Logging a Support Ticket with Novtel

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1   Introduction

In order to better manage Support issues, Novtel is proud to announce that the **'Novtel Suport Help Desk'** has been implemented to enable your company to log support issues for the following:

- ➢ Property Management
- ➢ Hospitality Management;
- ➢ Equipment Hire;
- ➢ Vehicle Hire;
- ➢ Self Storage;
- ➢ Relations Management;
- ➢ And Contract Management.

By entering your unique User name and Password as assigned by Novtel, the **'Ticketing'** system will be unlocked. All communication linked to the ticket logged on your User profile will be e-mailed to you as soon as a reply has been posted.

In order to log a ticket, you may simply send an email from any device to the following e-mail address: support@novtel.org.za, and a ticket will be created automatically. You will also be able to reply per email when communication is received from the Novtel Support Team. However, please note that:

1. **The subject line must not be altered since it contains the ticket number;**
2. **In order to view or print the complete archive of your support requests (per ticket), you will need to log into the system.**

By using the e-mailing option, all relevant information will not be entered as in the case of logging into the **'Support Center'**. Therefore we recommend that the Ticketing system is rather used for more accurate reporting purposes.

<u>**Important:**</u>

- ➢ You will also be required to confirm whether the issue has been resolved before the ticket is closed by the Novtel Support Team.
- ➢ Only 1 issue per ticket is allowed in order to streamline the support process.

The system has been set up in order for Users to stay logged in for 30 minutes at a time, after which they will be logged out automatically if they have not done so manually.

Please note that you will only be able to log into the system after an elapsed period of 1 minute.
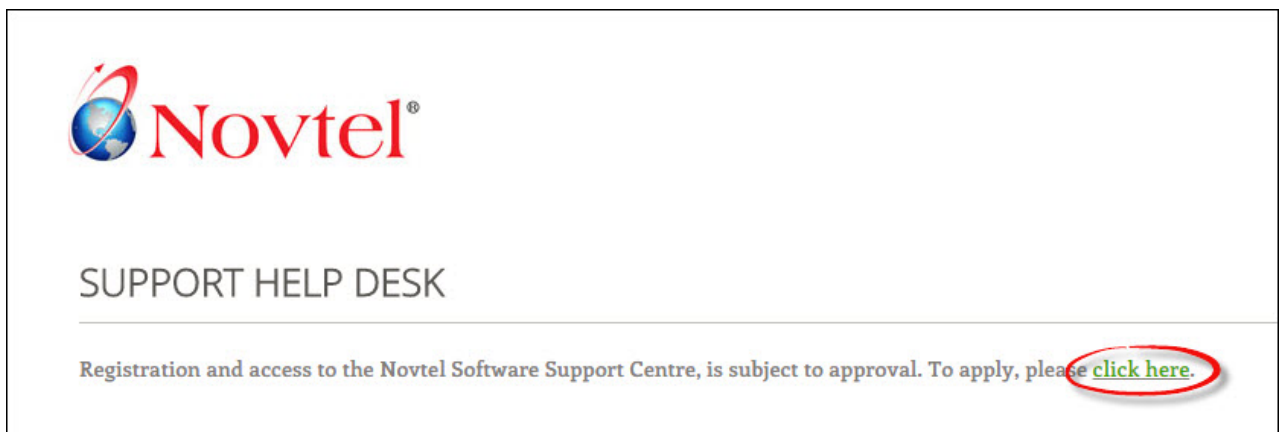
2 Sending a request to be registered

You will not be able to register yourself as a user, and a request must be send to Novtel by following these steps:

