



How to Report Issues to Opinionmeter Support

In order for our support team to best assist with resolving issues, they first must duplicate the issue you have experienced. In order for them to do this successfully, please always provide the following details when submitting support requests.

1. Account name where issue is occurring:
2. For Devices:
 - a. Survey name(s) currently assigned to the device.
 - b. Model Name of the device (e.g. Android Galaxy, iPad 3, iPad Touch...)
 - c. Serial Number of the Device as shown in the username field of Device's Admin login screen (as well as within the Device tab in the SurveyManager)
 - d. Operating System (OS) Version of the Device.
 - e. TouchPoint App version running on the Device.
3. For SurveyManager:
 - a. Module where you are having an issue (Reports, Surveys, Devices, Users...).
 - b. What Browser and Browser version you are using.
4. Step-by-Step account on how to recreate the issue with screen shots of any error messages received or issues encountered. Please include survey name (if applicable).

To submit an issue please use the "Help Desk" module in the SurveyManager. You will find the link at the Bottom Right of any SurveyManager screen or you can click on Help at the top of the SurveyManager Screen then click on "Help Desk" link on the left.

1. When click on Help Desk link you will get a new window with the Support Center Module as shown below.

2. Click on “Email us your Question” link which will bring up the following screen.

The screenshot shows a web page titled "Support Center" with a yellow header. In the top right corner, there is a search bar with the placeholder text "Enter a search term here." and a magnifying glass icon. Below the header, the breadcrumb "Home > Email Us Your Question" is visible. The main content area is divided into two columns. The left column contains the "Email Us Your Question" form, which includes the following fields: "Location (required)" with a dropdown menu, "SurveyManager UserName (required)" with a text input, "Your name (required)" with a text input, "Your email address (required)" with a text input, "Subject (required)" with a text input, and "Message (required)" with a large text area. Below these fields is a "File Attachment" section with a "Browse..." button. At the bottom of the form is a green "SEND EMAIL" button. The right column is titled "Contact Us" and contains links for "Post A Public Question", "Email Us Your Question", and "Live Chat!". Below these links is a phone number: "1.888.676.3837, x102".

3. Fill in all the required information and add any File Attachment you may want to include then click “Send Email”. This will start a Ticket(Case) for us to track your issue