

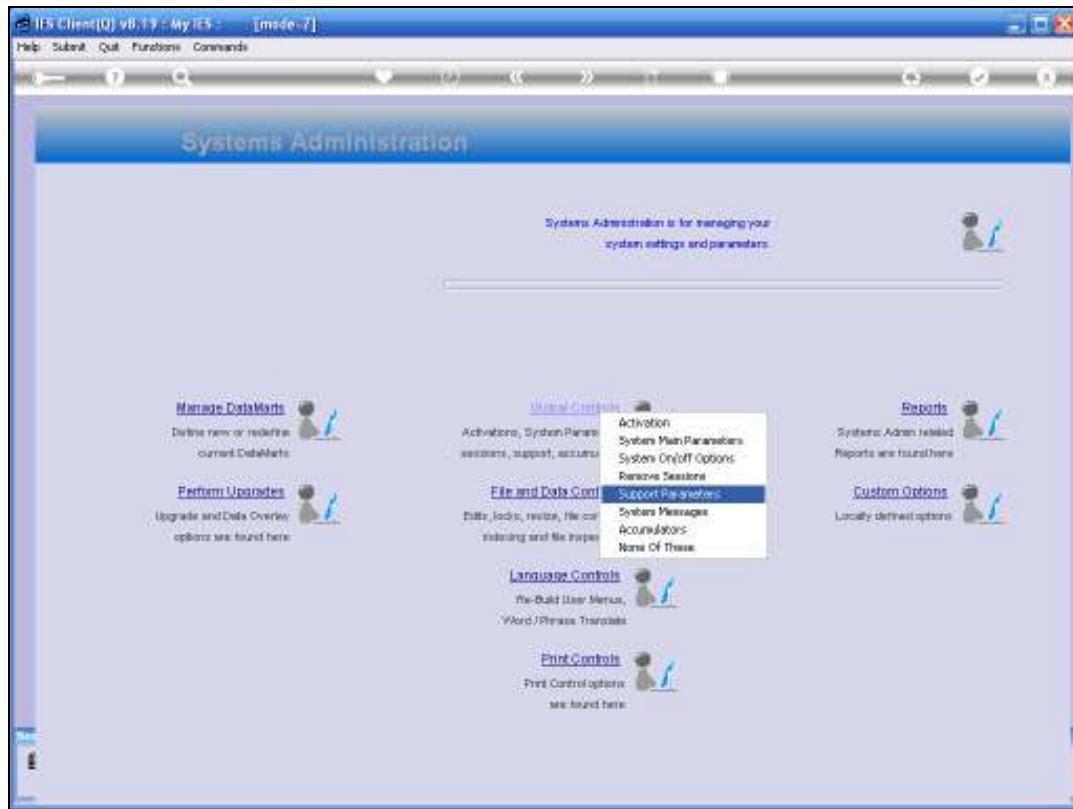
Slide 1

Slide notes: In this tutorial we look at the Support Parameters.