➢ Access Novtel's website: www.novtel.co.za
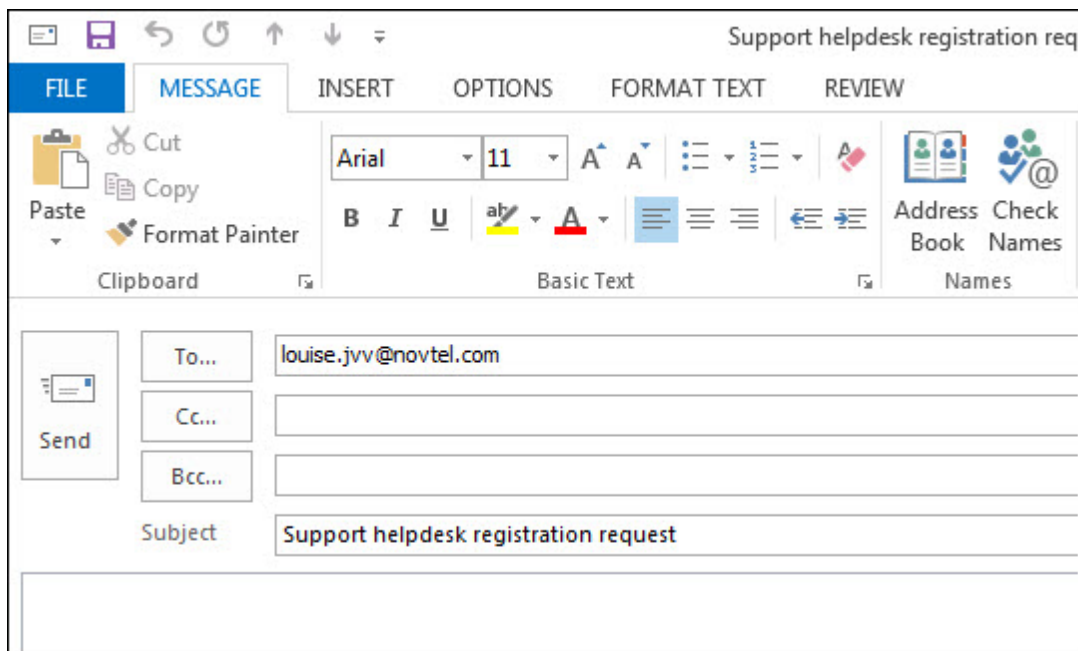➢ Click on **'Login Zones'** and select **'Support'**;
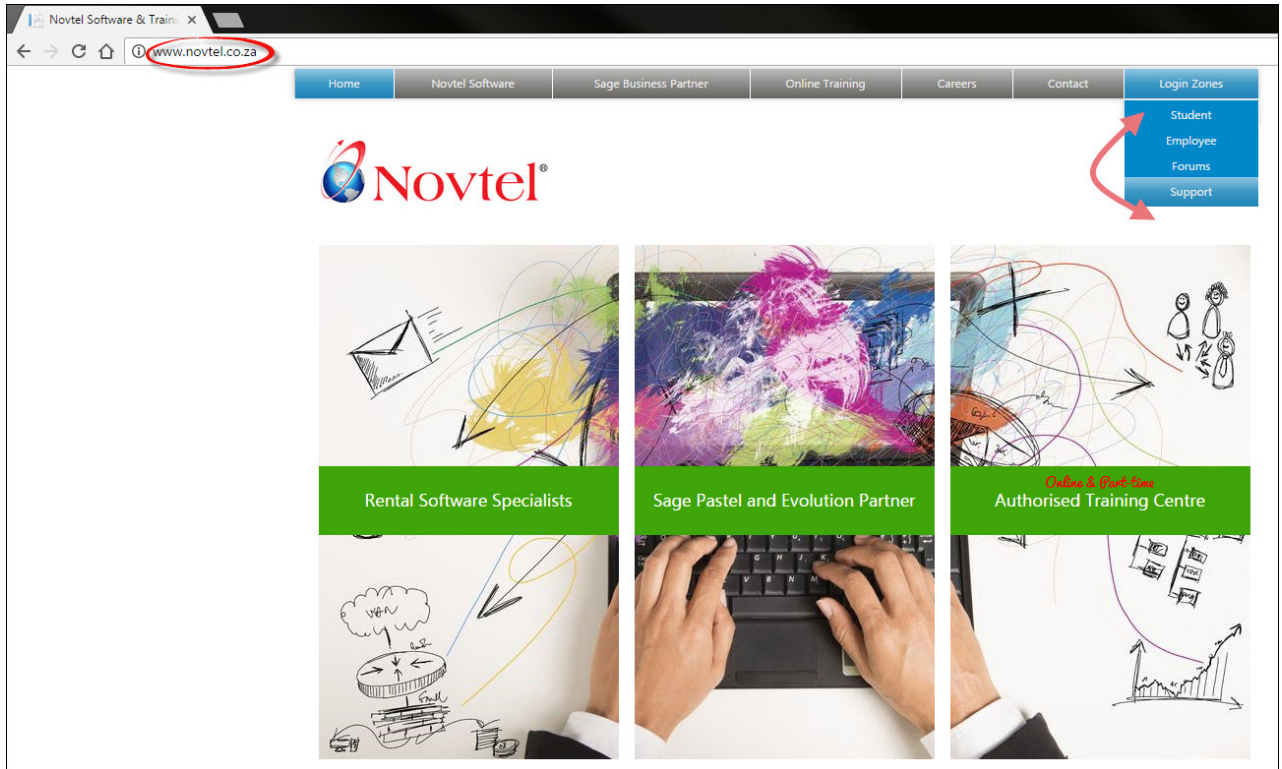
➢ Request registration and access to the Novtel Software Support Center by clicking here:

