
<APT / U2UK >

Accessing Online Call Logging



Clarity In A Complex World



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Document Revision

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| | | |

Note: This document is designed to be printed in duplex format (using both sides of the paper). Should you print it in single sheet mode, blank pages will be printed between certain sections

Purpose Of Document

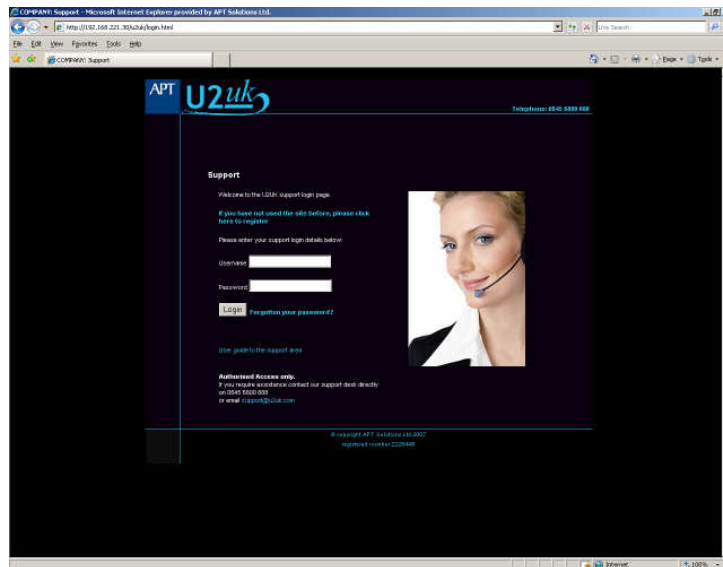
Introduction

U2UK provide access to their call logging system via the web.

This enables you to log, update and track calls when required.

Where is it?

This can be found by going to WWW.U2UK.com/Support

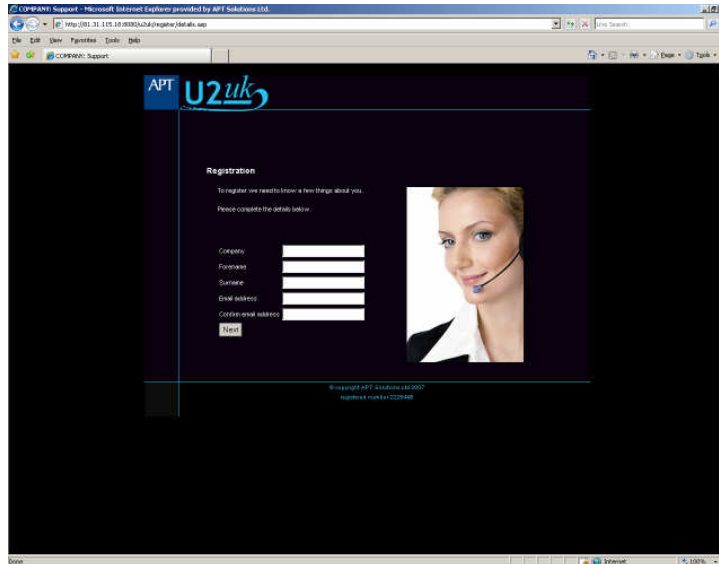


Registration

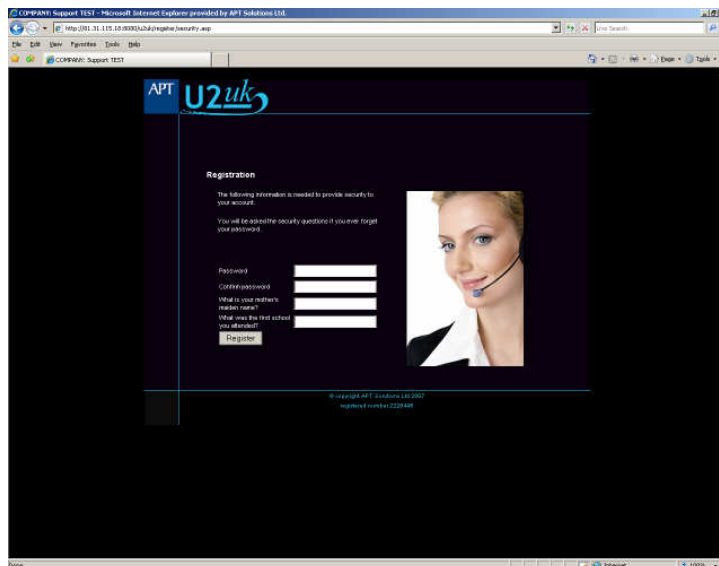
You will need to provide details about yourself and your company to obtain access to the call sheet system.

