

23 March 2012

Changes to our Support Service

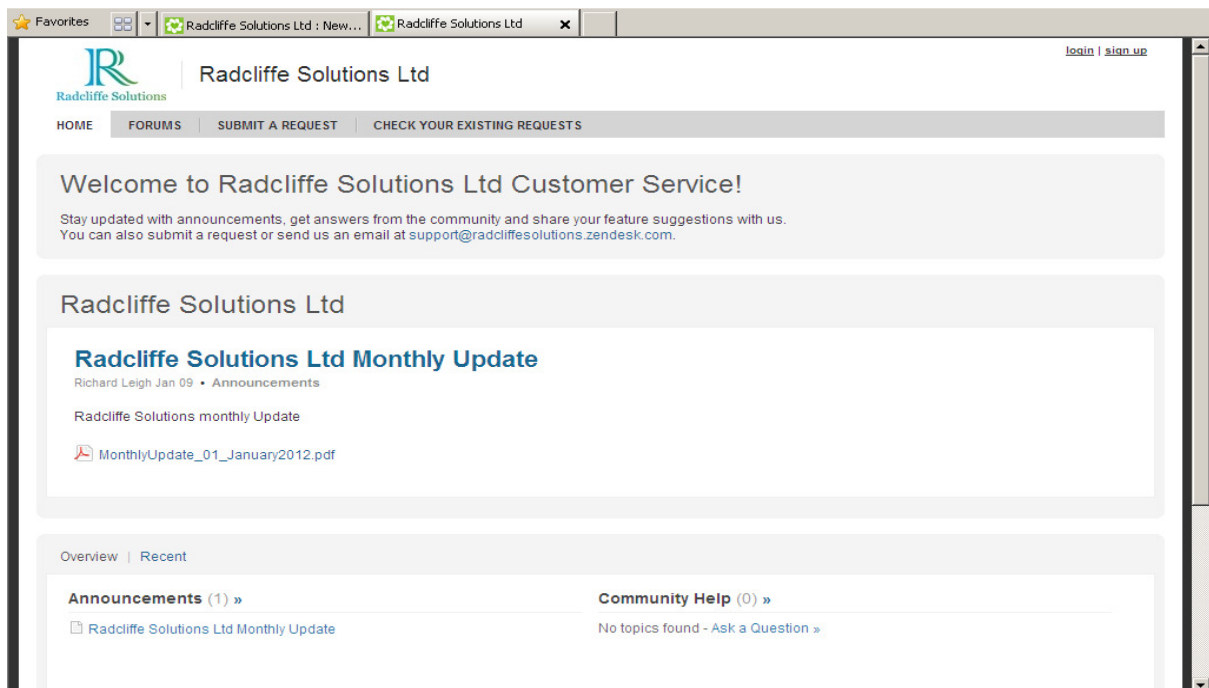
As from Monday the 2nd April Radcliffe Solutions will be changing the software we use to provide support.

From this date users who require on line support for AT- Learning, e-KSF and AT- Performance will be directed to <https://radcliffesolutions.zendesk.com> . From this web site you will be able to log a help desk request by following the on the screen instructions. (For ease we have also provided a set of screenshots showing the on screen instructions in the following pages)

