

Support Request

Support Requests allow website users to contact the church if they have problems using the website. Every page on the website will have a link in the left hand menu to the 'Support Page'.

When a user has entered a support request, Churches will see a note in their Control Panel to-do list informing them of the new support request.

Many support requests can be dealt with easily as they can be simple problems such as website corrections. The image on the right shows a view of the Support Request form that the Church Site Manager sees.

Support Request	
Status :	Open
Date :	19th January 2004
Time :	21:50
Name :	Janet Blackberry
Email :	janet@somewebaddress.net.uk
Telephone :	1234 567876
Support Request :	Hi, I have noticed an error on the page - you have put the Church address as being in Scotland. Though I'd point it out to you! Jan
Site Manager Action :	This support request has not been dealt with yet. If you cannot solve it, please forward the request to Created Media using the link below.
Actions :	<input type="button" value="Respond"/> <input type="button" value="Submit to Created Media"/> <input type="button" value="Close Request"/>

To reply to a request press the button. This will then allow you to email the person with an answer to their support request.

There may occasionally be some support requests which you cannot answer or need advice. If this is the case, you can submit the support request to Created Media (Church Edit providers) and we will be able to advise you. To do this press the button and the request will be sent to Created Media who will then email you with advice and an answer to the problem.

Closing a request

When a request has been finished, it needs to be closed. Closing a request will prevent it from appearing on your to-do list and will change it from its original 'open' status.

You will still be able to see closed requests by clicking on 'View Closed Requests' from the main support-request menu.