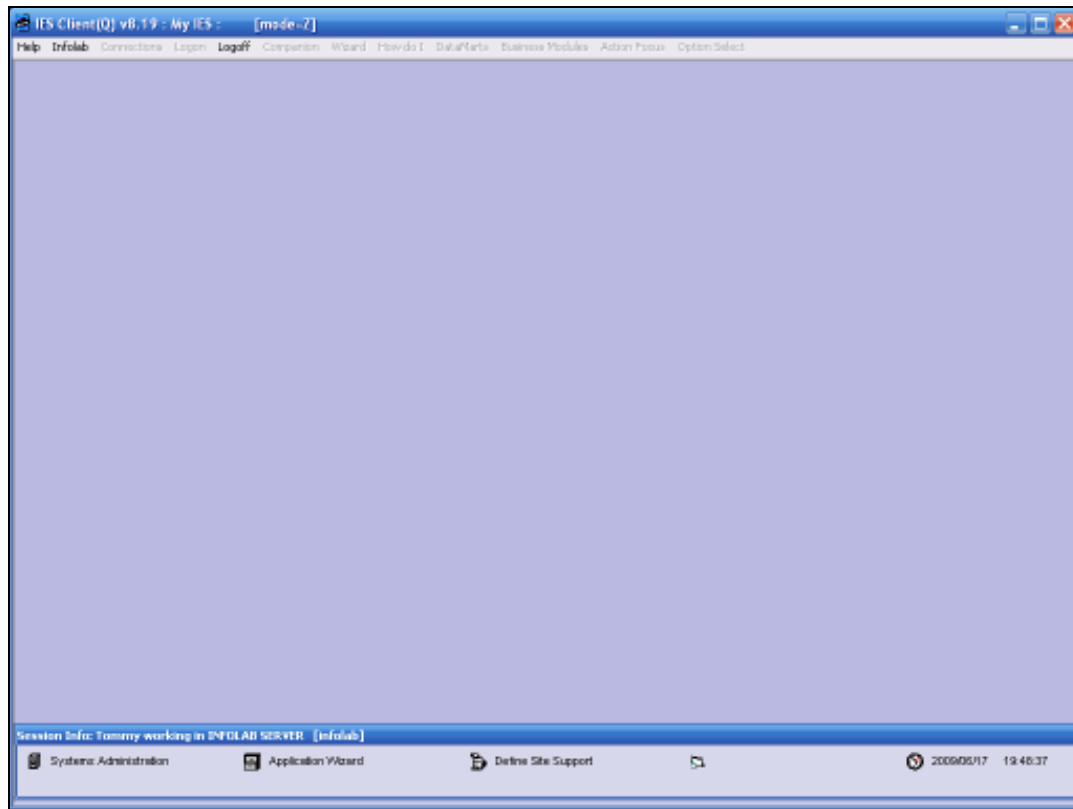
Slide 2

Slide notes: From Systems Administration, we choose Global Controls and then Support Parameters.



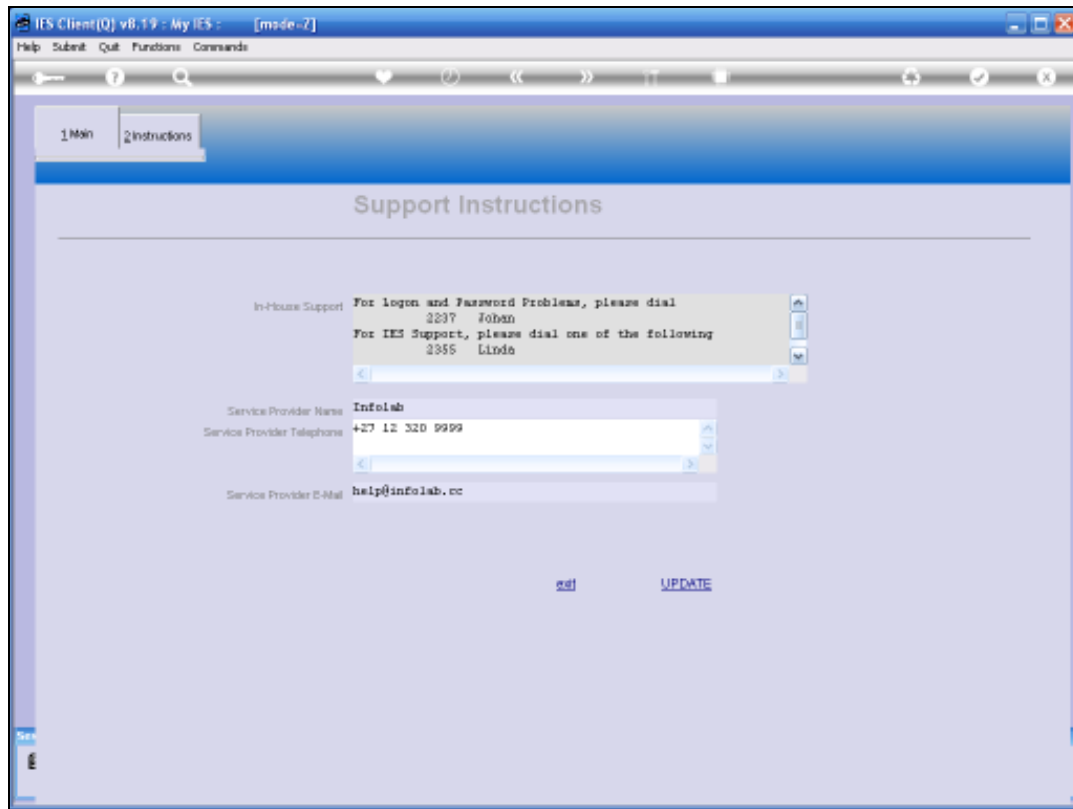
Slide 3

Slide notes:



Slide 4

Slide notes:



Slide 5

Slide notes: At the top, we list the local Support details. In other words, the 1st line of contact for User Support, if any are available in-house.