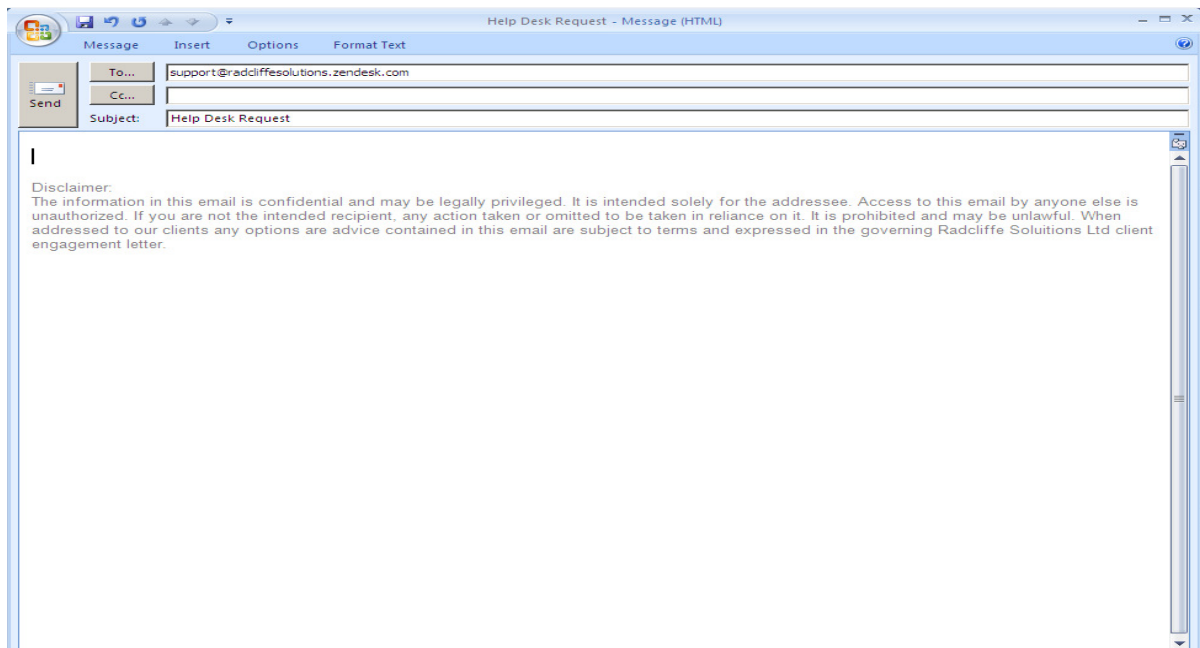
There are two routes to accessing support from this website

1. Send us an e-mail at 'support@radcliffesolutions.zendesk.com'
or
2. Sign in and create an account and then record your help desk request via your personal account.

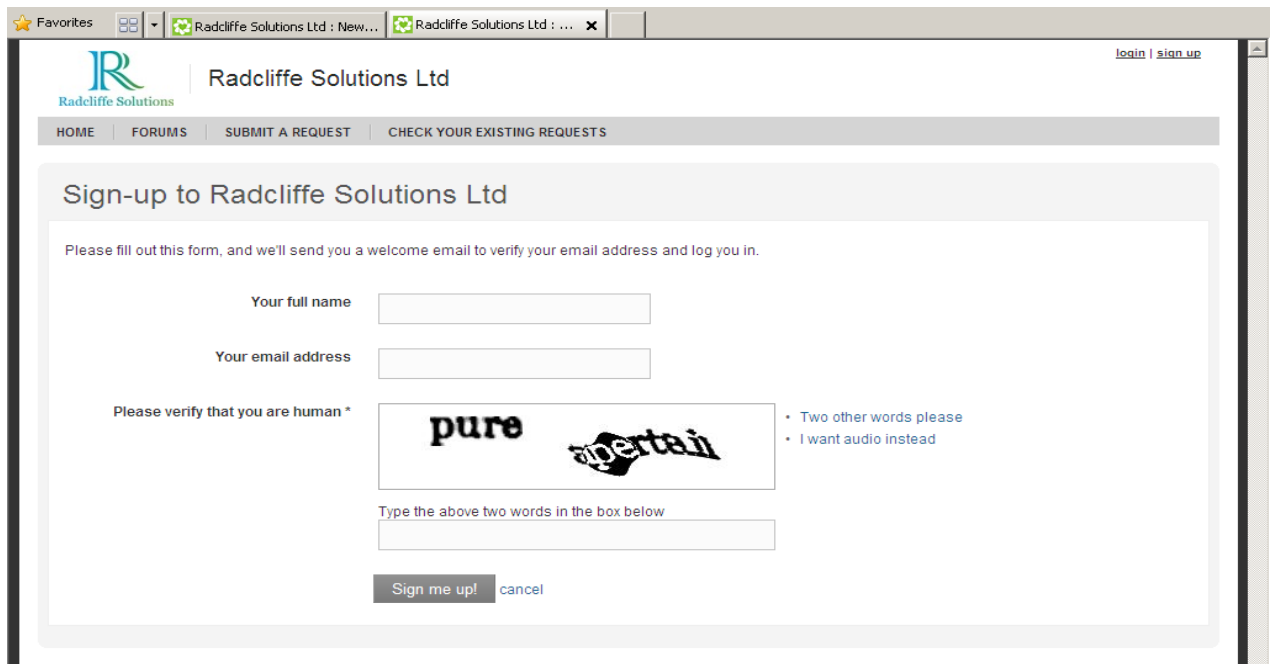
It would be best to set up an account so you can review your history, manage your help desk requests and give us feedback which is all important so we can continuously improve.