Select the link - *"If you have not used the site before, please click here to register."*

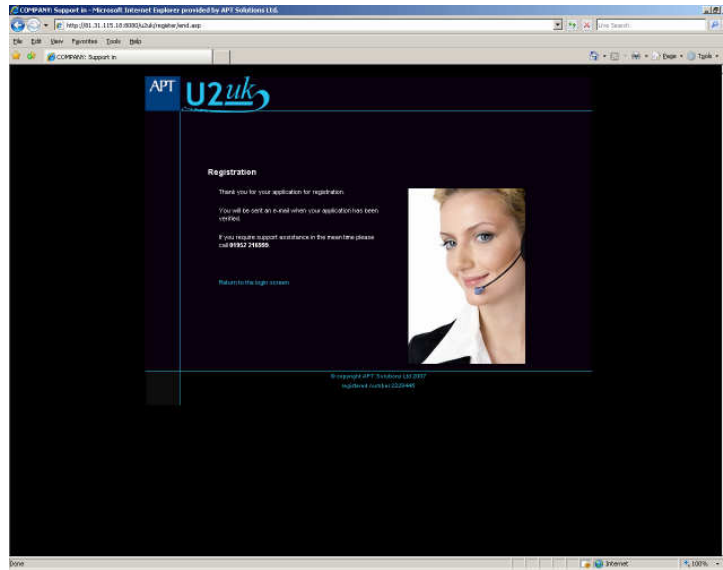
The following page will be displayed:



Enter the details requested and select NEXT.



Enter a password and answers to the security questions and select REGISTER.

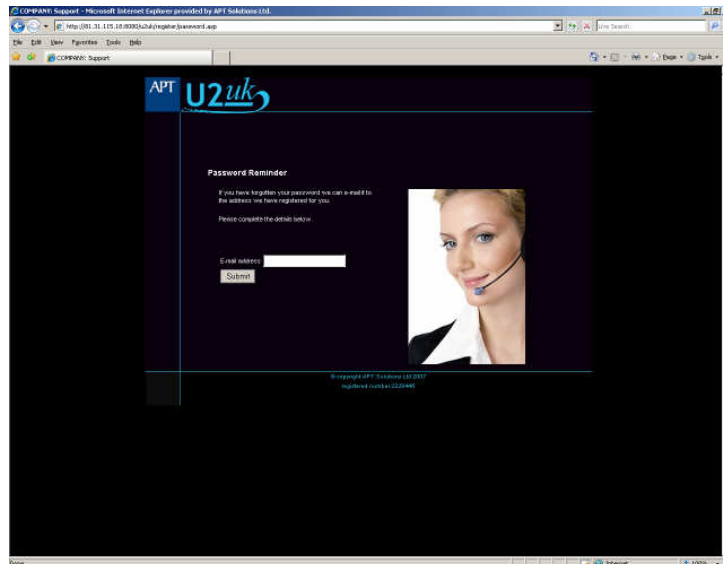


Registration is now complete. Login will be enabled within 24 hours pending acceptance and your login details will be sent to you in an email. If the issue that you have is urgent please telephone the U2UK support desk on +44 (0) 845 6800 888 or email support@U2UK.com.

Logging in

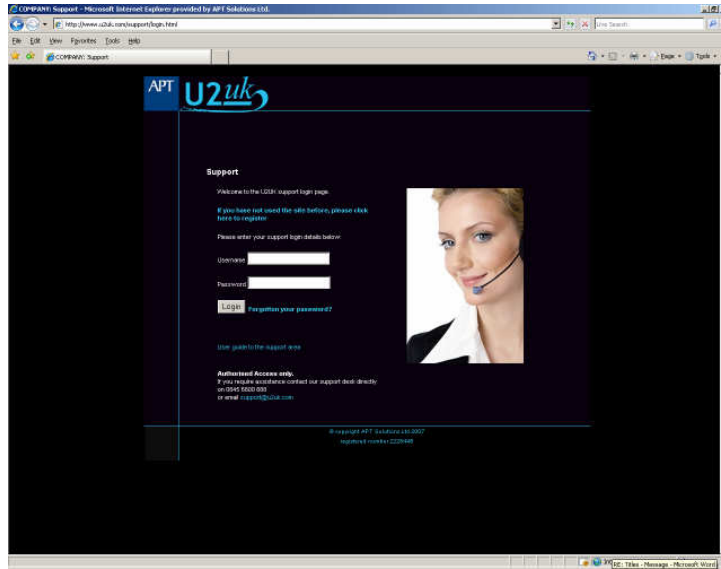
If you do not know your Username and Password, please contact U2UK Support by telephone on +44 (0) 845 6800 888 or email support@U2UK.com.

