



How to log a support request with CORETX

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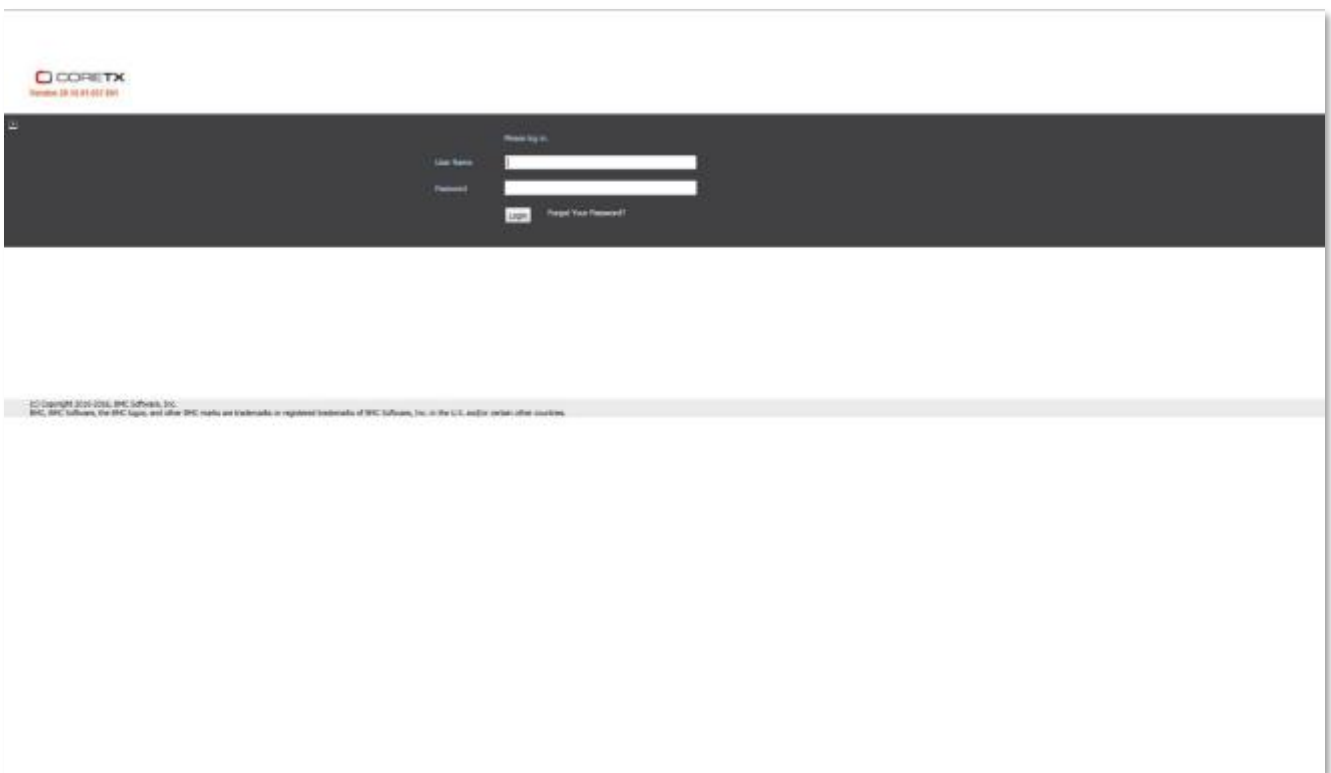
How to log a support request with CORETX