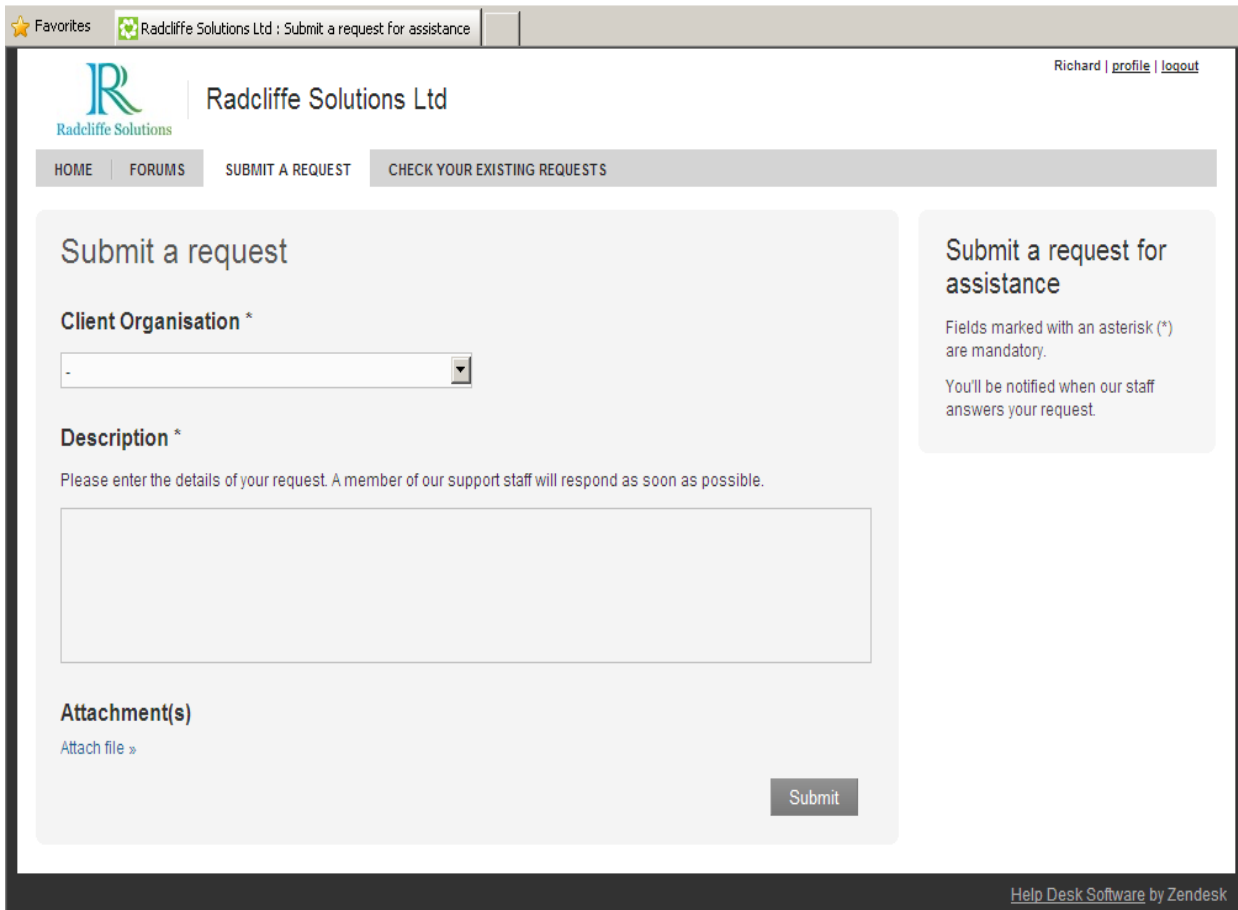
- Option 1 selecting 'support@radcliffesolutions.zendesk.com'