If you have forgotten your username and password select the “*Forgotten your password?*” link.



Enter your email address and select SUBMIT. An email will be sent to you containing your password.

Once you have your Username and password, enter your login details to enter the system.



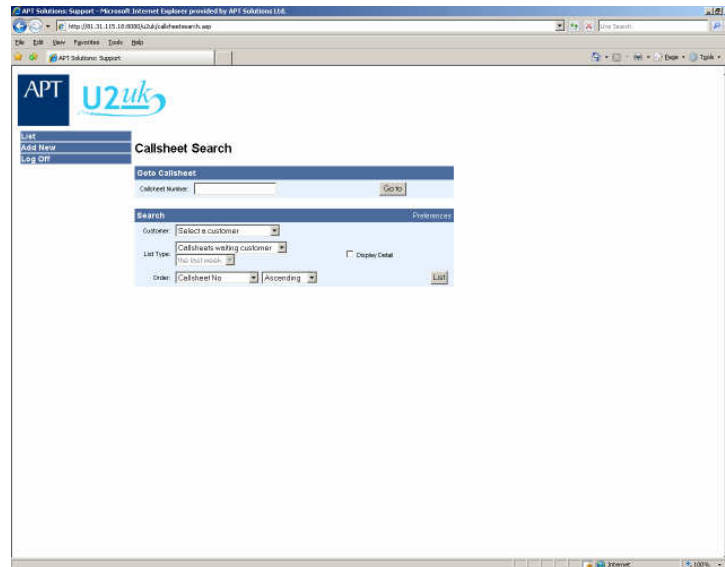
Using the System

Once you have logged in you will be presented with the following screen:

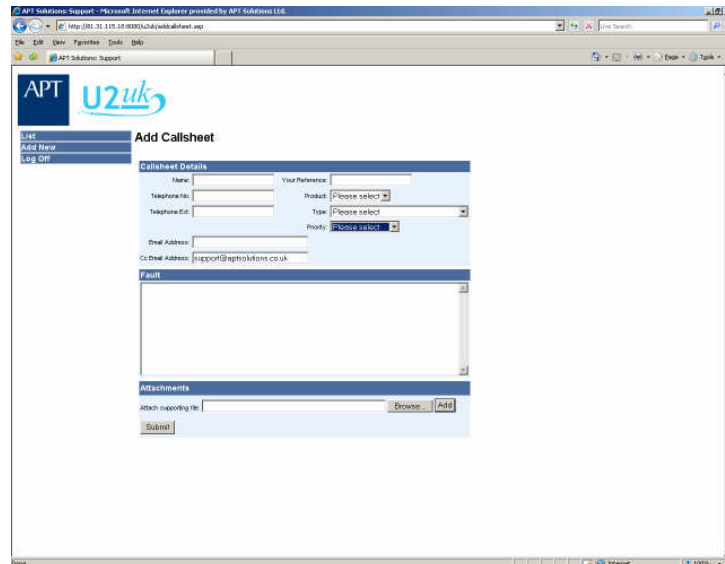


Logging a new call

Select the ADD NEW link on the left hand side.



You will be asked to complete the fields, such as your name, telephone number, email address and a customer reference number if your company uses one.



Enter as much detail as possible in the Fault field about the issue.

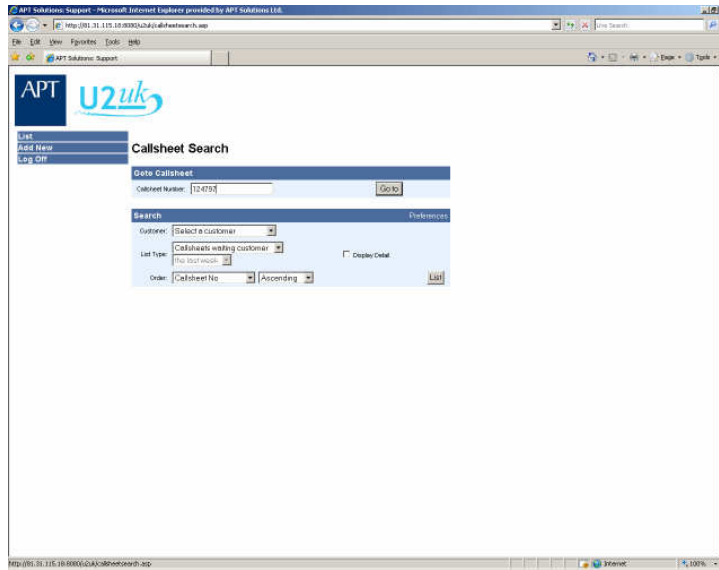
If you have any accompanying documentation that would be useful to the support team please attach this in the field available. Browse to the document that you want to attach and then select ADD.

