



Studywiz Global Support

Log a Studywiz Support Request

02.00, 3 Aug 2010

Introduction

To improve the quality of Studywiz Support services, we'd like all customers to log support requests using our online service desk at: <https://support.studywiz.com>.

Logging your support requests using the online service desk ensures that you don't miss any of the information we require to respond effectively to your request. You can still email Studywiz Support, but logging your requests directly is more efficient and will result in shorter response times.

If you're not sure how to use the service desk, instructions are provided below.

The latest version of these instructions can be found at:

<http://www.studywiz.com/documents/Support-Installation%20doco/Log a Studywiz Support Request.pdf>

Create a New Incident

Follow this procedure to create a new incident for each problem or request. If you have more than one problem or request to report, please create a separate incident for each. This makes it much easier for us to locate and track your requests.

1. Open a web browser window.
2. Enter the URL <https://support.studywiz.com> (or just click the link). The Login page appears.



Global Support

3. Sign in using your username and password.



If you don't know your username and password, click the 'Password?' button on the login page.
If you don't know the email address you have registered with the Studywiz Service Desk, please email livetime@studywiz.com and we will retrieve your details for you.

The Studywiz Global Support page appears, and displays a list of your current requests.

The screenshot shows the Studywiz Global Support interface. At the top, there's a header with the Studywiz logo, 'Global Support' text, and links for Help and Logout. Below the header is a navigation bar with tabs: Home, Services, Requests, Items, and Profile. The main content area is divided into two sections. On the left, a welcome message for 'Support Test' is displayed, along with instructions on how to use the system. On the right, a 'Menu' panel contains links for 'New Request', 'RSS Feed', and 'Survey', along with the last login information: 'Last Login Thu, 25 Mar 2010 14:37:07'. Below the welcome message is a table titled 'Current Requests'.

Request	Date	Status	Raised By	Item Type	Description
103421	03/25/10 14:25	Pending	Test, S	Studywiz	We can't see our Assignments.
103145	03/09/10 09:19	Closed	Test, S	Studywiz	This is a test.
103116	03/05/10 10:50	Closed	Test, S	Studywiz	This is a test.
103115	03/05/10 10:38	Open	Test, S	Application Server	test.
103113	03/05/10 08:54	Closed	Test, S	Application/Web Server	Test. pls ignore.
101655	11/17/09 12:22	Resolved/Awaiting Confirmation	Test, S	Unknown	Test --- Test
101643	11/17/09 12:20	Closed	Test, S	Unknown	---

Below the table, it says '1 - 7 of 7 Results'. At the bottom of the page, it says 'Powered by LiveTime Service Manager' and '©2000-09 LIVE TIME Software'.

- On the right hand side of the page, in the **Menu** panel , click **New Request**. The Request Type and Category drop down lists appear.

The screenshot shows the Studywiz Global Support interface with the 'Requests' tab selected. The main content area now displays instructions on how to use the requests area. Below the instructions is a form titled 'Create a new request by selecting an appropriate item and category.' The form has two dropdown menus: 'Request Type' (set to 'New Incident') and 'Category' (set to 'Select Category...'). On the right, the 'Menu' panel is visible, showing links for 'New Request', 'RSS Feed', and 'Survey', along with the last login information: 'Last Login Thu, 25 Mar 2010 13:50:21'.

- Enter your request information in the drop down lists. As you enter information, more fields will appear, depending on the selections made.
- In the **Description** field, type as much information you can about the problem you are experiencing.

7. If you want to add a file, such as a screenshot, to your request, click the **Attachments** button and upload the file.
8. Click **Save**. A message appears to say that a new request has been created and an email confirmation has been sent.

Information That Will Assist Us

To assist our Support Team to respond more effectively to your request, please provide us with as much information as possible. This will save us time in searching for details or emailing you for more information before we can begin our investigations.

Information that can be helpful to us includes:

- The username of users who are experiencing an issue
- The name of the relevant class(es)
- The title of the relevant activities
- The browser and version you are using to access Studywiz
- The steps you took to reproduce an error
- A screen shot of an error.

