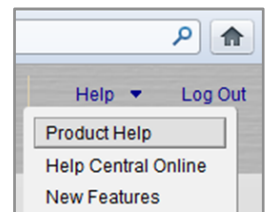


Support System User Guide

The Virtual Office support system provides users with a useful way to submit and track issues and resolutions. This feature-rich system is one more way that VO provides customers with outstanding and responsive customer support.

This User Guide provides you with detailed instructions on how to submit service requests and access and manage your support history.

Users may also find answers to questions through the VO Help system:



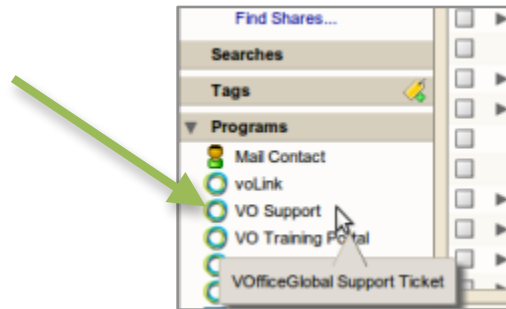
1. **Click the Help link in the top right corner of Virtual Office to access the Help Guide.** This guide provides answers for most "How To" or "Troubleshooting" questions about the product. The help feature is easy to use and navigate – simply browse by contents or index topic, or enter a key word into the search box.
2. **Click the dropdown next to the help link in the top right corner of Virtual Office for more options.**
 - a. Product Help – Searchable VO Help Guide
 - b. Help Central Online – quick link to the VO Support page and User Guides on our website.
 - c. New Features – Information about Virtual Office Products

VO Support System

Launch the Support System

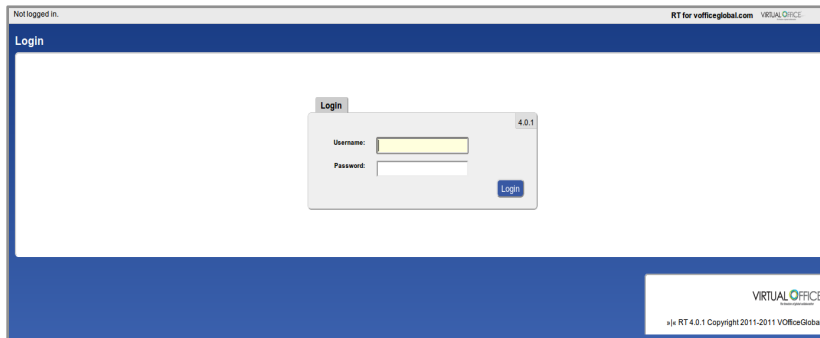
Access the support system by:

1. Left-clicking the VO Support program listed under your Programs heading in VO Mail plus
2. Clicking on “Submit a New Support Ticket” link from the Support and Training page on the VO website (http://www.vofficeglobal.com/support_and_training.html)
3. Or navigating directly to the support portal (<https://helpdesk.vofficeglobal.com/>)



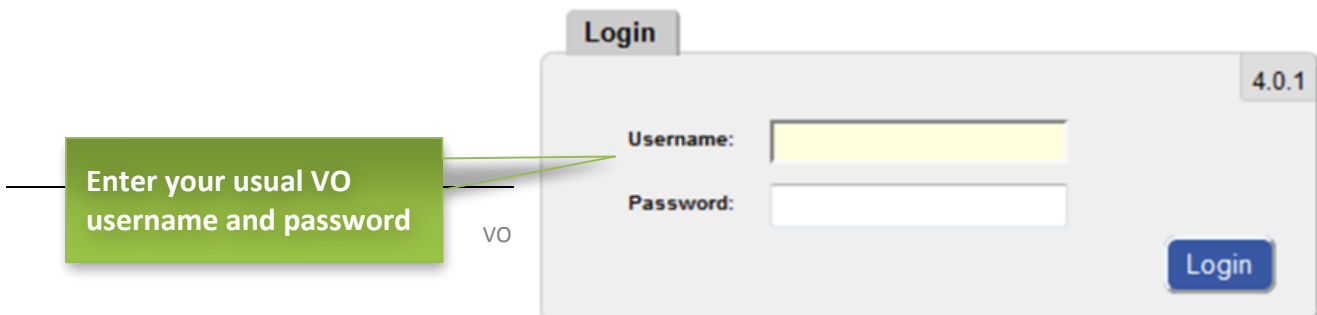
Depending on the preferences you have setup in your browser this will either 1) launch a new tab in your browser, or 2) Open a new window in your browser.