The applicable e-mail address for application for registration, as well as the subject will be populated automatically. Please simply supply the following in the e-mail body:

➢ Your Full name;
➢ Email address;
➢ And Company Name.

As soon as registration occurred, an automatic email is send to the supplied email address. You will be required to click on the link listed in the email.
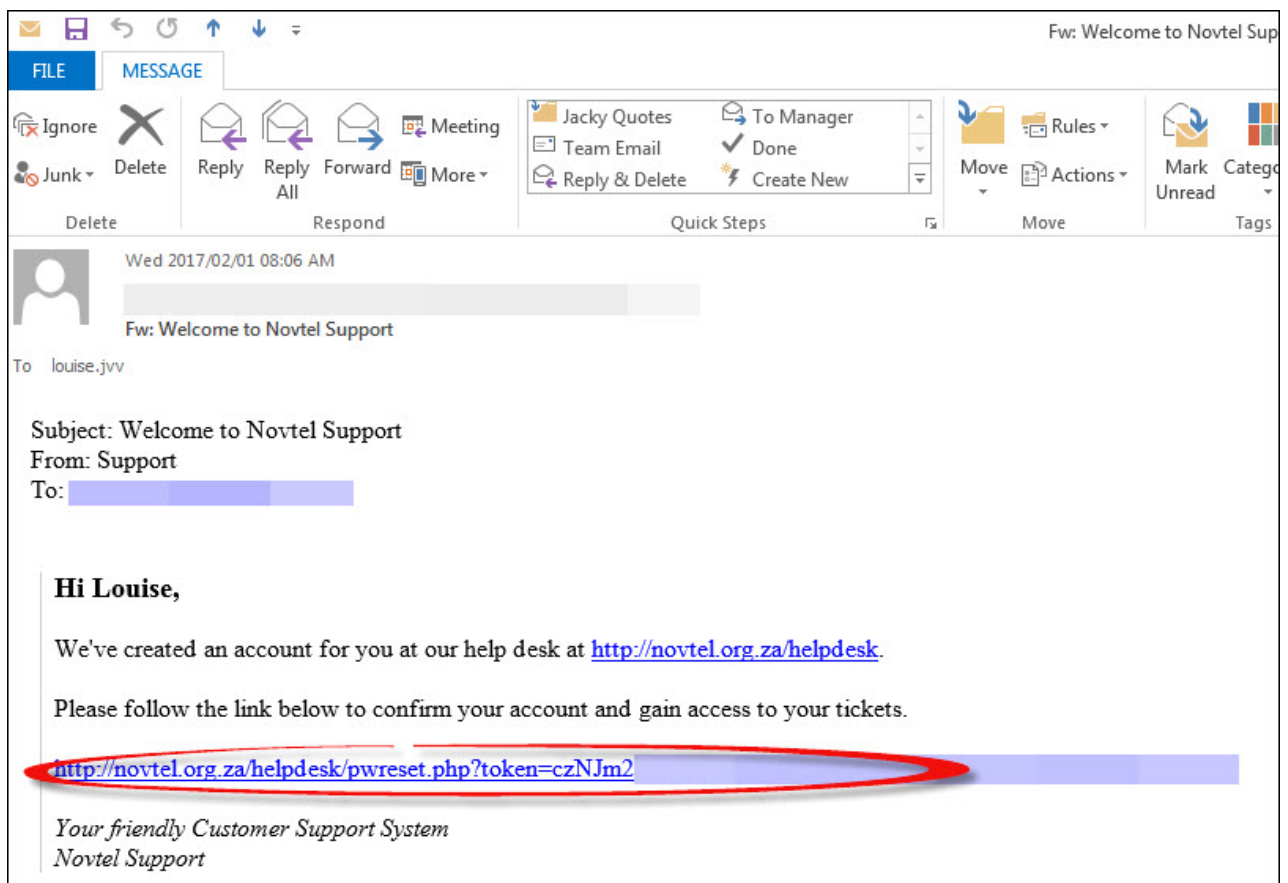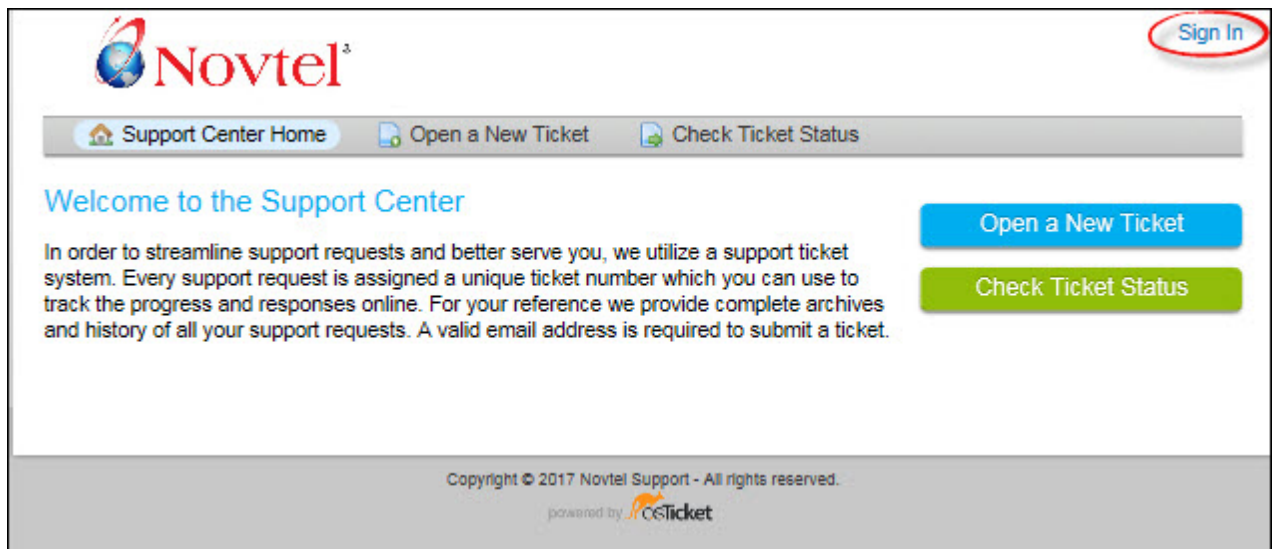

