

Lodging a Support Ticket

Summary:

Clients should use the support facility provided by the Clockwork website to lodge a support ticket, as a valuable means of monitoring the progress of a development project or support issue. Below are some basic instructions on how to utilize this service.

1. Open your Web Browser and visit the following address: www.clockworkcomputing.com.au
Simply click the login option as circled in red in Figure 1.1

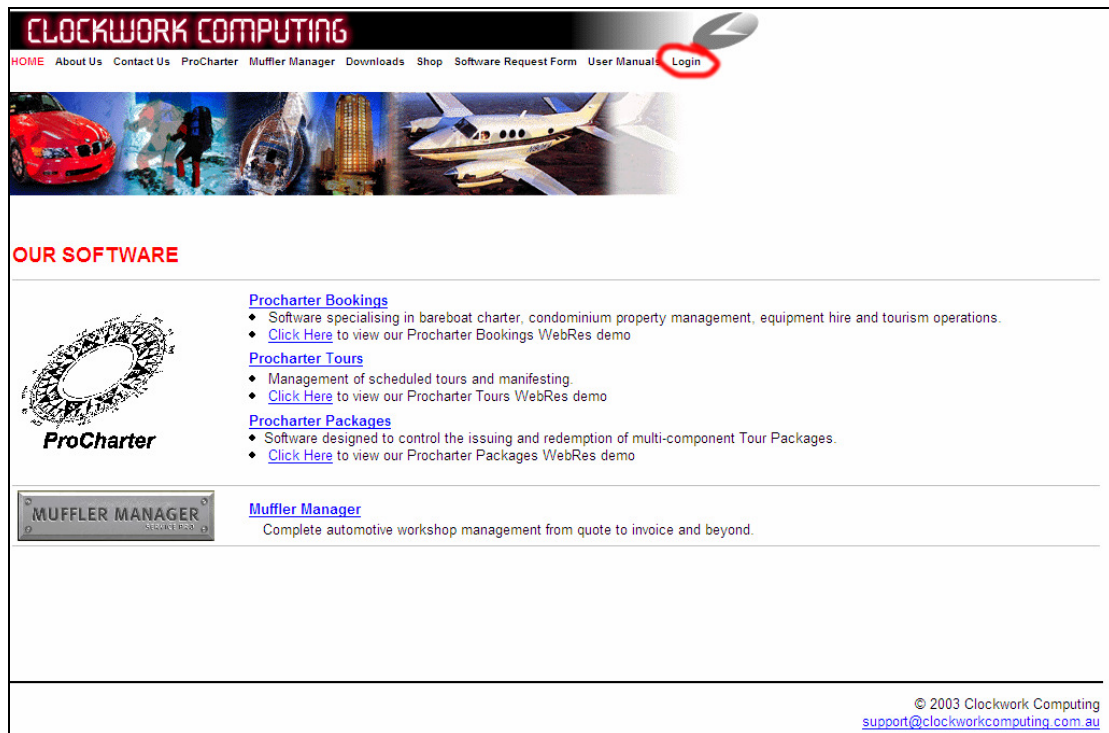


Figure 1.1

2. A login screen will now appear. Enter your username and password and simply click login

3. Your client section will load up. In the top left, you will see a user menu displaying My Files, My Details and **Support**. Click on the support option as circled in red in Figure 1.2

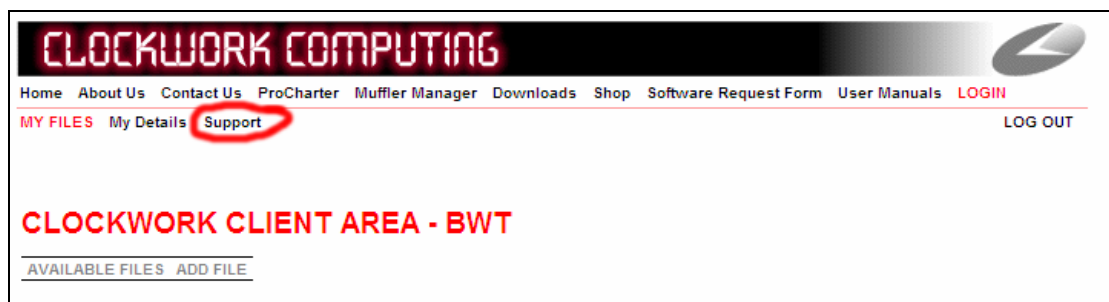


Figure 1.2

4. Simply fill out the form as shown below. You will need to fill out a short description of the task you are requesting and also specify a **primary contact** for the support request (also specify the person you have contacted at clockwork computing in regards if you have spoken to a staff member)

The screenshot shows the 'CLOCKWORK SUPPORT FOR BWT' form. At the top, there is a navigation bar with links: Home, About Us, Contact Us, ProCharter, Muffler Manager, Downloads, Shop, Software Request Form, User Manuals, LOGIN, My Files, My Details, SUPPORT, and LOG OUT. The main heading is 'CLOCKWORK SUPPORT FOR BWT' with sub-links for 'SUPPORT' and 'TRACK A JOB'. The form is titled 'Support' and includes a note: 'Please fill in all fields marked with *'. The form fields are: 'Short Description:' (text input, marked with *), 'Contact:' (text input), 'Application:' (dropdown menu with 'ProCharter Bookings' selected), 'Category:' (dropdown menu with 'Program Error' selected), 'Notes:' (large text area), and 'Attach file:' (text input with a 'Browse...' button). Below the 'Attach file:' field, there is a note: 'If you have multiple files to attach, please submit them in a .zip file.' and a 'Submit' button. At the bottom right, there is a 'back to top...' link.

Figure 1.3

You will also need to specify which application (program you are using) that needs attendance. Also specify a category for the support ticket. If you need to, you can attach either a Microsoft Word Document, Email or Text file with useful information or diagrams.

5. You can keep track of the Support Ticket that has been lodged through the **Track a Job** feature as shown in Figure 1.3.

If you experience and problems or have any concerns please contact Staff at Clockwork on 07 3889 8240.