The new window will look like this:



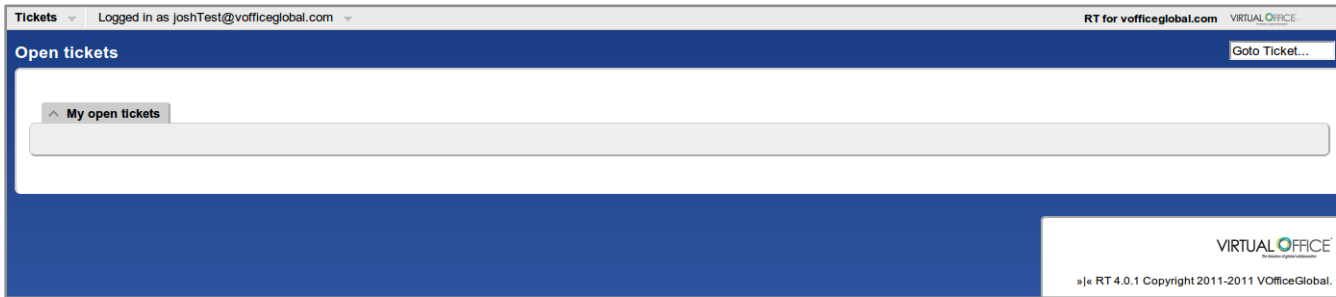
Login

This is the main login page. You will enter in your full email address and the same password you use to login to VO Mail.



Main Dashboard

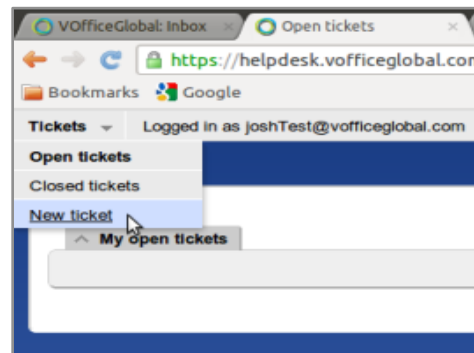
Once you login you will see a screen that looks like this:



This is your main dashboard screen and will show you any open tickets you currently have in the system. If you are logging in for the first time it won't show any tickets.

New Ticket

To create a new ticket, click the Tickets dropdown in the upper left and select New ticket:



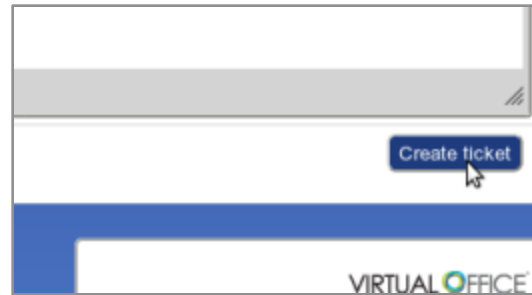
upper left

Once you select the New ticket menu you should see a screen that looks like:

A screenshot of the 'Create a ticket' form. The form has a blue header with the title 'Create a ticket'. It contains several input fields: 'Queue:' (empty), 'Requestors:' (filled with 'joshTest@vofficeglobal.com'), 'Cc:' (empty), 'Subject:' (filled with 'A Descriptive Subject'), and 'Attach file:' (with a 'Choose File' button and 'No file chosen' text). Below these is a section titled 'Describe the issue below:' with a text area containing the text: 'Add more details of your problem here, include things that you've tried and what exactly isn't working. Other helpful details: What OS you are on What Browser you are on'. The text area is labeled 'body' at the bottom left.

This is the Create a ticket page. You can add an email address in the CC field if you want to copy someone on the ticket. Enter a descriptive subject on the subject line, and attach a file if needed. In the body section add more details of your problem and try to be as descriptive as possible.

