

Log a Support Call Online - How to get Support

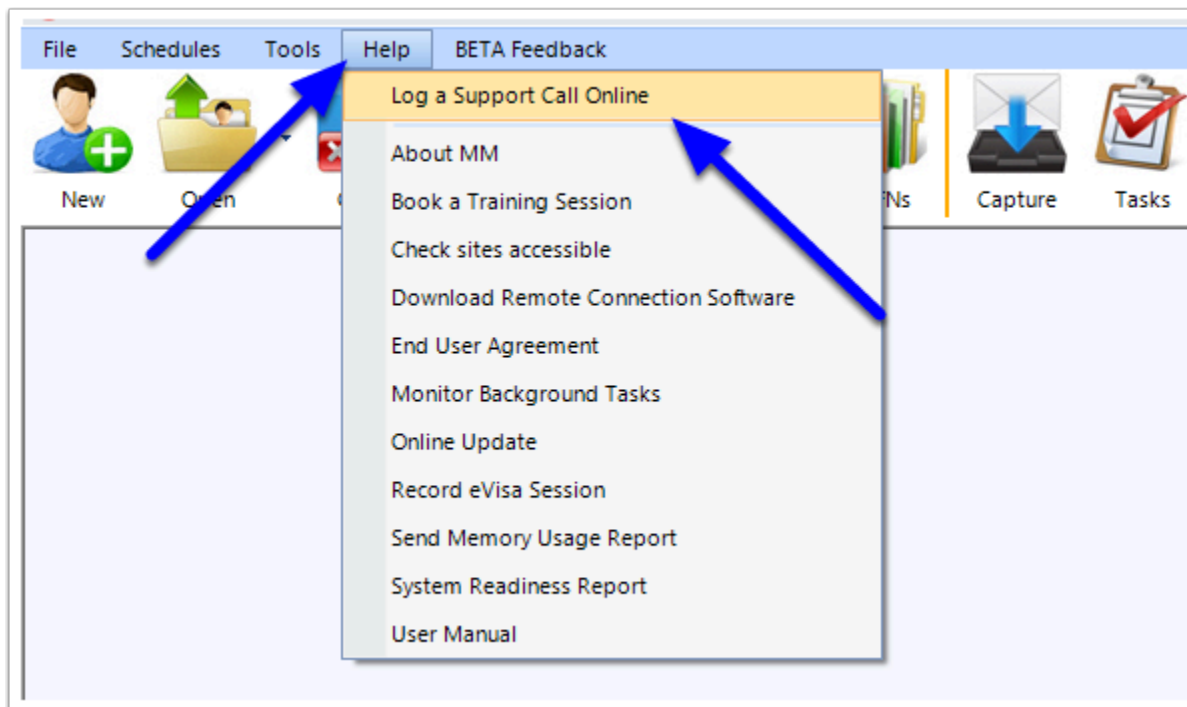
A current client of Migration Manager will include access to our support team. The support team's standard hours of operation are Monday to Friday (excluding public holidays), 9am to 5pm Qld time. Requests for assistance logged during those times will be attended as soon as possible by one of our Australian support team. Support request logged outside of those times will be attended to as soon as possible on the next business day. The following article provides details on how to log a support request:

You can obtain assistance from our Support team by logging a support request via either **within Migration Manager** or by going directly to our **support request website**.

1. Logging a Support Call via the Migration Manager Help Menu

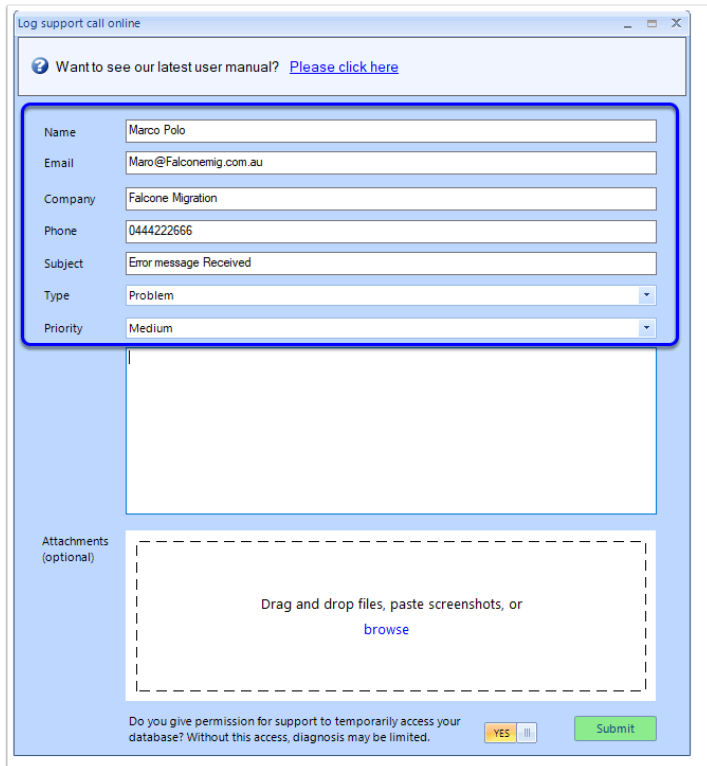
1.1. Access the Help Form.