The screenshot shows a web browser window titled "IES Client v8.1.9 : My IES : [mode=Z]". The browser's address bar is empty, and the menu bar includes "Help", "Submit", "Quit", "Functions", and "Commands". The page has two tabs: "1 Main" and "2 Instructions", with "2 Instructions" being the active tab. The main heading is "Support Instructions". Below this, there is a section for "In-House Support" with a table of contact information:

2237	Johan
For IES Support, please dial one of the following	
2355	Linda
2356	To-Ann

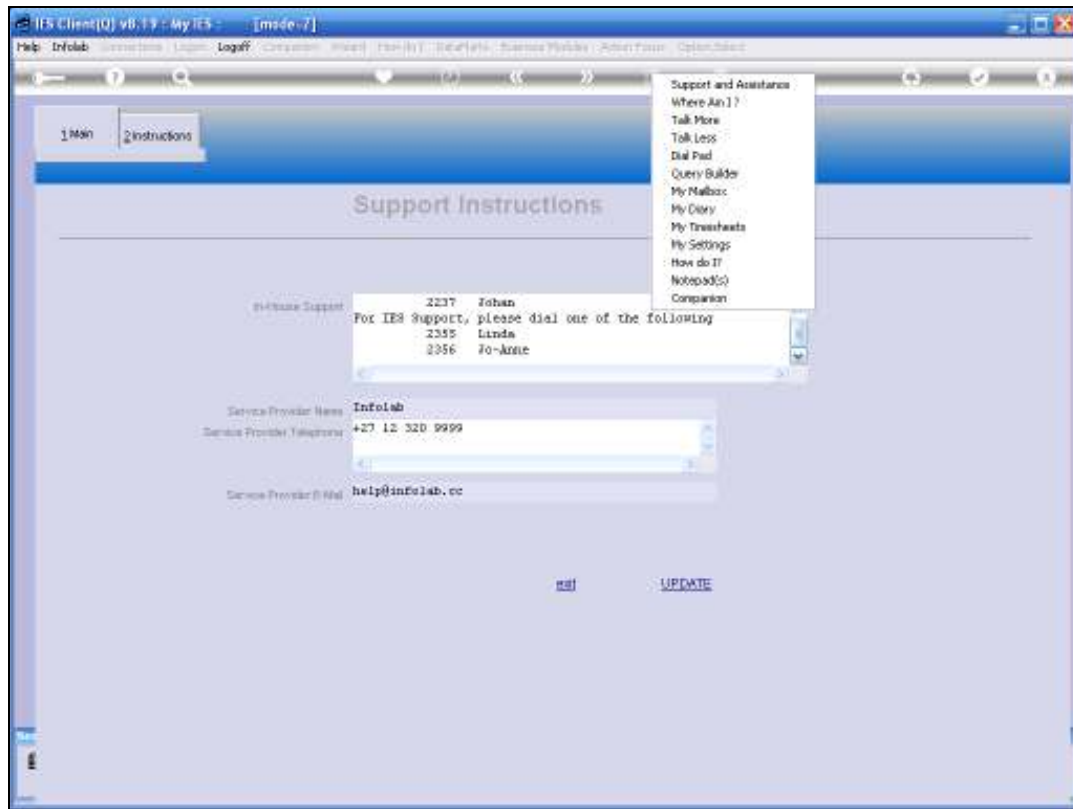
Below the table is a text input field with a search icon on the right. Further down, there are three input fields for service provider information:

- Service Provider Name: InfoLab
- Service Provider Telephone: +27 12 320 9999
- Service Provider E-Mail: help@infoLab.co

At the bottom of the form, there are two buttons: "OK" and "UPDATE".