Immediately, the **'Novtel Support Center'** home page is opened, and you will be able to log into your account with the details provided by Novtel in a separate email.
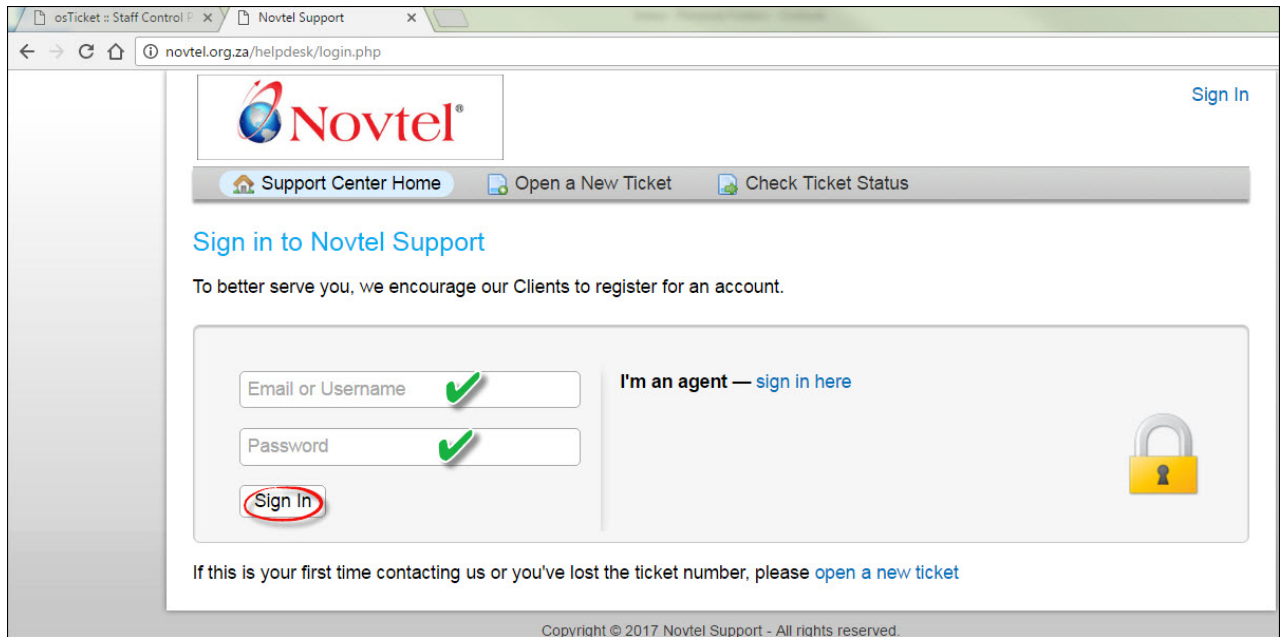
3 Logging in

