



How to log a support request with CORETX

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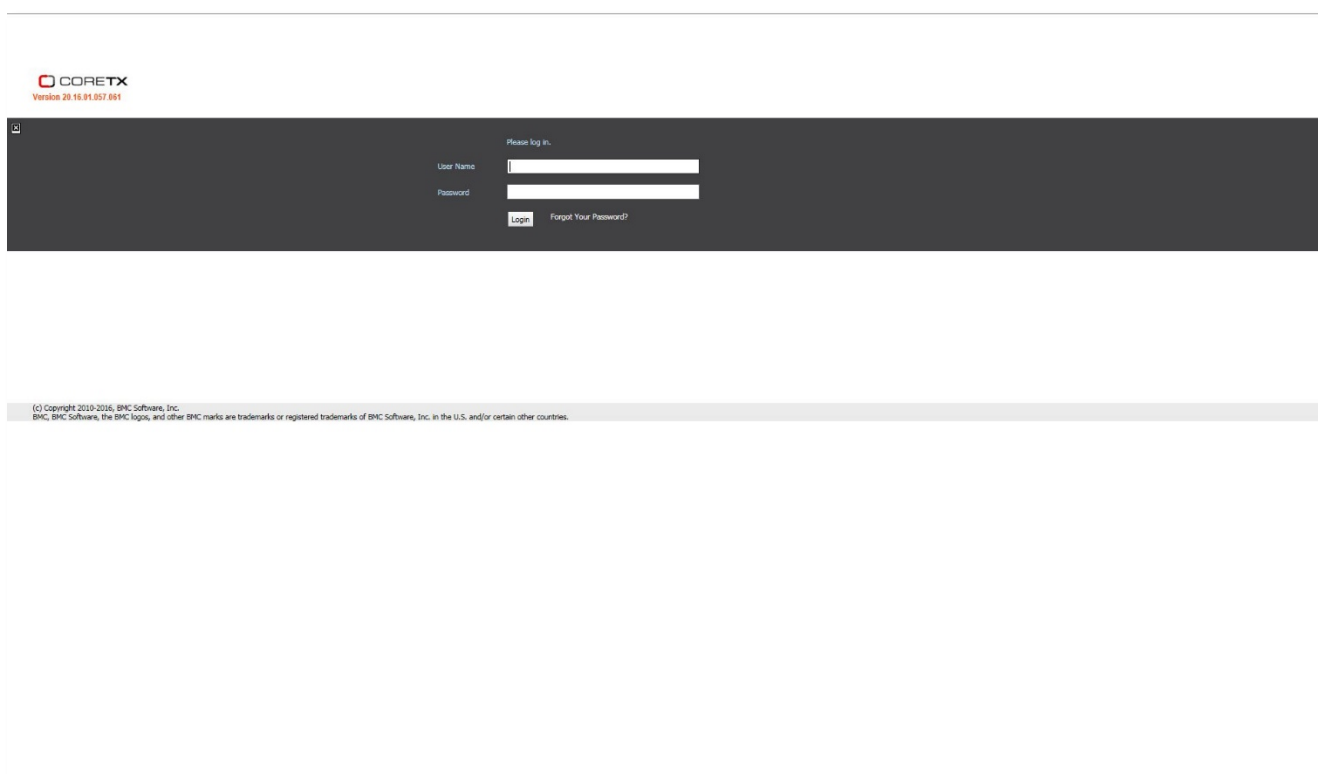
How to log a support request with CORETX

We aim to make logging a support request with us as simple as possible.

Submitting a ticket through our online support system takes just a few moments and you can be sure your request will get to the right person and that we'll be able to professionally track and manage your request to its resolution.

