Getting the Best Support
2025-05-12

Requesting Support

Support requests are started by clicking the Admin--> PH Tickets 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.

PH software is large and complex.   While you are familiar with the functions that you use and how to navigate to them, we are not.   We design a function, develop the code, test it and discuss it with your internal users.   Once it is working we rarely go back to it unless there is a reported problem.   To help us quickly respond to a problem report we need a step by step explanation of how to reproduce the problem. This should include the PH Menu starting point, what page opens, what the links are on that page or subpage and what to click and enter in order to reproduce the problem.

 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.

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.

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 document, or another type of file. The attachment note should tell us what the attachment is for.

Tracking Tickets

The easiest and best way to track back to a ticket is to use the link in the email that you were sent when the ticket was created or updated.   You can also search on ticket status and on content of a ticket or ticket reply.   You can search for a who created the ticket specific user name.

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

Status   recent   ⌄   Ticket Contains [   ]

Order By Create Date ↓ ⌄

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
				[< Prev 50] Showing 1 - of [Next
1	2021/07/28	[PHT-21072803] Replies:2 Tasks:0	submitted	User:
2	2021/07/05	[PHT-21070501] Replies:0 Tasks:0	submitted	User:ph.admin