The more detailed information you provide in your support ticket, the easier it is for Virtual Office to research and resolve your issue.



Once you have added all the details of your ticket request, click the Create button on the lower right:

That will then change your page to something that looks like:

A screenshot of the Virtual Office ticket creation confirmation page. The page title is '#49: A Descriptive Subject' and there is a 'Goto Ticket...' link. A yellow banner at the top says 'Ticket 49 created in queue 'General''. Below this are two sections: 'The Basics' and 'Dates'. 'The Basics' shows ticket details like ID (49), Status (new), Priority (0), and various category and OS fields. 'Dates' shows creation and update timestamps. A 'History' section at the bottom lists the ticket's creation and subsequent actions. There are also links for 'Reply', 'Comment', and 'Download (untitled)'.

#49: A Descriptive Subject Goto Ticket...

^ Results

- Ticket 49 created in queue 'General'

^ The Basics

Id: 49
Status: new
Priority: 0
Ticket Category: (no value)
Browser: (no value)
Priority: (no value)
OS: (no value)
Specific OS: (no value)

^ Dates

Created: Fri Sep 02 15:15:04 2011
Starts: Not set
Started: Not set
Last Contact: Not set
Due: Not set
Closed: Not set
Updated: Fri Sep 02 15:15:05 2011 by joshTest@vofficeglobal.com

^ History

Brief headers — Full headers

Fri Sep 02 15:15:04 2011 **JoshTest@vofficeglobal.com - Ticket created**
Subject: A Descriptive Subject Reply Comment

Add more details of your problem here, include things that you've tried and what exactly isn't working.
Other helpful details:
What OS you are on
What Browser you are on Download (untitled)
text/html 195b

Fri Sep 02 15:15:05 2011 **The RT System Itself - Given to VOSupport**

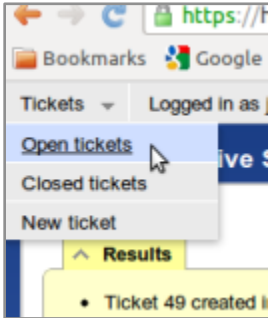
Fri Sep 02 15:15:05 2011 **The RT System Itself - Queue changed from to**

This screen confirms that your ticket has been entered into the system and provides some details about the ticket.

A note about resolution times:

Virtual Office makes every effort to resolve issues and ticket items as quickly as possible – typically within 24 to 48 hours. Please be aware however, that some requests require research to resolve and it may sometimes take us up to 72 hours to respond with an answer.

Open Tickets



If you go back to your dashboard you will now see you have an open ticket. Click on the Tickets menu again in the upper left and select Open tickets

You should see a screen similar to:

Open tickets				
^ My open tickets				
#	Subject	Status	Requestors	Owner
49	A Descriptive Subject	new	joshTest@vofficeglobal.com	VOSupport

Response Email

When you submit a ticket you will get an automated email telling you your ticket has been entered into the system.

That email will look similar to:

This email is confirmation that we have received your request "A Descriptive Subject" with ticket ID: [[General Support] #49].

A Customer Support Specialist will be working to get back to you with an answer as soon as possible.

Because the majority of requests require research to resolve, it can sometimes take us up to 72 hours to respond, though we make every effort to get back to you as quickly as possible and most queries are answered within 48 hours.

Though we will do our best to respond to you as quickly as possible, sometimes the best way to get immediate answers is to search our Help system at:

https://mail.vofficeglobal.com/mail/help/en_US/advanced/VOfficeGlobal_User_Help.htm

We hope this is helpful and again, thank you for contacting us. We'll be getting back to you as soon as possible!

Sincerely,

VO Support

Please do not reply to this automated email, we will reply to you directly from your support request.

Update Emails

As the support person works on your ticket you may get emails updating you on the status of your ticket or requests for more information.

Resolution Email

When your ticket has been resolved you will get an email message similar to:

According to our records, your VO Support request has been resolved. If you have any further questions or concerns, please comment on the current ticket or open a new ticket.

Thank you for using Virtual Office.

Regards,

VO Support Team

Logout

You may now logout of the support system by clicking on your username and selecting from the dropdown menu Logout

