



ONLINE SUPPORT SYSTEM

A Step-By-Step Guide

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About This Guide

This guide describes the features of the Online Support System.

Who Should Read This Guide

This guide is intended for all clients of Micro Software Designs Ltd.

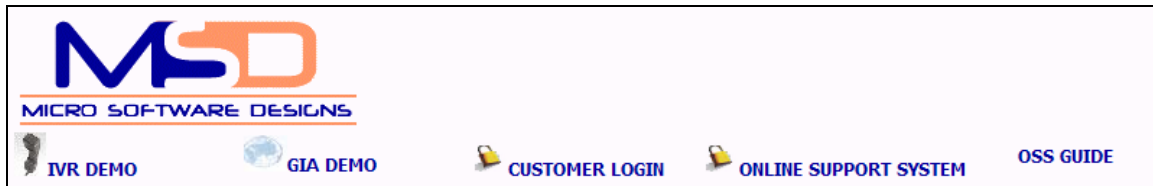
Overview

Through the Online Support System (OSS) ticketing system you can:

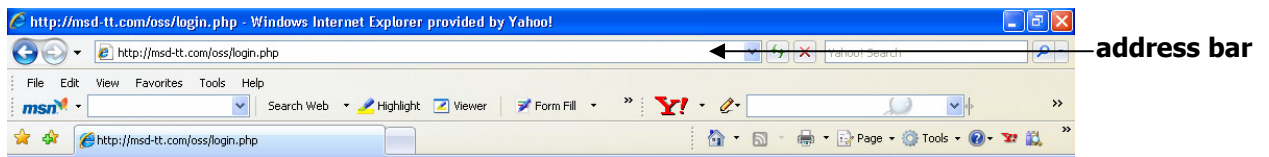
- ❖ Report a Problem
- ❖ Request a Modification
- ❖ Request Training
- ❖ Request Technical Services
- ❖ View Existing Tickets
- ❖ View Requests

Login

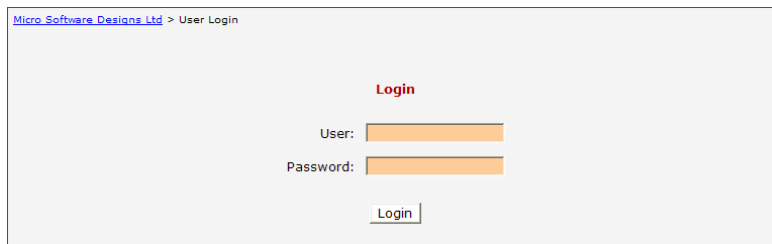
To access the OSS, select the **Online Support System** link on the homepage of the MSD website.



You can also type <http://msd-tt.com/oss/login.php> in the Internet Explorer address bar and press the Enter key.



At the User Login screen, enter the username and password given to you by MSD and click on the "Login" button.

The image shows a screenshot of the "User Login" screen. The page title is "Micro Software Designs Ltd > User Login". The word "Login" is displayed in red text. Below it are two input fields: "User:" followed by an orange text box, and "Password:" followed by an orange text box. At the bottom of the form is a "Login" button.

When you log in to the OSS for the first time, you will be prompted to change your password, as well as enter your contact information before being able to proceed further.

User Login

Update Information

Contact:

Password:

Confirm password:

E-mail:

MSN Contact:

Phone:

The OSS main menu screen will be seen after you login.

[Micro Software Designs Ltd.](#) > [Micro Software Designs Ltd. Support System](#) [Logout](#)



MICRO SOFTWARE DESIGNS
Online Support System

Welcome **Confidential: Institution Name**

<p>Report a Problem</p>  <p>View Requests</p> 	<p>Request a Modification</p>  <p>View existing ticket</p> 	<p>Other Requests</p> 	<p>Chat with one of our staff</p> <p>Terence Hunte Beverly Young Vashti Paul-Khan Shawn Mills Warren Christopher Alexis Rasheed Ali De-wayne Henson Berkeley Yvette Bobb Patrice Robb-Semple Gail Denise Griffith Collinsworth Howard Leslev Hanson</p>
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Report a Problem

To report a problem experienced with any MSD software package click on the **Report a Problem** option from the OSS main menu page. You will be required to enter information in the fields marked with an asterisk within the Report a Problem form.

Micro Software Designs Ltd Support System > Report a Problem [Update User Logout](#)

Report a Problem

Please use the form below to report a problem. Required fields are marked with*

Customer Name: *

Affected Module(s): *

- File/Accounts
- File/Beneficiaries
- File/Companies
- File/Groups
- File/Loan Codes

Affected Accounts: *

(GL/ML)

Describe how the problem is affecting your operation:

What was incidental to the problem?

Describe the problem in detail: *

When did the problem first occur? Around the 30th of July 2007

What was done prior to problem occurring?

What attempts were made to resolve the problem?

Describe how the problem can be reproduced:

State any error message(s): *

Select a file to attach:

Reported by: *

E-mail: * support@msd-tt.com Phone 876-926-6907

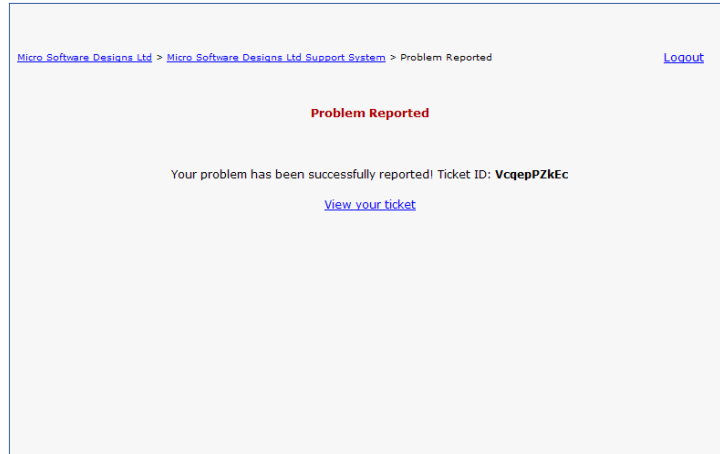
Before submitting please make sure of the following

- All necessary information has been filled out.
- All information is correct and error-free.