Select SUBMIT when you have completed all the necessary information.

The call will be sent to the Support desk.

Updating a call

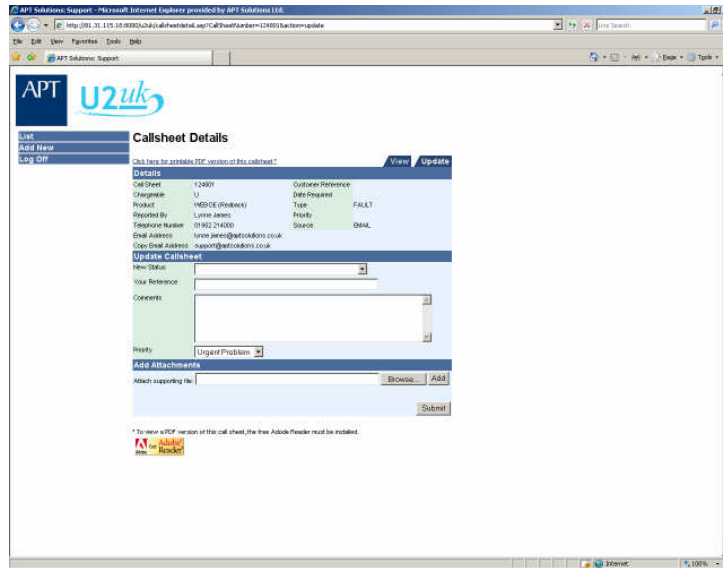
To view a specific call you can type in the number in the Call sheet number field and select GO TO.



The call sheet details will be displayed on the screen for you.

From here you can update the call by selecting UPDATE.

All previous details are displayed in the top section and the update section asks you to select if you are updating or closing the call. You can add a comment in either case in the Comments field. You will need to add in your reference and name.



You may change the priority of the call at this stage but if you do it would be helpful to add an explanation in the comments field to explain why.

If you have any accompanying documentation that would be useful to the support team please attach this in the field available. Browse to the document that you want to attach and then select ADD.

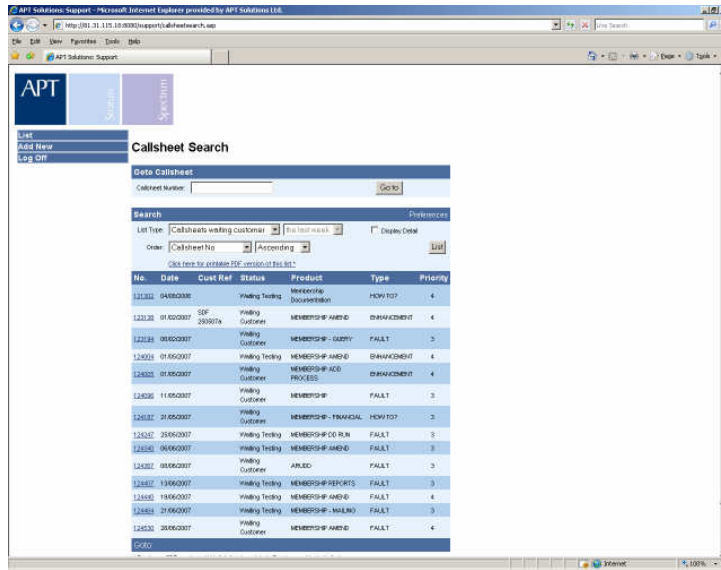
Once you are happy with your update select the SUBMIT button.

Viewing your active calls

In the Search section of the screen, select the criteria by which you want to search, For example, "Call sheets Waiting Customer, All Call sheets, Call sheets logged during... "

Select the date criteria where relevant and the order in which you want the results displayed – i.e. by Call sheet number, date, priority and whether they should be ascending or descending.

The results will be displayed as below:



From the list you can select to view the detail of any call displayed by clicking on the call sheet number.