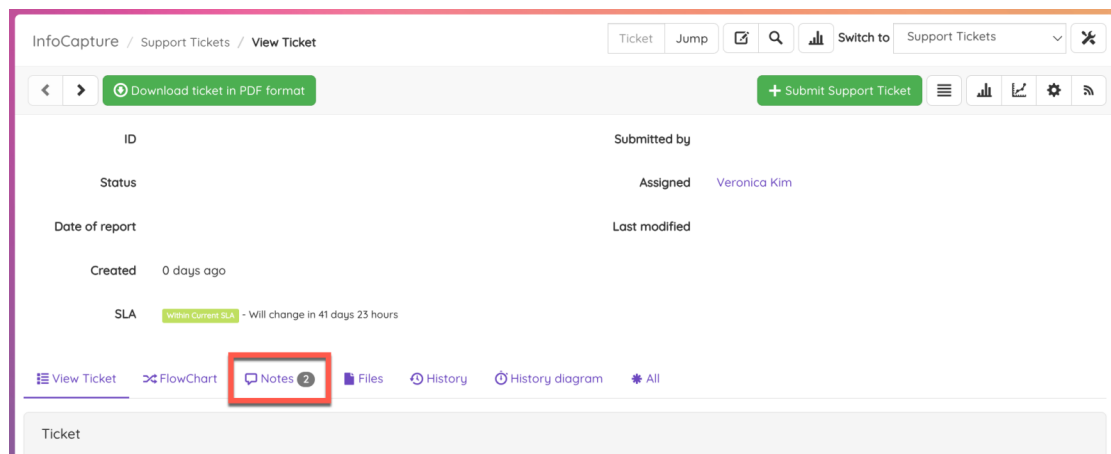
Attach an export of the affected IC project. This will allow us to test the form freely without impacting your Live site.



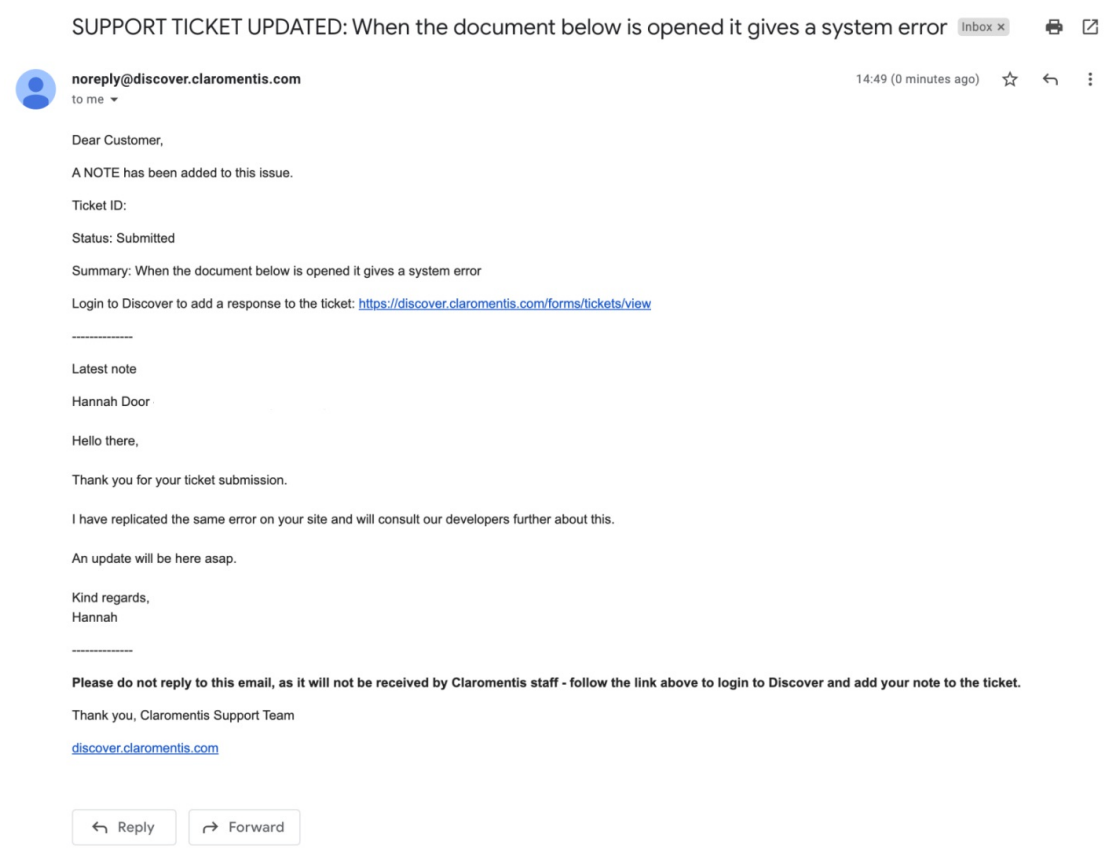
Please note: We appreciate some IC projects contain sensitive/personal information, it is not necessary to include tickets in the project export