In order to log in to log a support ticket, open Novtel's website and click on **'Login Zones - Support'**;
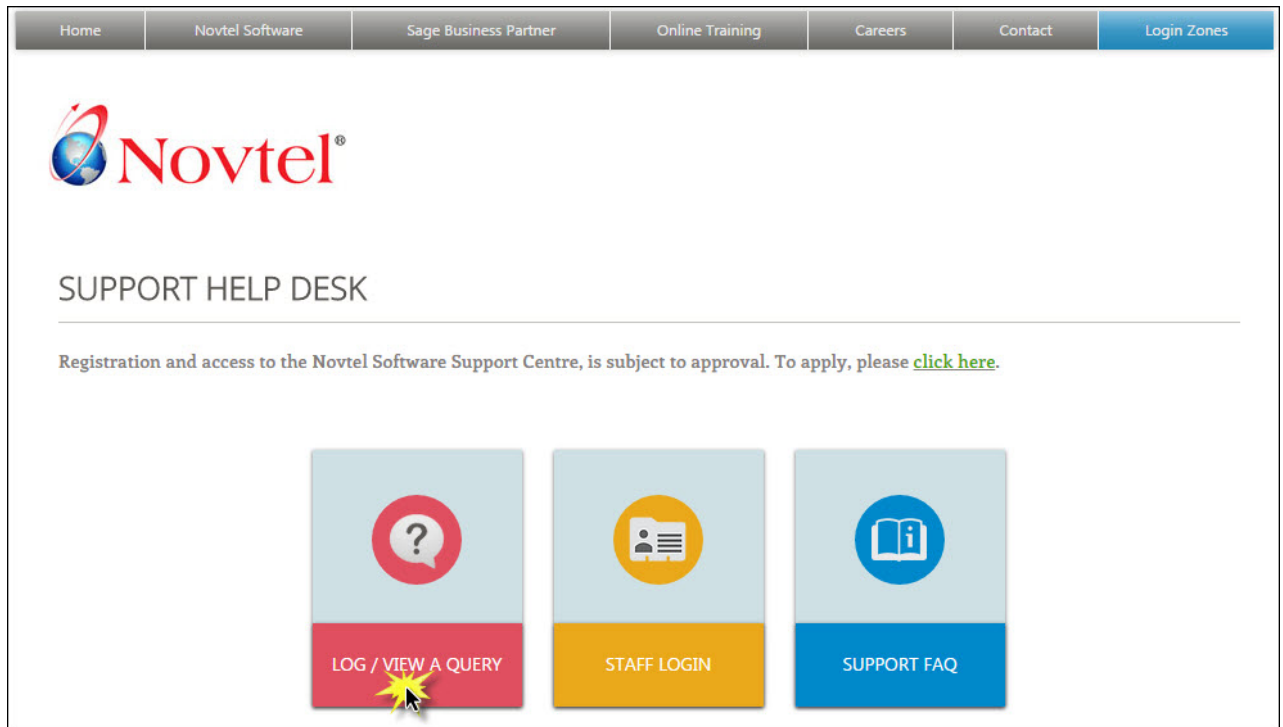
➤ Click **'Sign In'**;

➢ And enter your Username and Password.