Set the Priority of an Incident

When you log an incident in the Studywiz Service Desk you are able to select the urgency of that incident. Urgency is the measure of how long it will be until an incident has a significant Impact on the customer.

To assist our Support team to respond to your incident in terms of the priority, please use this guide to select the appropriate incident Urgency.

- **Urgent** – You are unable to log into your Studywiz deployment for any reason
- **High** – Your Studywiz deployment is still available but there is an issue that has a major impact on a significant portion of the service.
For example, an optional module such as QT Assessment or Mobile is unavailable. Reports are not available, WebDAV transfers are not working or a Studywiz Activity type is not functional
- **Moderate** – These are issues or queries that have an impact on your use of Studywiz, but do not prevent Studywiz from being used. For example questions related to rollover and data import
- **Low** – Use the low priority for service change requests, such as queries regarding skinpacks, a change in the logout time of your deployment, or a request about Studywiz functionality.
- **Very Low** – Use this priority for things with a priority lower than those above.

Add a New Note to an Incident

If you have an Incident open in the Service Desk and would like to add more information or request an update, add a note to the existing incident. Don't create a new incident to request an update on an existing Incident.

You can add a new note to an incident directly in the Studywiz Service desk through the web interface, or by replying to the email from Studywiz Support, leaving the subject line intact. Using email is quicker and simpler, but using the web interface allows you to see the history of your Incident.

Add a New Note in the Service Desk

1. Log in to the Studywiz Service Desk.



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Help Logout

Home Services Requests Items Profile

Welcome Support Test,

Welcome to Studywiz's online support system. This system allows you to keep track of any outstanding Incidents you have raised.

You may also raise a new Incident and update your personal information as required. If you have any queries at all please raise an incident and we'll be in touch!

