

Document Overview

This document is being provided to explain how to request a SedonaOnline password and how to use SedonaOnline to submit and view Support Tickets.

Our company utilizes the SedonaOffice Service module to track all support issues reported to us by our customers. This includes any requests for enhancements to the software. All telephone calls and email received from our customers are logged into our support system by creating a service ticket.

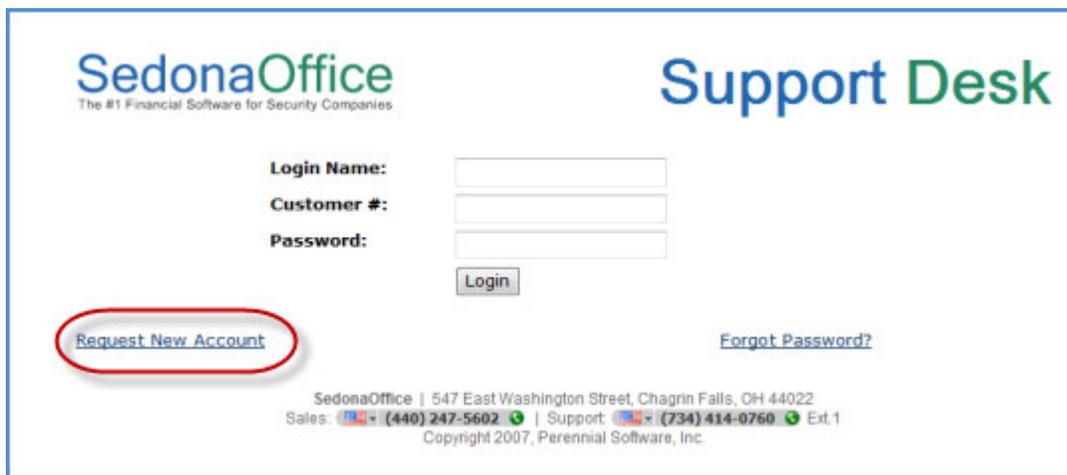
Our recommended method of requesting support for the SedonaOffice application is for the customer to enter a support request using SedonaOnline. Once a support request has been entered, the requestor will receive a return email with the ticket number assigned to the request. These requests are automatically routed to the appropriate support representative to address the question or item. SedonaOffice customers with access to SedonaOnline may login and view support tickets and read notes entered by your company and our support staff members.

Requesting a Login Name

SedonaOffice customers may request a Login Name for SedonaOnline by access the SedonaOffice website: <http://www.sedonasupport.com/>. Select the log into SedonaOnline support desk option from this page.



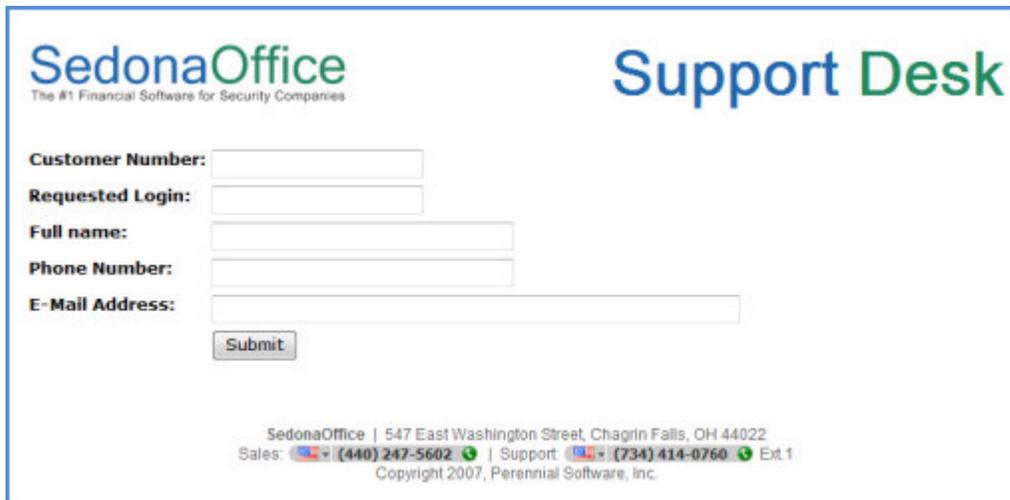
Next select the *Request New Account* option as illustrated below.



