

Requesting Support

Support requests are started by clicking the [PHTicket] link at the top of the screen or in the menu. You should use this for all requests whether it is a bug or a new feature request.

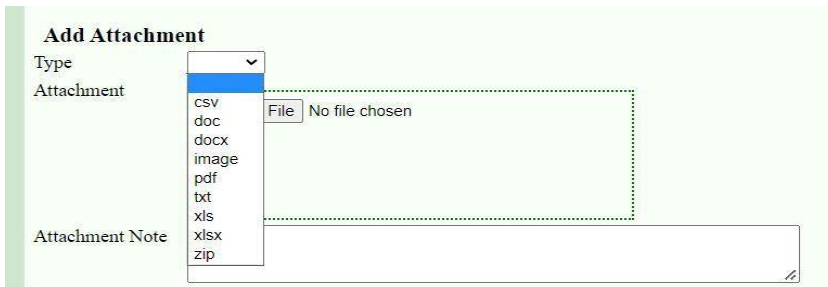
When you create the ticket, it is important to have a clear, meaningful subject line, and a good summary of the problem.

In order for us to be effective, please be as detailed as possible when describing the problem. Provide context such as a specific Lab Number, Field Number, or Associate ID we can refer to when trying to answer your question. If you get an error message, copy the text of the message and paste it into the request or follow-up reply.

PH software is large and complex, and for any given problem/question, there could be a number of different possible causes. The more information you provide allows us to more quickly rule out many possibilities and, in some cases, if given the error message, we can immediately identify the cause and give you an answer much sooner.

If we don't get enough information from the ticket, we will reply and ask for more details. We won't begin work on the ticket until we understand the problem.

You can add an attachment of a screen shot a csv or another type of file. The attachment note should tell us what the attachment is for.



Add Attachment

Type:

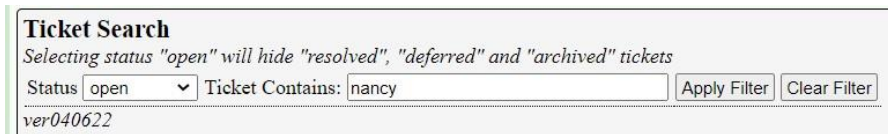
- csv
- doc
- docx
- image
- pdf
- txt
- xls
- xlsx
- zip

File No file chosen

Attachment Note

Tracking Tickets

The tickets are tied to your lab as well as an individual user. You can search on ticket status and on content of a ticket or ticket reply.



Ticket Search

Selecting status "open" will hide "resolved", "deferred" and "archived" tickets

Status: Ticket Contains:

ver040622

When the tickets are listed the number of replies is shown. A task count is also shown but we don't use that yet. They are displayed in the order of most recent update.

#	Date	Ticket #	Status	Submitted By
1	2021/07/28	[PHT-21072803] Replies:2 Tasks:0	submitted	User: [redacted]
2	2021/07/05	[PHT-21070501] Replies:0 Tasks:0	submitted	User:ph.admin [redacted]