Menu

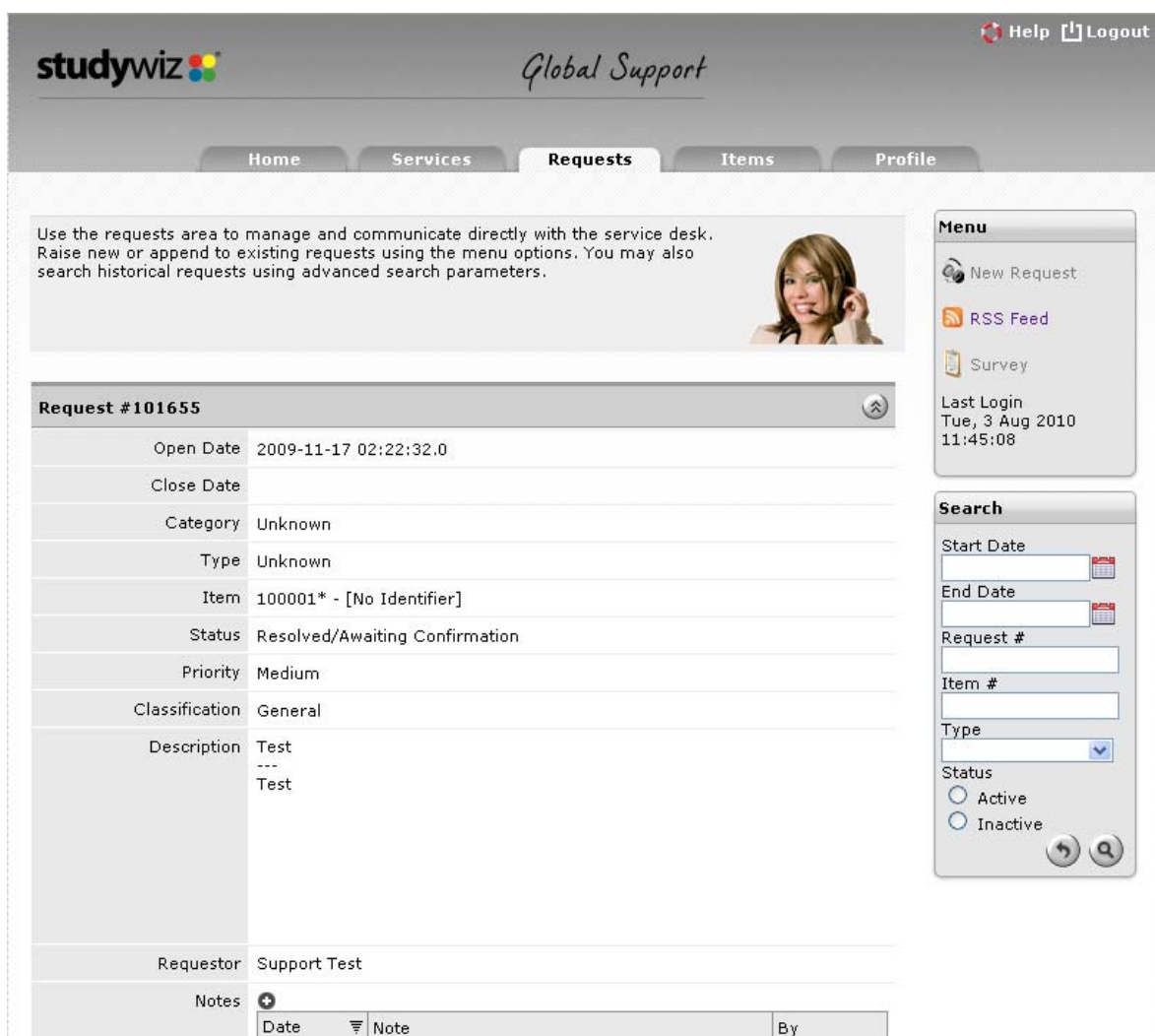
- New Request
- RSS Feed
- Survey

Last Login
Tue, 3 Aug 2010
11:45:08

Current Requests

	Request	Date	Status	Raised By	Item Type	Description
	103145	03/09/10 09:19	Closed	Test, S	Studywiz	This is a test.
	103116	03/05/10 10:50	Closed	Test, S	Studywiz	This is a test.
	103115	03/05/10 10:38	Open	Test, S	Application Server	test.

2. Click the number of the Incident to which you want to add the note. The Incident details appear.



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Help Logout

Home Services Requests Items Profile

Use the requests area to manage and communicate directly with the service desk. Raise new or append to existing requests using the menu options. You may also search historical requests using advanced search parameters.

Menu

- New Request
- RSS Feed
- Survey

Last Login
Tue, 3 Aug 2010
11:45:08

Search

Start Date

End Date

Request #

Item #

Type

Status

☐ Active

☐ Inactive

Request #101655

Open Date 2009-11-17 02:22:32.0

Close Date

Category Unknown

Type Unknown

Item 100001* - [No Identifier]

Status Resolved/Awaiting Confirmation

Priority Medium

Classification General


Description Test

Test

Requestor Support Test


Notes

Date	Note	By
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3. Scroll down to the **Notes** section.
4. Next to 'Notes', click the  button. The Notes field becomes active.



The screenshot shows a web interface with a sidebar on the left containing 'Requestor' and 'Attachments' sections. The 'Requestor' section displays 'Support Test'. The 'Notes' section is active, showing a large text input area with a green checkmark and 'ABC' in the bottom right corner. Below the 'Notes' section is an 'Attachments' section with a plus icon and a table header with 'File', 'Size', and 'Date'. Below the table is a status bar showing '0 - 0 of 0 Results'. At the bottom of the interface are 'Close' and 'Done' buttons.

5. Click in the **Notes** field, then type your note and click . Your note is added to the Incident.
6. Click the **Done** button.

Add a New Note by Email

1. In your email client, locate an email from **support@studywiz.com** that has the incident number in the message header.
2. Reply to the email, leaving the message header intact. The header will have a number such as #123456 in it.

The content of your email will automatically be added to the Incident as a new note.