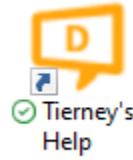


# Tierney's Help App

## USER GUIDE

To log a support ticket with our team:

From the desktop Click **Tierney's Help** Icon



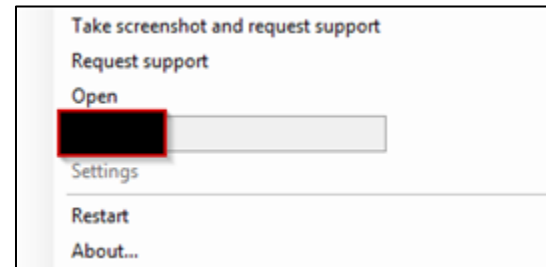
Complete the Support Request Form  
To attach screenshots click **Choose File**  
Click **Submit**

A screenshot of the 'Support Request' web form. The form has a blue header with the Tierney's logo and the tagline 'When IT Matters'. The form fields include: 'Summary of the issue \*' with a text area containing 'Issue with Email'; 'Tell us about the issue \*' with a text area containing 'There is an issue with my email and I cannot send'; 'How urgent is your request?' and 'Who is impacted?' with sliders; 'Your name \*' with a text field containing 'John'; 'Your email \*' with a text field containing 'Smith'; 'Your phone number \*' with a text field containing '0928383281919'; 'Screenshot (Optional)' with a 'Choose File' button and a note 'Maximum of 3 images allowed (Max 5 MB per file)'; and a 'Submit' button at the bottom.

Alternatively

From the taskbar right click icon

Click either **Take screenshot and request support** or **Request support**



Please Note: If you click **Take screenshot and request support** it will take a screenshot of your desktop and attach to the ticket. **(Please ensure there is no confidential information on screen)**

Complete the Support Request Form  
Click **Submit**

Ticket Number will display on screen. You will also receive an email that the support issue has been logged with our Support Team.

You can check the status of the ticket at any time by double clicking the task bar icon and selecting tickets.

A screenshot of a web interface showing a table of tickets. The table has columns for 'Number', 'Ticket Title', 'Date Created', and 'Ticket Status'. There is a 'New Ticket' button above the table. The table contains one row of data.

Number	Ticket Title	Date Created	Ticket Status
405278	Issue with Email	17-Sep-21	@New