The User Login Request form will be displayed. All fields on this form must be filled in. The Customer Number is your company's SedonaOffice customer number; this number is printed on invoices our company has sent to your company. If you do not know your Customer Number, email support@sedonaoffice.com to request this number.

When finished completing the form, press the *Submit* button. Once we receive this request, our office administrator will verify the name and email address is on our list of contacts for your company. If we do not recognize the name of the person requesting a login, we will telephone our primary contact for your company to obtain approval for the person requesting a login.

The requesting User will be sent an email with the Login Name and password. Keep this information in an accessible location.



The screenshot shows a web form titled "SedonaOffice Support Desk". The SedonaOffice logo is in the top left, and "Support Desk" is in the top right. The form contains five input fields: "Customer Number:", "Requested Login:", "Full name:", "Phone Number:", and "E-Mail Address:". A "Submit" button is located below the "E-Mail Address" field. At the bottom of the form, there is contact information: "SedonaOffice | 547 East Washington Street, Chagrin Falls, OH 44022", "Sales: (440) 247-5602 | Support: (734) 414-0760 Ext. 1", and "Copyright 2007, Perennial Software, Inc."

Using SedonaOnline

Entering a Support Ticket

Login to SedonaOnline using the Login name and password provided to you by our office administrator <http://www.sedonasupport.com/online/>.

The screenshot shows the login interface for SedonaOffice. At the top left is the SedonaOffice logo with the tagline 'The #1 Financial Software for Security Companies'. To the right is the text 'Support Desk'. Below the logo are three input fields: 'Login Name:' containing 'carolyn', 'Customer #:' containing '10049', and 'Password:' containing a masked password. A 'Login' button is positioned below the password field. At the bottom left is a link for 'Request New Account' and at the bottom right is a link for 'Forgot Password?'. The footer contains contact information: 'SedonaOffice | 547 East Washington Street, Chagrin Falls, OH 44022', 'Sales: (440) 247-5602', 'Support: (734) 414-0760 Ext.1', and 'Copyright 2007, Perennial Software, Inc.'

A page will open displaying your company information. Select the Service Tickets link.

The screenshot shows the user dashboard after login. At the top left is the SedonaOffice logo. To the right is the text 'Support Desk'. Below the logo is a green navigation bar with links: 'Welcome: Carolyn Johnson', 'Home', 'Change Password', and 'Logout'. Below the navigation bar is a section for 'Customer# 10049' and 'Customer Perennial Software, Inc.' with the address '547 East Washington St. Suite C, Chagrin Falls, OH 44022' and phone number '(734) 414-0760'. A red circle highlights the 'Service Tickets' link in the top right corner, with a red arrow pointing to it. The footer contains the same contact information as the previous screenshot.

If any support tickets are currently open for your company, they will be displayed on this page.

To create a new ticket, select either of the *Create New Ticket* links; at the upper right of the page or the lower left of the page.

The screenshot displays the SedonaOffice Support Desk interface. At the top left is the SedonaOffice logo and tagline. The main header reads 'Support Desk'. Below this, a green navigation bar contains links for 'Home', 'Change Password', and 'Logout'. A welcome message for Carolyn Johnson is shown. The user's account information is displayed, including the customer name 'Perennial Software, Inc.' and address. A 'Create New Ticket' link is circled in red in the upper right area. Below this, there are links for 'View Active Tickets' and 'View Closed Tickets'. A table titled 'Open Service Tickets' lists two tickets. A 'Create New Ticket' link is also circled in red in the lower left area. At the bottom, contact information for SedonaOffice is provided, including sales and support phone numbers and a copyright notice.