- Option 2 sign up for a help desk account: Fill the form in below and the system will send you your login details which will allow you to create a 'Help Desk Request'



- Help desk request form:



Submit a request

Client Organisation *

Description *

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachment(s)

Attach file »

Submit

Submit a request for assistance

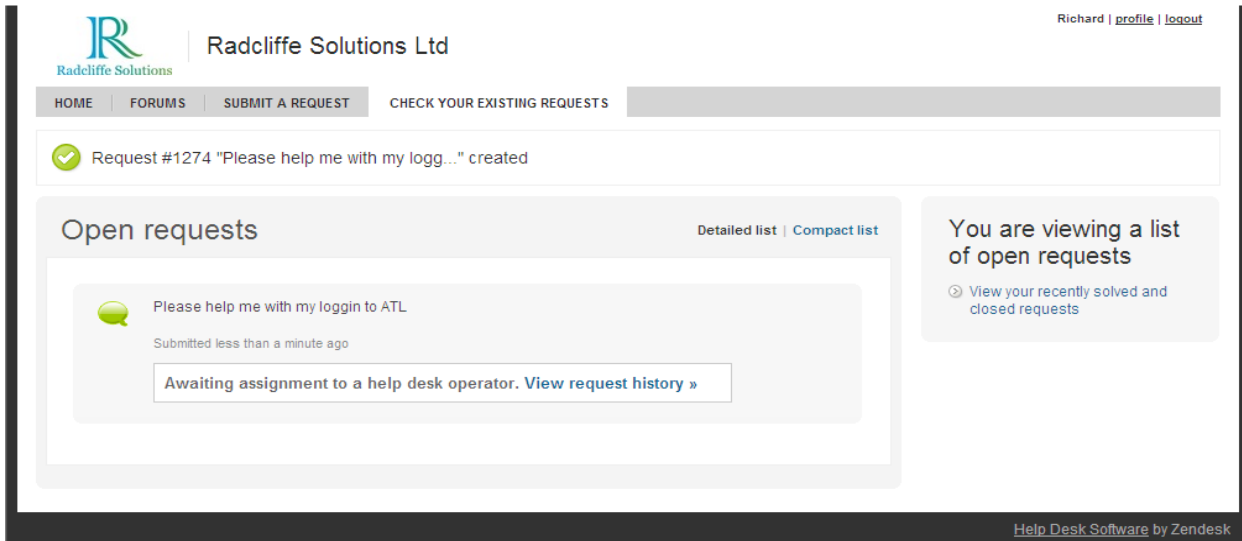
Fields marked with an asterisk (*) are mandatory.

You'll be notified when our staff answers your request.

Help Desk Software by Zendesk

- Select your organization from the drop down list, and then in the description box enter your request.
- The system will allow you to attach file to your request.
- When you have completed the form please press the submit button.

- The system will confirm that your request has been received.



The screenshot displays the Radcliffe Solutions Ltd help desk interface. At the top left is the company logo and name. The top right shows the user's name 'Richard' with links for 'profile' and 'logout'. A navigation bar includes 'HOME', 'FORUMS', 'SUBMIT A REQUEST', and 'CHECK YOUR EXISTING REQUESTS'. A green checkmark icon indicates a successful action: 'Request #1274 "Please help me with my logg..." created'. Below this is a section titled 'Open requests' with a toggle for 'Detailed list' and 'Compact list'. A single request is shown with the subject 'Please help me with my login to ATL', submitted 'less than a minute ago', and a status box stating 'Awaiting assignment to a help desk operator. View request history »'. To the right, a sidebar note says 'You are viewing a list of open requests' with a link to 'View your recently solved and closed requests'. The footer of the interface reads 'Help Desk Software by Zendesk'.