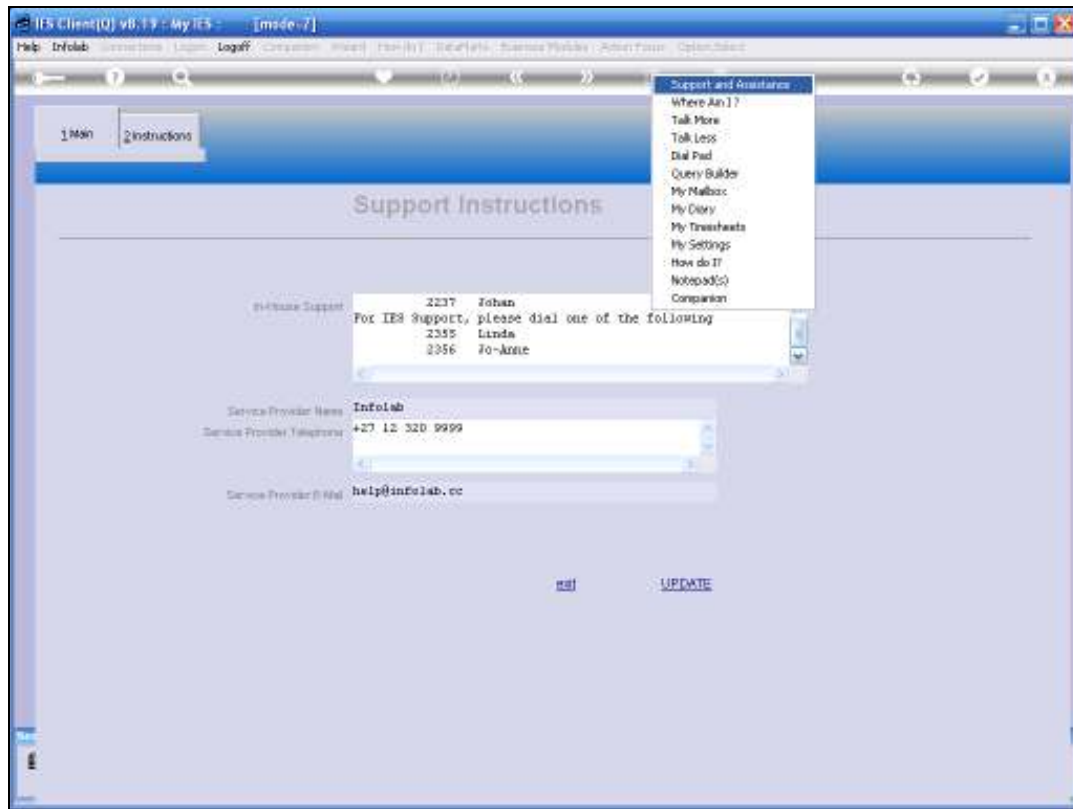
Slide 6

Slide notes: What is specified on this form is what will be shown to any User when, from any Screen, a User selects the 'Support and Assistance' option.