Communicating with us on the ticket

Our team will always respond in the 'Notes' tab of the ticket:

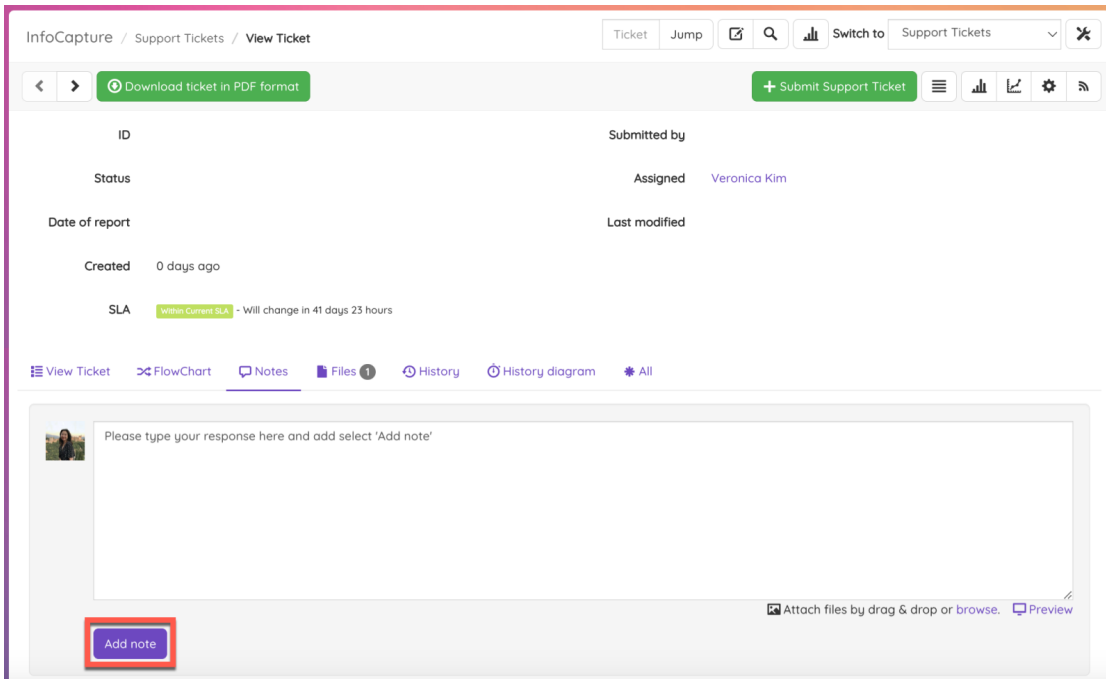


You will receive an email (to the address associated with your Discover profile) about any notes added or general updates to the ticket, an example is shown below.



⚠ 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.

Head to the ticket to type and save your message:



Once your note is saved, change the status of the ticket to show you have passed it back to the Claromentis representative (i.e. Pending Customer Support).

Please note: If you need to attach a screenshot or other document to the ticket, click on the 'Files' tab to use the upload feature along with a note. A note is required for our team to be notified of the ticket update.