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

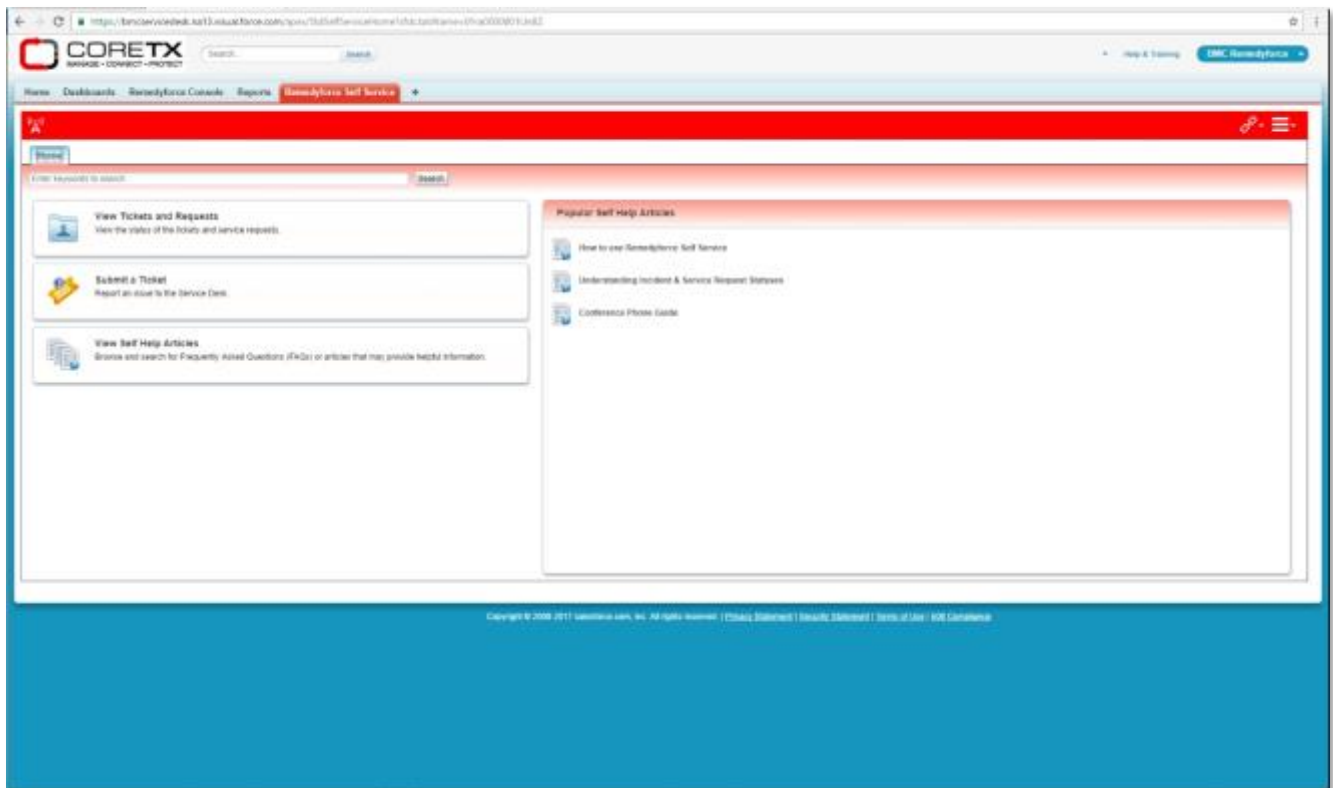
Log in by clicking <https://coretx.secure.force.com> and enter the account login credentials that you've been provided with. Your login credentials are your **email address** and a unique **password**.



If you've forgotten your login credentials or haven't yet been registered for an account, please contact the shared desk on 0344 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 a sequence of three screenshots from the CORETX support portal. The first screenshot shows the 'Submit a Ticket' button circled in red. The second screenshot shows the 'Submit' button circled in red. The third screenshot shows the 'Choose File' button circled in red. Callout boxes provide instructions for each step.

Click on **SUBMIT** to save and submit your ticket

The **DESCRIPTION** must be filled in with as much detail as possible highlighting the issue for a ticket to be submitted

Choose a **CATEGORY** for your ticket e.g. 'Access Request'

If you are raising a ticket on behalf of someone else, fill in the **ON BEHALF OF** box

Click on **CHOOSE FILE** to add an attachment to your ticket

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 shows the CORETX user profile page. The page has a red header with the CORETX logo and navigation tabs: Home, Ticket, New, and My Profile. The My Profile tab is active. Below the navigation, there are buttons for Submit, Change Password, and Cancel. The profile form includes fields for First Name, Last Name*, Email*, Time Zone* (set to GMT+00:00 Greenwich Mean Time (Europe/London)), Locale* (English (United Kingdom)), Language* (English), Phone, Street, City, State/Province, Zip/Postal Code, Alternate Email Address, and User Pin. The 'Alternate Email Address' and 'User Pin' fields are circled in red. At the bottom, there is a 'Broadcast Ticker Speed' slider ranging from Slow to Fast.

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