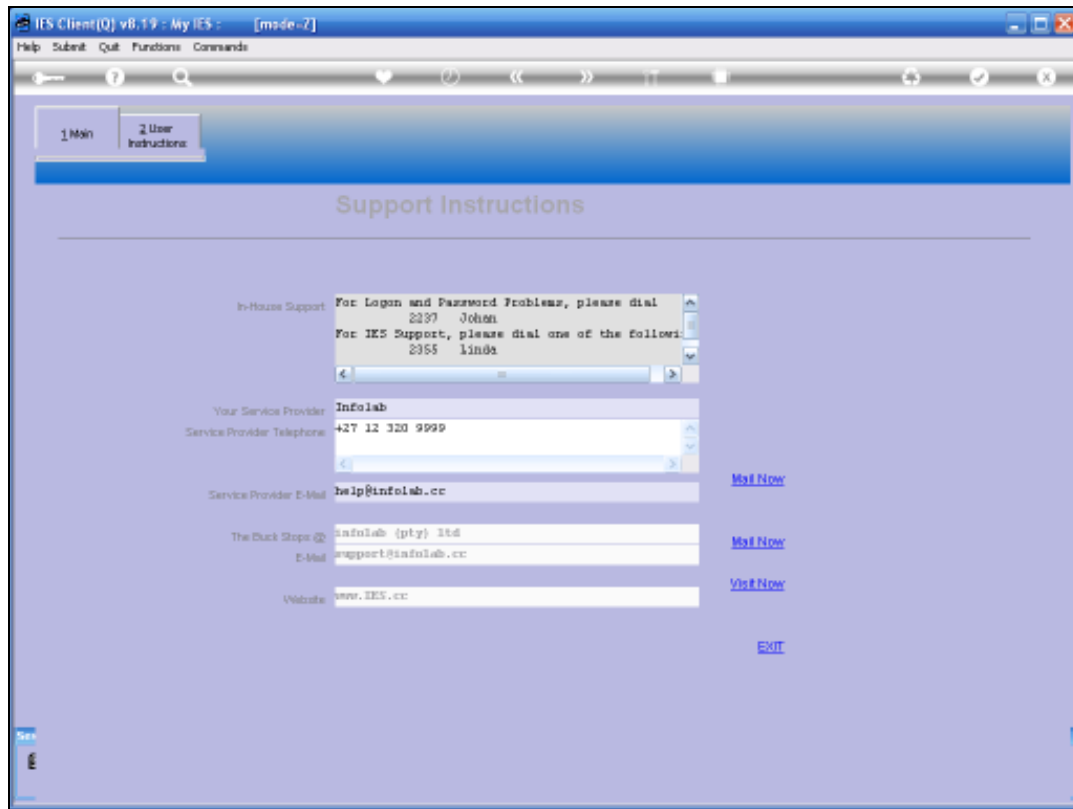
Slide 7

Slide notes:



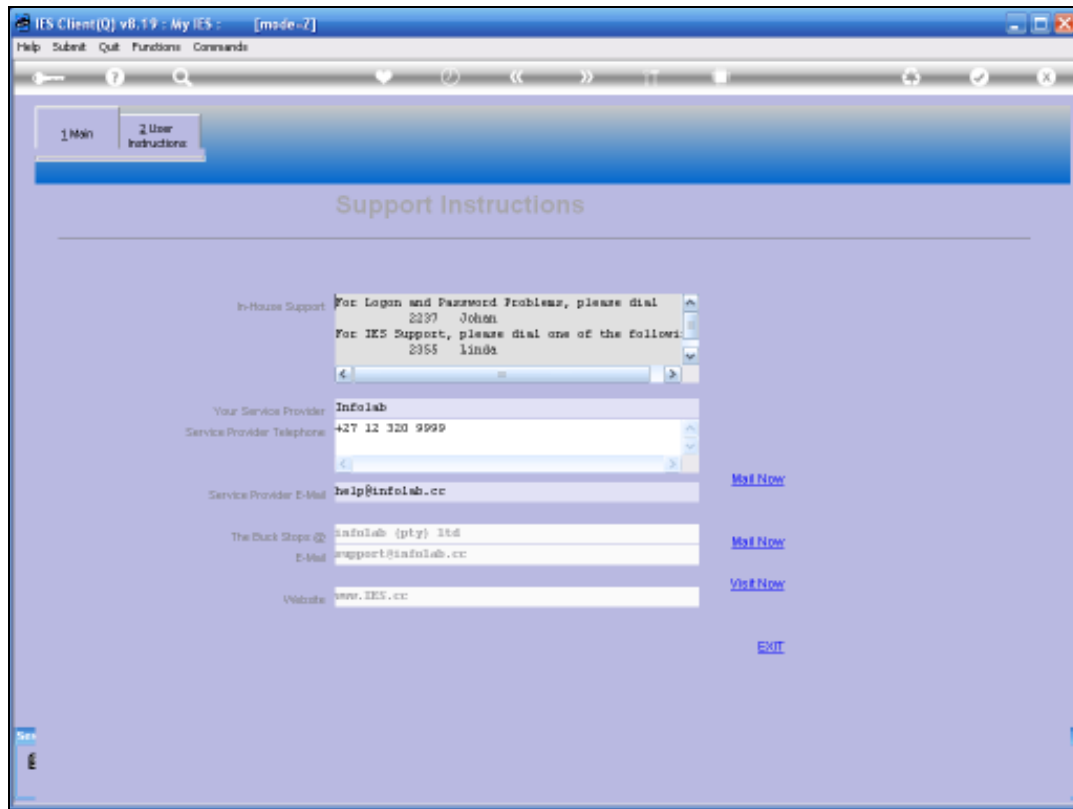
Slide 8

Slide notes: This option is available throughout the system.



Slide 9

Slide notes: And when a User selects the Support option, this information is shown, together with options to send off an e-mail Support request.



Slide 10

Slide notes: