

## The TASC Helpdesk

The online helpdesk is system used to ask questions, report issues and request new features.

Telephone support is also available on 01902 824281, however some issues cannot be dealt with over the phone and must be recorded on the helpdesk (such as error messages, technical issues and development requests).

*You will need an email address and account number logged with us to use the helpdesk (not the same as your PARS login details). If you do not have these details, please call 01902 824281.*

### Our Website

Go to <http://tascsoftware.co.uk/web/> and click Customer Support Login, at the top right of the page.



### Customer Support Pages

Log in

Please use the button to receive help on installing and maintaining your software, as well as accessing the online helpdesk to ask questions and get support.

Log in to support pages


On the next page, click the Log in to support pages button. You will then be prompted to enter your login details.


Click on the Helpdesk button at the top of the screen.


[Insight wiki](#)

[PARS wiki](#)

[SMyle wiki](#)

 Ask a question

 Report a bug

 Student review query

You can click:

- The wiki links – for access to our online help guides
- Ask a question – for any other queries
- Report a bug – if something isn't working properly
- Student review query – for anything relating to bespoke reporting in PARS

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.

**Type:** Suggestion **Product:** PARS

Please enter as much detail as possible below.

Describe your suggestion, bug or question here - the more detail you include, the easier it will be for us to help you

Files can be attached using the options below, click "Browse" and then "Upload":

Resources	Size	Type
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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.

Issue <input type="checkbox"/>	Reported <input type="checkbox"/>	Subject	Product <input type="checkbox"/>	Status
<a href="#">S154859</a>	29/06/2016	Is there a way in Cura when creating an entry a certain member of staff can	Cura	Awaiting your response
<a href="#">Q154942</a>	07/07/2016	How can we automatically award achievement points to students for getting 1	PARSCONNECT	Pending
<a href="#">B154931</a>	06/07/2016	See screenshot..	PARSCONNECT	Answered

On this screen you can also see the status of each ticket. The status will be “Pending” until we have answered. When we have replied to your ticket, the status will change to either answered, rejected, awaiting your response 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 your 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 older tickets” 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 Q154942. Clicking on this number will allow you to view all of the dialogue pertaining to your request.

<b>Issue:</b> Q154942	<b>Product:</b> PARSCONNECT
<b>Type:</b> Question	<b>Modified On:</b> 07 July 2016
<b>Opened By:</b> T.ASC Software TEST School 823	<b>Fixed In Release:</b> n/a
<b>Reviewed:</b> Yes	<b>Status:</b> Awaiting customer feedback (Z)

Created by T.ASC Software TEST School 823  
How can we automatically award achievement points to students for getting 100% attendance in a week?  
07/07/2016 10:00:00

Support  
Hi

This is where we will reply to your ticket. We may need to ask more questions or request files or screenshots from you.

Kind regards  
TASC Software  
07/07/2016 10:00:00

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

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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.