From the Main Menu, select **Help**, then **Log a Support Call Online**.



1.2. Enter your Details

The log a support call window will now appear. Insert your details so that we know how to contact you.



The screenshot shows a web browser window titled "Log support call online". At the top, there is a link: "Want to see our latest user manual? [Please click here](#)". Below this is a form with the following fields:

- Name: Marco Polo
- Email: Maro@Falconemig.com.au
- Company: Falcone Migration
- Phone: 0444222666
- Subject: Error message Received
- Type: Problem (dropdown menu)
- Priority: Medium (dropdown menu)

Below the form is a large text area for the description of the error. Underneath that is an "Attachments (optional)" section with a dashed box containing the text "Drag and drop files, paste screenshots, or [browse](#)". At the bottom, there is a permission checkbox: "Do you give permission for support to temporarily access your database? Without this access, diagnosis may be limited." with a "YES" button and a "Submit" button.

1.3. Enter the Description of the error

Next provide as detailed as possible a description about the error you are receiving or issue you are having. The more details given will allow for faster diagnosis which will result in faster resolution times for you.

Log support call online

Want to see our latest user manual? [Please click here](#)

Name: Marco Polo

Email: Maro@Falconemig.com.au

Company: Falcone Migration

Phone: 0444222666

Subject: Error message Received

Type: Problem

Priority: Medium

The Client's Questionnaire won't open.

Attachments (optional)

Drag and drop files, paste screenshots, or [browse](#)

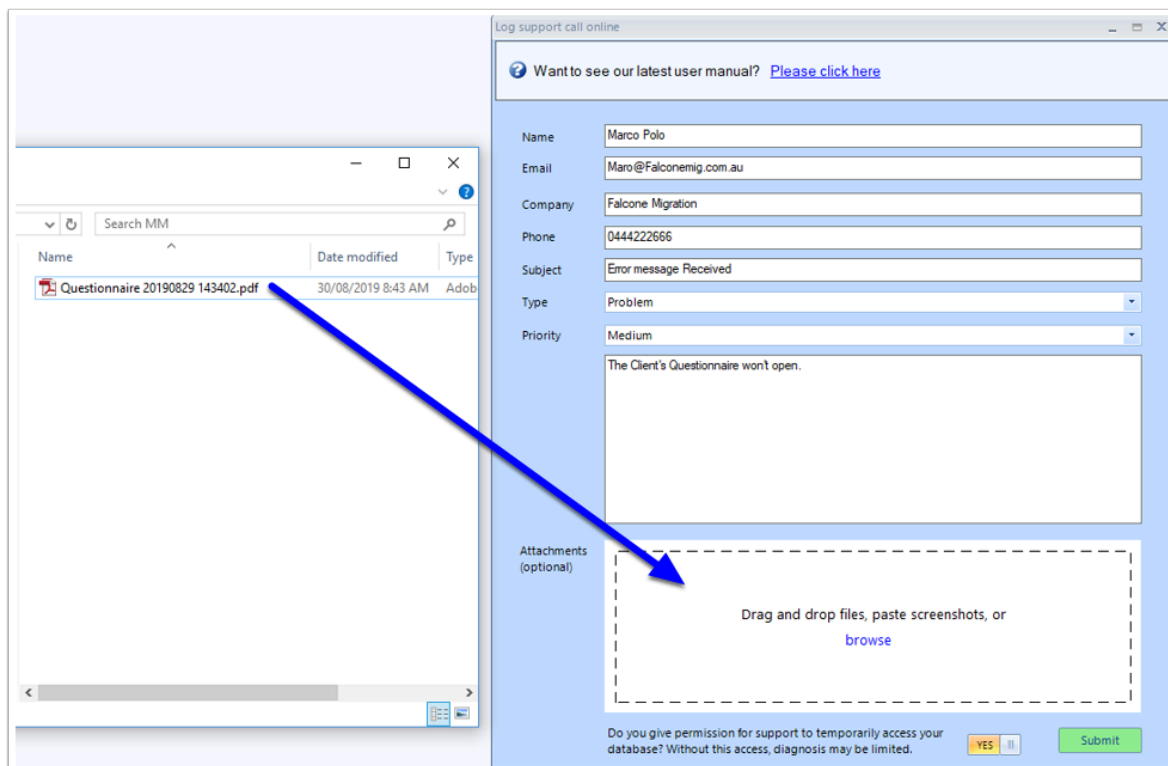
Do you give permission for support to temporarily access your database? Without this access, diagnosis may be limited. ☐ YES ☐ NO

1.4. Add any Attachments (optional)

A picture really does say a thousand words so including a screenshot or file of the problem can help immensely towards resolving your problems. There are 3 ways to attach files.

