

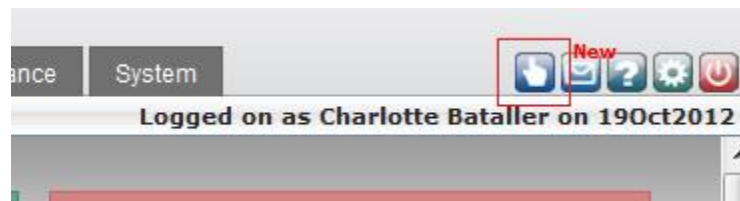
## How to Use Teczo Support

### Teczo Support

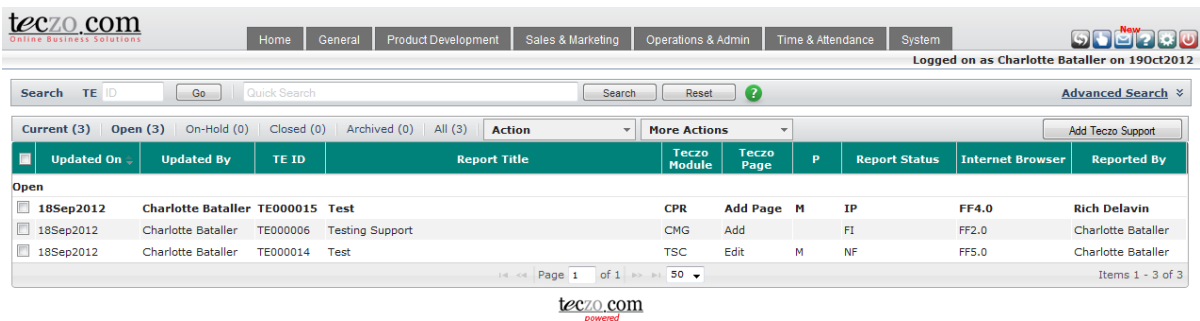
Teczo Support is a new feature that allows the user to quickly submit Teczo support and enables the user to track its progress through a Myteczo page. This feature follows the template of a regular module.

#### Submitting Teczo Support

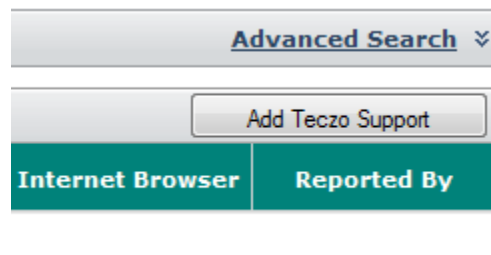
1. Click the hand icon button located on the Teczo menu bar (top right of the browser).



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.

**Add Form**

<b>Title :</b>	<input type="text"/>
<b>Description :</b>	<div style="border: 1px solid #ccc; padding: 5px;"><p><b>B I U S</b>   <b>☰ ☱ ☲ ☳ ☴ ☵ ☶ ☷</b>   <b>x<sub>2</sub> x<sup>2</sup></b>   <b>☰ ☱ ☲ ☳ ☴ ☵ ☶ ☷</b>   <b>↶ ↷</b></p><div style="background-color: #ffffcc; height: 100px;"></div></div>
<b>Module :</b>	<input style="width: 100%;" type="text" value=" &lt;Select&gt; "/>
<b>Page :</b>	<input type="text"/>
<b>Date and Time Encountered :</b>	<input type="text"/>
<b>Operating System :</b>	<input style="width: 100%;" type="text" value=" &lt;Select&gt; "/>
<b>Internet Browser :</b>	<input style="width: 100%;" type="text" value=" &lt;Select&gt; "/>
<b>Screen Resolution :</b>	<input style="width: 100%;" type="text" value=" &lt;Select&gt; "/>
<b>Language :</b>	<input style="width: 100%;" type="text" value=" &lt;Select&gt; "/>
<b>Hardware Details :</b>	<input type="text"/>

It would be highly appreciated if you can attach a screenshot.

Maximum 8MB per file

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

**Add Form**

Title :

Description :

Module :

Page :

Date and Time Encountered :

Operating System :

Internet Browser :

Screen Resolution :

Language :

Hardware Details :

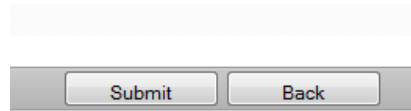
It would be highly appreciated if you can attach a screenshot.

Maximum 8MB per file

### 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.

- 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.



- 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](mailto:support@teczo.com).

## Checking the status of your Reports

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

A screenshot of the Teczo Support summary page. The page header includes the Teczo logo, navigation tabs (Home, General, Product Development, Sales & Marketing, Operations & Admin, Time & Attendance, System), and a user login status: 'Logged on as Charlotte Bataller on 19Oct2012'. Below the header is a search bar and a table of reports.

Updated On	Updated By	TE ID	Report Title	Teczo Module	Teczo Page	P	Report Status	Internet Browser	Reported By
18Sep2012	Charlotte Bataller	TE000015	Test	CPR	Add Page	M	IP	FF4.0	Rich Delavin
18Sep2012	Charlotte Bataller	TE000006	Testing Support	CMG	Add		FI	FF2.0	Charlotte Bataller
18Sep2012	Charlotte Bataller	TE000014	Test	TSC	Edit	M	NF	FF5.0	Charlotte Bataller

A screenshot of the Teczo Support details page for report TE000015. The page is divided into two main sections: 'Details' and 'Comments'.

Details	Comments
<p>TE000015 - Test</p> <p>Priority: Medium</p> <p>Severity: Change Request</p> <p>Source: Internal Form</p> <p>Report Status: In-progress</p> <p>Description: Test</p> <p>Miscellaneous: Customer Projects, Add Page</p> <p>Date Encountered: 18Sep2012 10:17 AM</p> <p>Submitted By: Charlotte Bataller</p> <p>Submitted On: 18Sep2012 10:17 AM</p> <p>Reported By: Rich Delavin</p> <p>Updated By: Charlotte Bataller</p> <p>Updated On: 18Sep2012 10:17 AM</p> <p>Closed By:</p> <p>Closed On:</p> <p>State: Open</p> <p>Operating System: Windows 98</p> <p>Internet Browser: Firefox 4.0</p> <p>Screen Resolution: 1280 x 800</p> <p>Language: English</p> <p>Hardware Details: Laptop</p> <p>Update History List</p> <p>Attachments: No records found.</p>	<p>Comments</p> <p>No comments posted.</p>

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

Comments Add Comment

**B I U S** [List Icons] [Link Icons] [Undo] [Redo]

What is the status of this request?

Maximum 8MB per file  
Add Attachment

Save Reset Close

No comments posted.

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

Page 1 of 1 | Items 1 - 3 of

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Edit	Comments <span style="float: right;">Add Comment</span>
	<p>Page size: 10 Change</p> <p><b>Comment 1 by Charlotte Bataller on 19Oct2012 03:09 PM</b> <span style="float: right;">10</span></p> <p>What is the status of this request?</p>

- 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.