We have:

- 201.238.91.193 recorded as your IP Address
- recorded the time of your submission

When all required information has been entered in the form, click on the “Submit Problem” button. You will receive an email informing you that your request ticket was submitted.



Once a ticket has been submitted, you can view the ticket by clicking the “View your ticket” link.

View Existing Tickets

From the main menu page of the OSS, click on the **View Existing Ticket** link to view tickets already submitted by your company. In the View Ticket screen, you will see a list of all tickets submitted via the OSS.

To view the details of a ticket, you can click on the blue hyperlinks within the Tickets listing. You can change the way that tickets are displayed by using the filters within the Show Tickets section of the View Tickets Window.

[Micro Software Designs Ltd Support System](#) > View ticket
 [Update User Logout](#)

Tickets

Displaying 4 tickets. Pages: 1

Tracking ID	Last Updated	Affected Module(s)	Status	Type	Proposed Cost	Technical Support Representative
47	2007-07-20 13:48:06	Report/Personal	Closed	Problem	Undecided	Shawn Mills
55	2007-07-25 15:37:31	Report/Statement/Format 3	Closed	Problem	Undecided	ShawnL
32	2007-07-25 15:43:04	Update/Loans/Interest Rates/Update	Closed	Problem	Undecided	Vashti Paul-Khan
42	2007-07-27 12:27:34	System/Users	Closed	Problem	Undecided	Yvette Bobb

Show tickets:

Status:
 Open
 Awaiting information
 Complete
 In progress
 Closed
 Any status

Sort by:
 Tracking ID
 Last Updated
 Affected Module(s)
 Status

Order:
 ascending
 descending

Display:
 tickets per page

Request a Modification

From the **Request a Modification** link in the OSS main menu page, you can request a modification. Once all required details are entered in the Request a Modification form, submit the request using the “Request Modification” button at the bottom of the page. You will receive an email from the OSS informing you that your request ticket was submitted.

[Micro Software Designs Ltd Support System](#) > Request a Modification [Update User Logout](#)

Request a Modification

Please use the form below to request a modification. Required fields are marked with *

Customer Name: *

Module where the new functionality is required:
File/Accounts
File/Beneficiaries
File/Companies
File/Groups
File/Loan Codes

Describe the functionality requested: *

Describe how the modification affects your operation: *

Reason for modification:

How soon would you require this modification?: Around the of 2007

Select a file to attach:

Requested by: *

E-mail: * Phone

Before submitting please make sure of the following

- All necessary information has been filled out.
- All information is correct and error-free.

We have:

- 201.238.91.193 recorded as your IP Address
- recorded the time of your submission

Other Requests

From the Main OSS menu page, you can submit either Requests for Training or Requests for Technical Services using the **Other Requests** link on that page. To specify the type of request you wish to submit, use the drop down list in the Request Type field of the Request form.

Once all required information has been entered, click on the “Submit Request” button to submit your request. You will receive an email from the OSS confirming that your request was submitted.

Micro Software Designs Ltd Support System > Report a Problem [Update User Logout](#)

Request

Please use the form below to report a problem. Required fields are marked with *

Customer Name:

Request Type: * Training Request

Section: * General Ledger

Topic: *

Specifics: *

Expected Time In Hours: 1 Hour

Preferred Location: MSD Training Center Your Office
 Other

1st Preferred Date: 30th of July 2007

2nd Preferred Date: 30th of July 2007

1st Preferred Time: 08:00 AM

2nd Preferred Time: 08:00 AM

Other Requirements:

Reported by: *

E-mail: * support@msd-tt.com Phone 876-926-6907

Before submitting please make sure of the following

- All necessary information has been filled out.
- All information is correct and error-free.

We have:

- 201.238.91.193 recorded as your IP Address
- recorded the time of your submission

View Requests

From the Main OSS menu page, click on the **View Request** link which will enable you to view training and technical requests submitted through the OSS.

You can view the details of a specific request by clicking on the blue hyperlinks within the Requests listing.

Micro Software Designs Ltd. > Micro Software Designs Ltd Support System > View ticket [Logout](#)

Requests

Displaying 3 tickets. Pages: 1

Tracking ID	Last Updated	Section	Status	Type	Proposed Cost
1Se3qXk8	2006-12-28 13:16:26	GLA	Awaiting Approval	Training Request	Undecided
wJ8wVsihmo	2006-12-28 13:30:45	Member Ledger	Awaiting Approval	Training Request	Undecided
hm3NymXmG	2007-01-12 08:34:24	General Ledger	Awaiting Approval	Training Request	Undecided

Show tickets:

Status: Awaiting Approval Approval Accepted

Sort by: Tracking ID Last Updated Topic Status

Payment: Paid Unpaid Free All

Order: ascending descending

Display: tickets per page

Customer Information

This section contains information about how to contact Technical Support.

Providing Feedback about Documentation

If you have *comments or suggestions* about MSD documentation, please send an e-mail to techdocs@msd-tt.com.

Contacting Technical Support

If you have a *problem*, you can contact MSD Technical Support in one of the following ways:

Web Site : <http://www.msd-tt.com/>

Email: support@msd-tt.com

Telephone: (868) 663-2768 (service hours are from 8:00 am to 5:00 pm Monday to Friday).

Fax: (868) 663-2848

Please send all other communications to info@msd-tt.com.

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