4   Logging a Ticket

Once logged into the system, your **'User Name'** will be displayed at the top of the window - As well as the total number of tickets ever logged by you as the User.

The **'Open a New Ticket'** option is selected by default.

Now click on the dropdown menu below **'Help Topic'** and select the specific product for which the ticket is created. This is a mandatory field, and you will not be allowed to continue if this field has not been populated.

Immediately, the **'Ticket Details'** field is activated.

1. Enter your Company's Name in the **'Organization'** field. (In order to log issues to your company's profile, please enter the details here)
2. Enter a short description of the problem in the **'Issue Summary'** field. (This is once again a mandatory field)
3. Click **'Create Ticket'**.

The ticket has now been created, and the window is displayed as follows:

1. The Summary - as entered previously - is displayed and the **'Ticket number'** is allocated to the Summary.
2. The ticket status is '**Open** and will remain as such until the issue has been resolved and the client has confirmed this fact in writing;
3. The 'Support department' is linked to all Software related issues;
4. The exact date and time when the ticket was created is displayed in order for the support team to complete the ticket within the set time frame allocated to the ticket by management;
5. The User's name and email address is displayed in the **'User Information'** field.
6. The **'Ticket Details'** section displays your company's name as entered previously. This information will be displayed on the PDF document which can be printed by the User.

1. In the second part of the window, a mandatory detailed description is required in order to continue.
2. Attachments can be uploaded by either a 'Drag and Drop' option, or by clicking here in order to browse for the applicable file an then selecting it.
3. Now click **'Post Reply'** to conclude the process of creating the ticket.

5 Receiving Feedback from Novtel

The moment a ticket has been logged, you will receive an email that your request has been submitted.
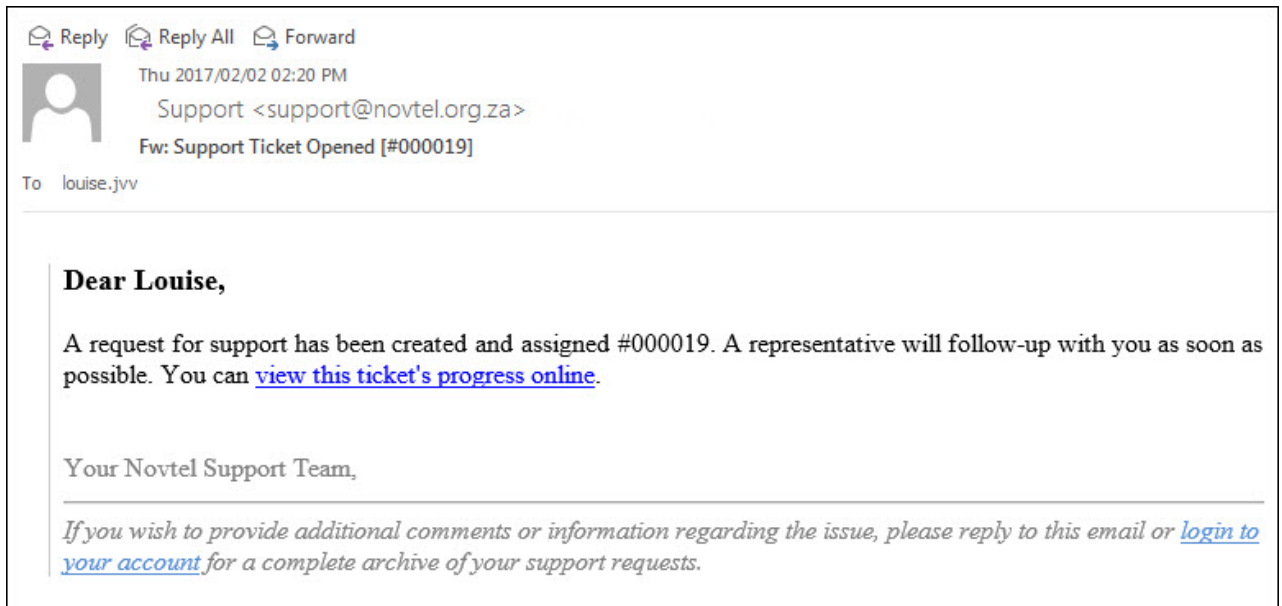
Each time a Novtel Team member replies to your submission by means of the Ticket system, you will receive an e-mail as to the extend of the progress.