Ticket #	Site	Account #	System	Created	Problem	Status
25493	Perennial Software, Inc.	10049	SedonaOffice 5.x	7/2/2009	Install & Upgrade	Resolved
25442	Perennial Software, Inc.	10049-Ohio	SedonaOffice 5.x	6/30/2009	Enhancement	Open

The new Ticket form will be displayed. The Phone Number will default to the phone number our company has on file for the logged in User. If there is a different phone number you would like to use, enter that number.

In the Problem field, select from the drop-down list the option that best describes your request for support. In the comments field, you may enter up to 255 characters of information. Please begin your comment with the version of SedonaOffice currently installed at your company; i.e.: 5.2.87.

When finished completing the form, press the *Submit* button located at the bottom of the form. You will receive an email indicating the ticket number assigned to your support request.

If you have screen shots which are related to the support request, once the ticket is created, send an email to support@sedonaoffice.com referencing the ticket number in the email subject line and attachment your screen shot images or paste screen shots into the body of the email.

If you have questions related to an open support ticket or would like to provide more information, do not create a new ticket for this purpose; you may enter a comment on the existing ticket – see *Entering Ticket Comments* below.

The screenshot shows the SedonaOffice Support Desk interface. At the top, it says 'SedonaOffice Support Desk'. Below that, there's a navigation bar with 'Welcome: Carolyn Johnson', 'Home', 'Change Password', and 'Logout'. The user's information is displayed: 'Customer# 10049', 'Customer Perennial Software, Inc.', '547 East Washington St.', 'Suite C', 'Chagrin Falls, OH 44022', and a phone number '(734) 414-0760'. There are links for 'Invoices' and 'Service Tickets'. Below this, there are buttons for 'View Active Tickets', 'View Closed Tickets', and 'Create New Ticket'. The main form area has the following fields:

- Site and System:** A dropdown menu is open, showing three options: 'Perennial Software, Inc. - 231 North Main Street SedonaOffice 5.x (10049)', 'Perennial Software, Inc. - 547 East Washington St SedonaOffice 5.x (10049-Ohio)', and a partially visible third option.
- Requested By:** Carolyn Johnson (with a 'List' button)
- Phone Number:** (951) 353-0530
- E-Mail Address:** carolynj@sedonaoffice.com
- Problem:** ACH/EFT Questions and Issues (dropdown menu)
- Priority:** Low (dropdown menu)
- Comments:** (255 character max.)

A 'Submit' button is located at the bottom of the form.

Entering a Comment on an Existing Support Ticket

To enter a comment on an open ticket, click on the desired ticket number.

The screenshot shows the SedonaOffice Support Desk interface. At the top, there is a green navigation bar with links for Home, Change Password, and Logout. Below this, the user's name (Carolyn Johnson) and customer information (Perennial Software, Inc.) are displayed. A table titled "Open Service Tickets" lists two tickets. The second ticket, with ID 25442, is circled in red, and a red arrow points to it. The footer contains contact information for SedonaOffice and Perennial Software, Inc.

Ticket #	Sys	Account #	System	Created	Problem	Status
25443	Perennial Software, Inc.	10049	SedonaOffice 5.x	7/2/2009	Install & Upgrade	Resolved
25442	Perennial Software, Inc.	10049-Ohio	SedonaOffice 5.x	6/30/2009	Enhancement	Open

The Ticket Details form will be displayed. At the lower right of the form, press the *Add Comment* link.

SedonaOffice Support Desk
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Welcome: Carolyn Johnson Home Change Password Logout

Customer# 10049 **Customer** Perennial Software, Inc.
547 East Washington St.
Suite C
Chagrin Falls, OH 44022
[Invoices](#)
[Service Tickets](#)

[View Active Tickets](#) [View Closed Tickets](#) [Create New Ticket](#)

Customer
Perennial Software, Inc.
547 East Washington St.
Suite C
Chagrin Falls, OH 44022

