## The TASC Helpdesk

The helpdesk feature can be used if you are having any kind of difficulty using our products, if you think of a feature that you would like included in our products, to request bespoke reports, or to just ask us a question. The following guide will explain how this is done.

N.B You will need a user name and password from us to use the help desk and support feature (not the same as your PARS login details). If you do not have a user name and password, please call 01902 824281.
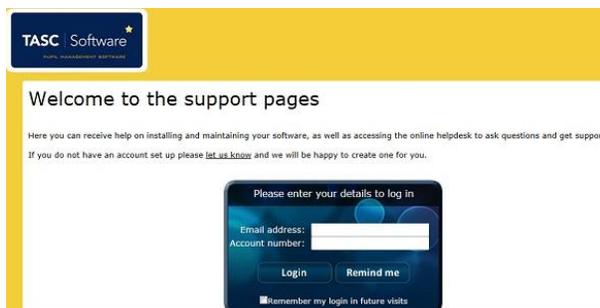
Our Website

Go to http://tascsoftware.co.uk/web/ and click Log In, at the top right of the page.

This will take you to our home page.
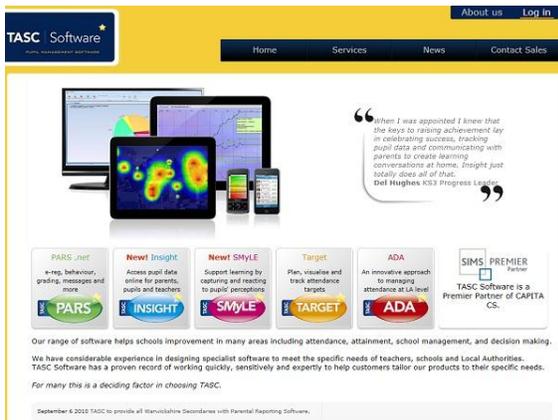
TASC Software home page

The log in page

On our home page you can find a number of useful links. For now, click on Helpdesk at the top of the screen.

Using The Helpdesk

You should now be able to see this screen...

You can click:

- PARS wiki / Insight wiki – for access to our online help guides

- Suggestion – if you have an idea to help us improve our products

- Report a bug – if something isn't working properly

- Ask a question – for any other queries

Once you have clicked on one of these links, select the product you are contacting us about from the drop-down box at the top right of the page.

Simply describe your suggestion/issue/question in the text box on the page. Please use as much detail as possible, as this will make it easier and faster for us to deal with your query.

If you are reporting a bug to us, there will be more than one text box for you to complete. These are for you to tell us a general description, how you made the bug happen, what you were expecting to happen, and what actually did happen. Again, please use as much detail as you can.

You can attach images or other files to help explain your query/issue from this page as well. To do this, click browse, find and select the file you want to upload from your computer, and then click 'Upload.'

Finally, click on Update at the bottom of the screen. This will send your query to our team as a 'ticket' who will deal with it as soon as possible.

You will now be able to see this screen. It will show your current ticket at (or near) the top, and all of the older tickets that your organisation has submitted will be below.

On this screen you can also see the status of each ticket. The status will be "awaiting helpdesk attention" until we have answered. When we have replied to your ticket, the status will change to either answered, rejected, awaiting customer feedback or implemented/fixed.

- Answered – we have answered your query and don't require any more information from you. This is often the case with technical queries and bugs.
- Awaiting customer feedback – we have responded, but we may require more information before we can deal with your issue.
- Implemented/fixed – we have made a change to our product(s) as a result of your problem/suggestion. These changes will be found in the next version of the product (new versions released most weeks)
- Rejected – We may occasionally have to reject a query or suggestion. We will always explain to you why this was necessary.

N.B If you can't find your ticket, make sure "Include closed issues" is checked at the bottom right of the screen. If a ticket is answered, implemented or rejected, it will be classed as closed.

Each ticket will have its own unique id number, shown at the left of the page. In our example, the number is Q7041. Clicking on this number will allow you to view all of the dialogue pertaining to your request.

Issue:	Q7041	Product:	PARS
Type:	Question	Modified On:	19 July 2012
Opened By:	TASC Software TEST School	Fixed In Release:	n/a
Reviewed:	Yes	Status:	Awaiting customer feedback (Z)

Created by TASC Software TEST School — 19/07/2012 16:35:37

Hi TASC,

We're trying to make a system where our students receive merit points for having 100% attendance in a week. Can you explain how this is done please?

Support — 19/07/2012 17:49:00

Hi PARS Users,

This is where we will reply to your queries and requests.

Hopefully we can solve your issue on the spot, but sometimes we might ask you for more details? Or request a_file.xml

Kind regards,
TASC Software.

From here you will be able to view your ticket, and our response once we've replied. If you need to reply to us, simply type your reply in the text box and click Update. You can also upload files by using browse and upload, as explained above.

When we reply to your ticket, you will receive an email notification like this one:

Updated support issue
noreply@tascsoftware.co.uk
Sent: Thu 19/07/2012 17:52
To: Liam Bell

Hi Liam,

A support issue submitted by your organisation has been updated.
The new status of the issue is **Awaiting customer feedback**.
Please visit this page to view details of the issue.

You may be required to log in to the support system if you have not already done so.

Regards,

TASC Software Solutions Ltd
01902 824281

If you do reply to us, your ticket's status will change back to Awaiting helpdesk attention. You can find it, and any of your organisation's other tickets, by clicking on Helpdesk at the top of the page, or by following the link in the email we send to you, as shown above.

And that's all there is to it!