Novtel may have also logged a ticket on your behalf under certain circumstances, and in this case you will receive a mail similar to this:
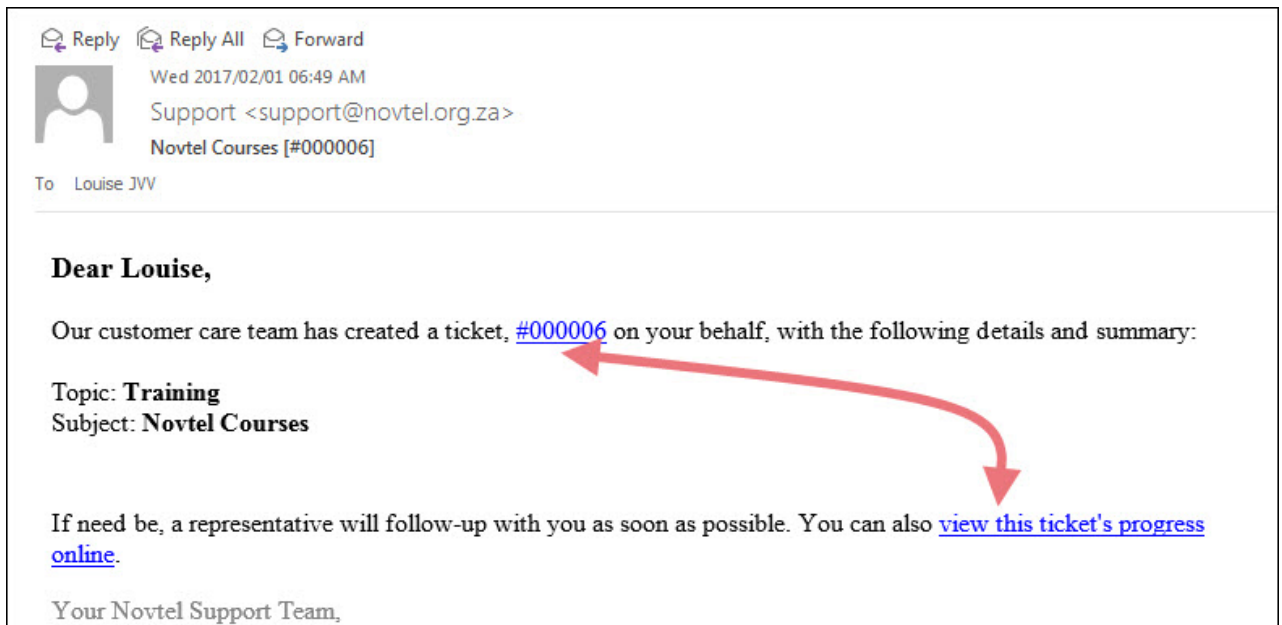
Simply click on the link in order to log into your account and view the progress online.

6   Accessing and printing tickets

In order to track the entire process of all activity on an open ticket, simply log into your account; and click on the '**Tickets**' tab *here.*

All open tickets are listed in the current screen by default, and by clicking on a ticket number, the specific ticket will be opened.

In order to create a PDF document - listing all communication between you and Novtel's Support team for this specific support ticket, click '**Print**', and the document will be generated.

Please note that the status will remain '**Open**' until Novtel support staff has closed the ticket.

When a ticket has indeed been closed, it will no longer be displayed in this screen, but has been moved to the 'Closed' tickets section - which can be accessed by clicking here:

All tickets displaying this status, is logged here and can also be accessed and printed by clicking on the ticket number.

The PDF document will now display this status as well.