Site
Perennial Software, Inc.
231 North Main Street
Plymouth, MI 48170

System: 10049 **Warranty:** One Year Parts and Labor
Type: SedonaOffice 5.x **Expires:** 8/15/2003
Panel: **Service Level:** Premier Level Support
Location: 5.2.88 **Next Inspection:**

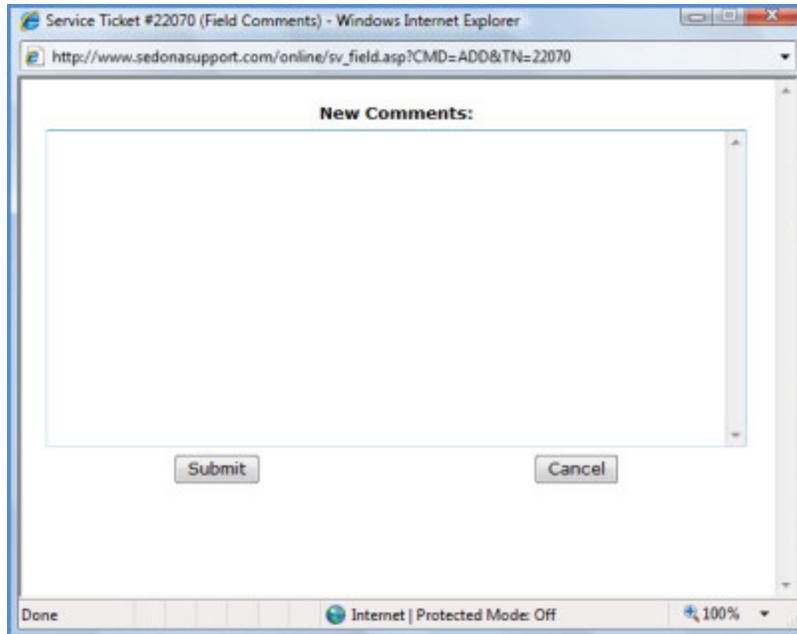
Ticket Number: 22070
Status: Open
Problem: Enhancement
Priority: High
Contact:
Phone:

Customer Comments: Physical by Product line.
Technician: Enhancement Future
Scheduled For:
Created On: 1/26/2009 16:37
Created By: JennyB
Resolution:
Invoice:

No Parts [Show Field Comments](#) [Add Comment](#)

SedonaOffice | 547 East Washington Street, Chagrin Falls, OH 44022
Sales: [\(440\) 247-5602](#) | Support: [\(734\) 414-0760](#) Ext.1
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The *New Comments* form will be displayed. The User may enter up to 1,024 characters of information into the text box. When finished, press the *Submit* button located at the lower left of the form.



Viewing Comments on an Existing Support Ticket

To view all previously entered ticket comments, open the desired ticket from the list of open tickets. . At the lower left of the form, press the *Show Field Comments* link.

SedonaOffice Support Desk
The #1 Financial Software for Security Companies

Welcome: Carolyn Johnson Home Change Password Logout

Customer# 10049 Customer Perennial Software, Inc.
547 East Washington St.
Suite C
Chagrin Falls, OH 44022
Invoices Service Tickets
(734) 414-0760

View Active Tickets View Closed Tickets Create New Ticket

Customer
Perennial Software, Inc.
547 East Washington St.
Suite C
Chagrin Falls, OH 44022

Site
Perennial Software, Inc.
231 North Main Street
Plymouth, MI 48170

System: 10049 **Warranty:** One Year Parts and Labor
Type: SedonaOffice 5.x **Expires:** 8/15/2003
Panel: **Service Level:** Premier Level Support
Location: 5.2.88 **Next Inspection:**

Ticket Number: 22070
Status: Open
Problem: Enhancement
Priority: High
Contact:
Phone:
Customer Comments: Physical by Product line.
Technician: Enhancement Future
Scheduled For:
Created On: 1/26/2009 16:37
Created By: JennyB
Resolution:
Invoices: No Parts

[Show Field Comments](#) [Add Comment](#)

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The *Field Comments* form will be displayed. All comments entered for the ticket will be displayed with the date, User name, and comment.

