



## Technical Support Form

The technical support form has been designed to incorporate the most commonly used tabs, issues, and details of those issues. The form is intended to increase efficiency so your question or issue is handled in a timely manner.

At this time, a screenshot cannot be attached to the technical support form. You may send the screenshot as an attachment by replying to the auto-generated email sent after a ticket has been submitted.

-----Original Message-----

From: no-reply@salesforce.com [<mailto:no-reply@salesforce.com>] On Behalf Of Technical Support Team

Sent: Tuesday, January 26, 2010 11:08 AM

To: yourname@youreemail.com

Subject: LiteracyPro Systems Case # 00007772: test

Thank you for submitting your question. Our automated system is letting you know that a ticket has been created through this response.

A LiteracyPro Systems Technical Support Representative will get back to you by the end of the business day with more information.

Thank you,  
LiteracyPro Systems  
Technical Support Team

Re: Get error message when logging in.

***Auto-generated email. Reply to this email if you want to send a screenshot pertaining to your issue***

To create a screenshot:

1. At the screen where the issue occurs, press the Print Screen Button.
2. Open Paint.
3. Click Edit, Paste.
4. Click File, Save. Save the file to your computer.
5. Attach the file to the email reply.

## Filling out the Tech Support Form

Each field on the tech support form is required. Required fields are indicated by a red asterisk \*.

### Contact Information

<b>Contact Information</b>	
* Agency Name	<input type="text"/>
* Your Name	<input type="text"/>
* Your Email Address	<input type="text"/>
* Your Telephone Number	<input type="text"/>

1. Agency Name  
The name of your agency as it appears at the top of your screen when you are logged into ANATOMI.
2. Your Name  
The first and last name of the user entering information on the tech support form.
3. Your email address  
The email address of the user entering information on the tech support form. If the email address matches our customer files, we are able to look at the activity history for the account, which enables us to respond more efficiently. If the email address does not match what is on file, we will contact you to verify the accuracy of the email address and add it to our customer files for future use.
4. Your Telephone Number  
The telephone number, including area code, where we can call if we need to contact you regarding your question or issue.

## Technical Support Information

**Technical Support Information**

- \* Primary Issue Category
- \* Issue
- \* Issue Detail
- \* Tab Where Issue Occurs

1. Primary Issue Category

Most known technical support issues fall into the five basic categories that display on the Primary Issue Category drop down list. The other 3 fields will display items based on the primary issue that you select.

2. Issue

A common issue based on the selection in the Primary Issue Category field.

3. Issue Detail

Additional detail based on the Issue selected. Note that some issues do not have details. If not additional details are available, the drop down list will display N/A.

4. Tab Where Issue Occurs

The tab where the issue occurs.

## Detailed Description of the problem or request

**Detailed Description of the problem or request:**  
*Note:* To send a screenshot or file, please attach to the email response message you'll receive after submitting this issue

\* Subject

\* Description

1. Subject

A brief description of the issue, such as “Cannot log in” or “Problem entering pair hours.”

2. Description

A description of the issue, using as much detail as possible. For example, if you are having problems entering instructional hours for a student, please provide the student name, student ID (located at the top of the student record key info page), group name and ID, or pair ID.

Click the Submit button when you have completed the fields.

If you attempt to submit a ticket without the required fields completed, a message will display that lists the fields that need completed.



**Example of message listing fields not filled in.**