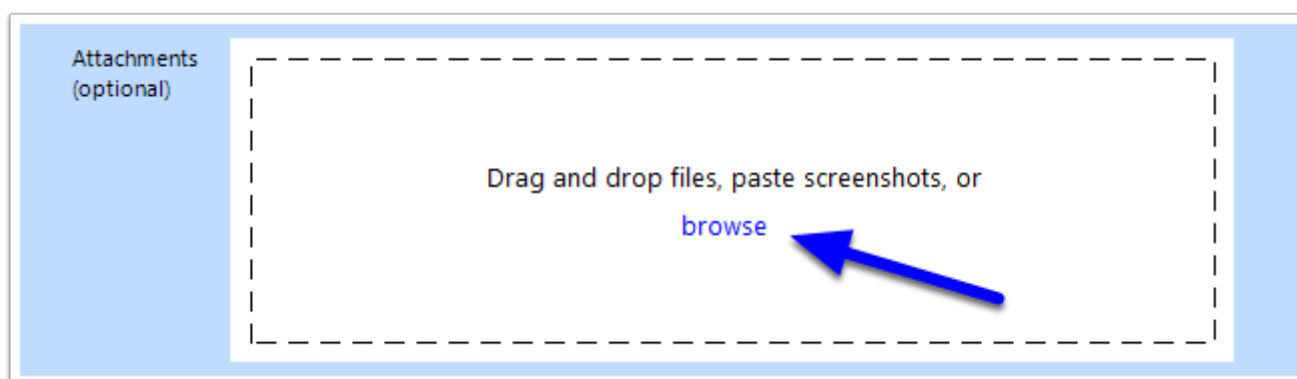
1. Drag and Drop

You can simply **Drag and Drop** a file from its location on your computer into the Attachments section.



2. Browse.

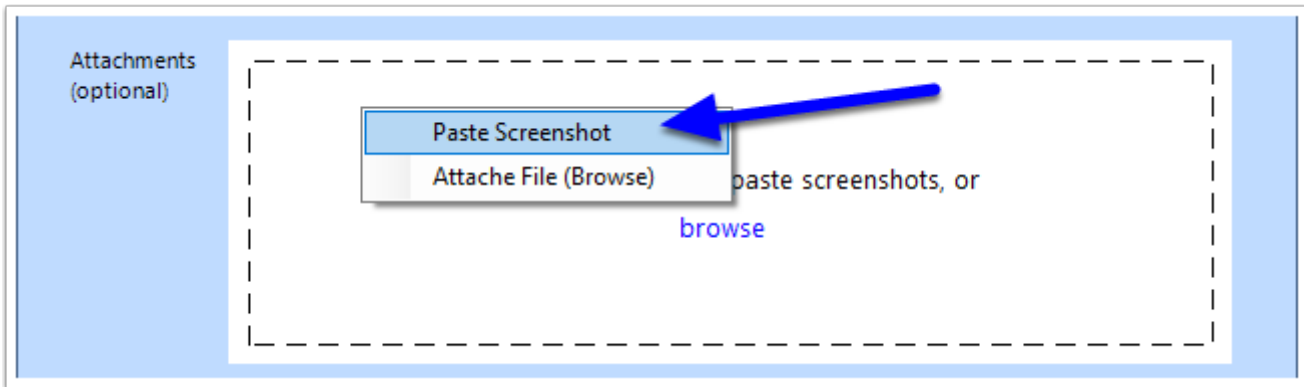
You can browse to the location of your attachment by clicking the **Browse** button.



3. Pasting a screenshot

If you have captured a screenshot of the problem, you can simply **right-click** in the *Attachment* section and select **Paste Screenshot**.

This will paste the image straight into the Support Call (as an attachment) without you needing to save the screenshot first!