Step 1

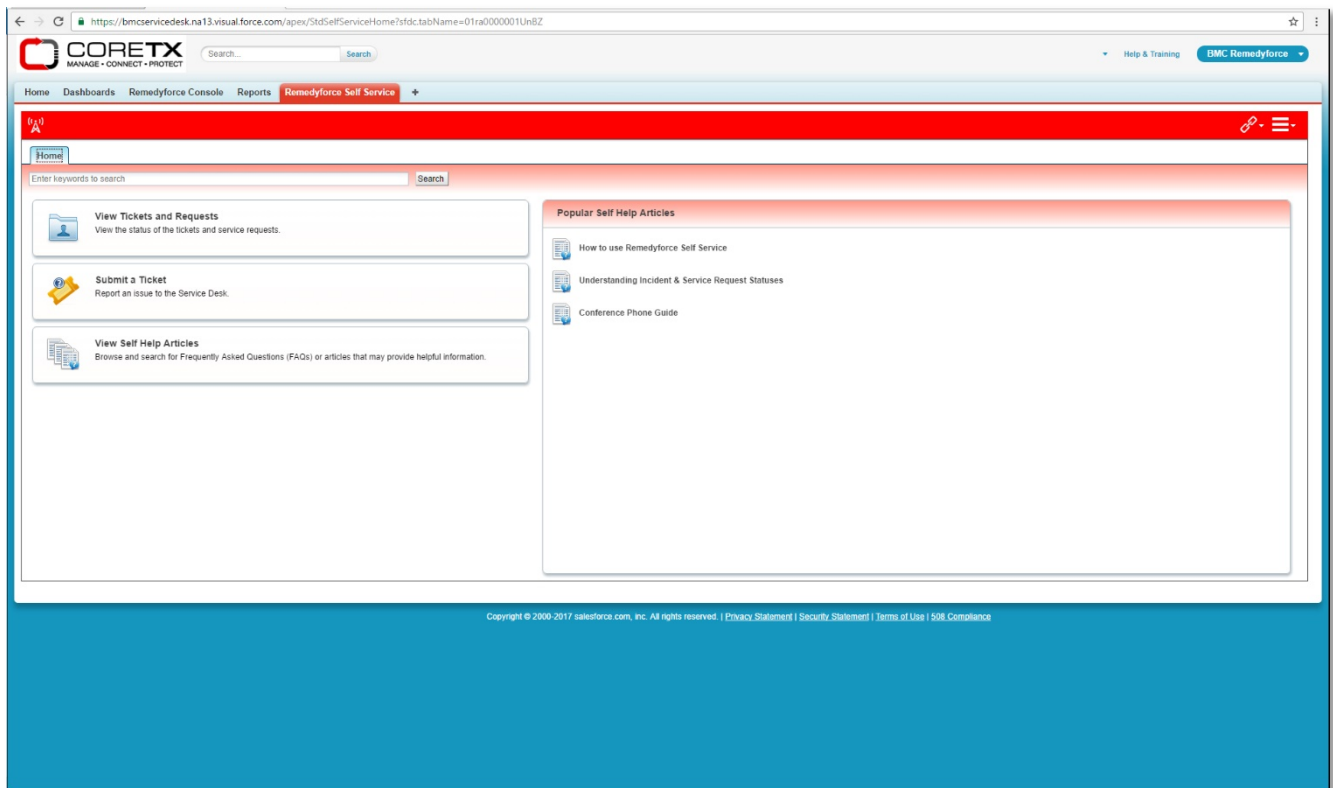
Log in by clicking <https://coretx.secure.force.com> and enter the account login credentials that you've been provided with. Your login credentials are your **email address** and a unique **password**.



If you've forgotten your login credentials or haven't yet been registered for an account, please contact the shared desk on 0844 874 1309 or 01202 299 799 (opt. 3).

Step 2

Once logged in, you'll be directed to the home page.



From the home page, you can **submit a support request**, **view existing tickets** and **change your profile's password**.

Step 3

Click on 'Submit a Ticket' and provide the requested information.

The image shows two overlapping screenshots of the CORETX Remedyforce Self Service portal. The top screenshot shows the main dashboard with the 'Submit a Ticket' button circled in red. The bottom screenshot shows the 'Submit a Ticket' form with several callouts:

- Submit a Ticket**: Report an issue to the Service Desk.
- Submit**: Click on SUBMIT to save and submit your ticket.
- DESCRIPTION**: The DESCRIPTION must be filled in with as much detail as possible highlighting the issue for a ticket to be submitted.
- Category**: Choose a CATEGORY for your ticket e.g. 'Access Request'.
- Attachments**: Click on CHOOSE FILE to add an attachment to your ticket.
- On Behalf of**: If you are raising a ticket on behalf of someone else, fill in the ON BEHALF OF box.

The form includes fields for Site, Client Phone, Alternate Contact Number, Resolution, Client Reference, and a section for Attachments and Notes. A 'Select From Categories' dialog box is also visible, showing a tree view of categories such as Datacentre, Access Request, Collection, Delivery, Remote Hands, General Abuse, General Admin, Hardware, Network Infrastructure, Network Services, SaaS Admin, Software, and Warranty.

Once you've submitted your ticket, you'll receive an **email confirmation** with your ticket's **reference number**.

Our support team will resolve your request in line with the service level agreement agreed between your organisation and CORETX.

Step 4 – Additional Information

For additional security we also recommend that you add a PIN number to your account, as well as an ALTERNATE EMAIL address.

With an active PIN number, we will be able to identify you more quickly.

Providing an ALTERNATE EMAIL address will allow us to still contact you via email if we have any difficulty with your primary email address.

The screenshot displays the CORETX Remedyforce Self Service interface. The top navigation bar includes links for Home, Ticket: New, and My Profile. The My Profile link is circled in red. Below the navigation bar, there is a 'Ticket Details' section with a 'Describe your issue' text area and a 'Client Reference' field. The main content area shows a profile update form with the following fields: First Name, Last Name*, Email*, Time Zone* (set to GMT+00:00 Greenwich Mean Time (Europe/London)), Locale* (set to English (United Kingdom)), Language* (set to English), Phone, Street, City, State/Province, Zip/Postal Code, Alternate Email Address (circled in red), and User Pin (circled in red). At the bottom of the form, there is a 'Broadcast Ticker Speed' slider ranging from Slow to Fast.

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