# Teczo Features Quick Guide

## How to Use Teczo Support

Teczo Support

Teczo Support is a new feature that allows the user to quickly submit Teczo support and enables the user to track its progress through a Myteczo page. This feature follows the template of a regular module.
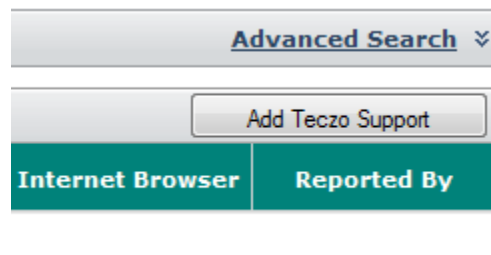
Submitting Teczo Support

1. Click the hand icon button located on the Teczo menu bar (top right of the browser).
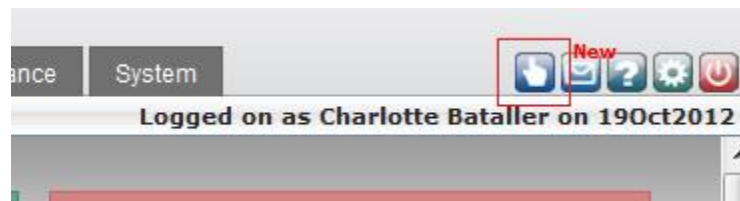
2. A Teczo support summary page will be shown.
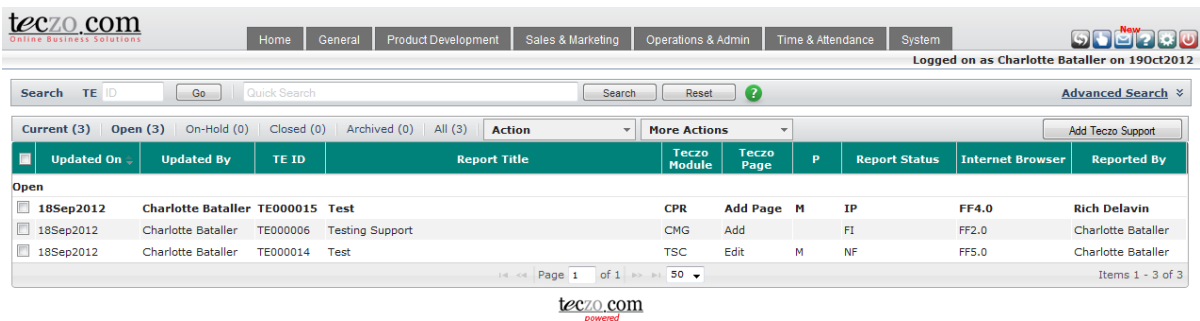
3. Click the Add Teczo Support button to submit an issue or request.

4. Upon clicking the Add Teczo Support button, a Report Form will be opened.

5. Please fill up all the fields especially the required fields which are displayed in yellow.

Description of Fields:
a. Title – displays the title of the issue or requests. Should be short but clear enough to understand the report.
b. Description – a detailed description of the issue or request.
c. Module – module where the issue has been found or the request should be placed
d. Page – page where the issues has been found or the request should be placed.
e. Date and Time Encountered – state the exact date and time the issue has been found or encountered.
f. Operating System – operating system used when the issue has been found.
g. Internet Browser – browser used when the issue has been found
h. Screen Resolution – screen resolution used when the issue has been found.
i. Language – language used when the issue has been found.
j. Hardware Details – some hardware details used when the issue has been found.
k. Add Attachment – attach a screenshot of the issue found or an attachment of suggested look of the request.

6. Once the fields have been filled in, click the Submit button to post the request. The request can also be cancelled anytime by clicking the Back button.
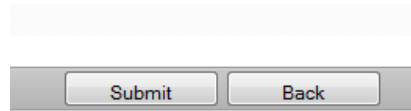
7. Once submitted, an email confirmation will be sent to the user to confirm that the request has been posted. In the event no confirmation was received, kindly inform us by emailing us through: support@teczo.com.

Checking the status of your Reports

1. The status of the submitted reports can be checked through the Teczo Support summary page. Simply follow the steps 1 and 2 in Submitting Teczo Support. The submitted items will then be shown.

2. Click on a submitted item in the summary table to see the details and its Report Status.

3. It is possible to ask questions or request a follow up by writing a comment in a submitted request.

4. Upon clicking the Save button, the comment will be posted in the report details comment column.

5. It is also possible to search for requests in the summary table through the Basic Search and Advanced Search functions.   The functionalities are similar to other module's summary pages.