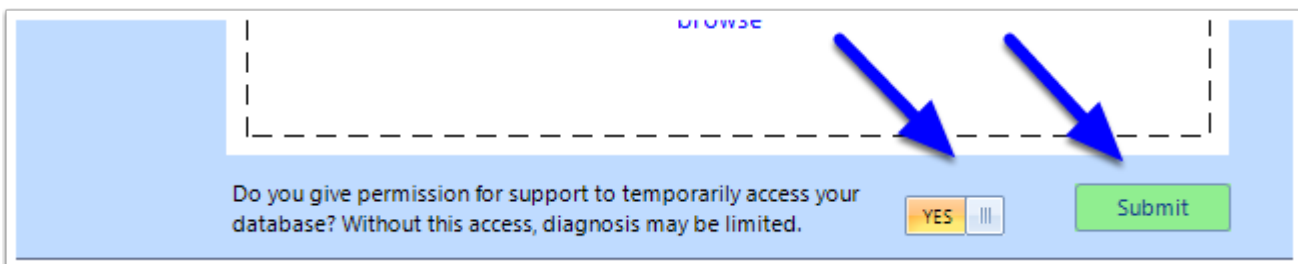


💡 To take a screenshot, we recommend you use Windows inbuilt Snipping Tool. For instructions on how to find and use your Snipping Tool, please see: [How to use Windows built in Snipping Tool to Capture Screenshots](#)

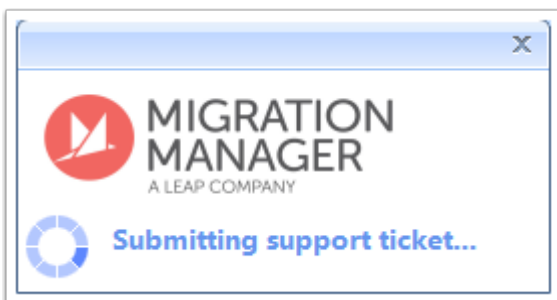
1.5. Confirm and Submit

Confirm if you give permission for Support to temporarily access your database to investigate this issue. Allowing temporary access can help immensely in resolving your call. If you choose not to give access, select No. This may limit the amount of diagnosis that can be performed. See our [Privacy Policy](#) for full details.

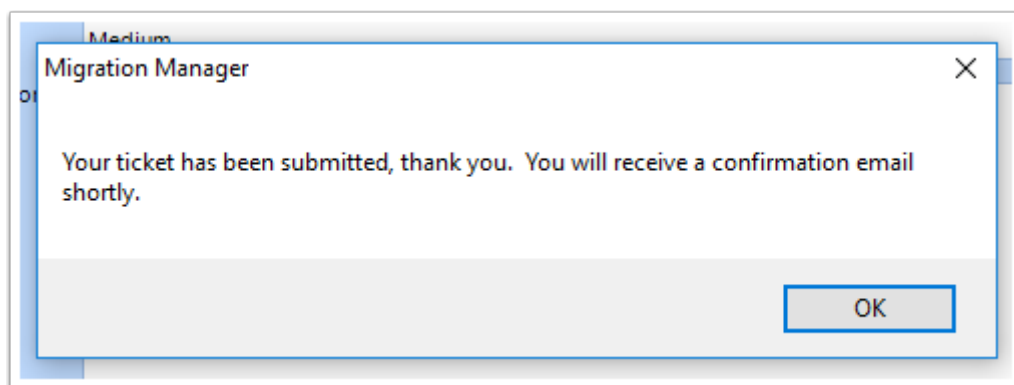
Once you are ready to submit the Support Ticket, click **Submit**.



Your support ticket will now be lodged with the Migration Manager support team.



Once your ticket is lodged, you will receive an email confirming your ticket has been received and that a member of the support team will contact you as soon as possible.



2. Via our Website

Go to <http://www.migrationmanager.com.au/support/>

A screenshot of a web form titled 'TECHNICAL SUPPORT'. Below the title, a message states: 'Help Desk and Technical Support is available for clients with a current support subscription.' The form contains several input fields: 'First Name', 'Last Name', 'Company Name', 'Email', 'Phone No.', and 'Subject'. Below these fields is a large text area with the placeholder text 'Describe what you need in as much detail as possible'. At the bottom of the form is a red 'Submit' button.

2.1. Complete your Details

Enter in your contact details and provide as detailed as possible description about the error you are receiving or issue you are having.

TECHNICAL SUPPORT

Help Desk and Technical Support is available for clients with a current support subscription.

Marco

Polo

Falcone Migration

marco@Falcone.com.ai

0422444444

Unable to open Questionnaire

I can received a Questionnaire from my client but I cannot open it

Submit

2.2. Click Submit

When you have recorded all of the necessary information, click '**Submit**' to log the support call. A support person will contact you shortly.

Submit