SedonaOffice®
The #1 Financial Software for Security Companies

Reference Document
SedonaOnline Support

Document Overview

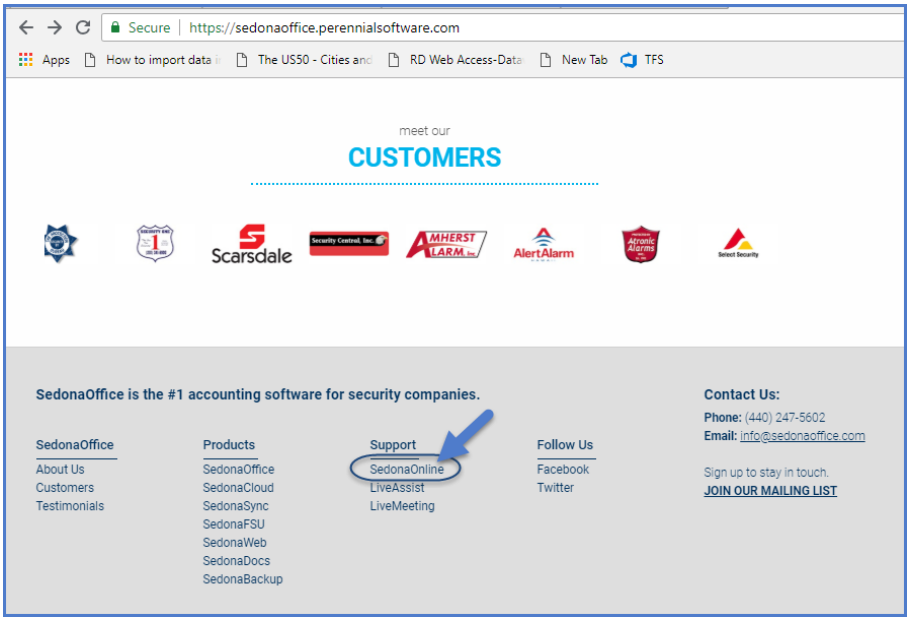
This document is being provided to explain how to set up a SedonaOnline account, and how to use SedonaOnline to submit and view Support Tickets.

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.

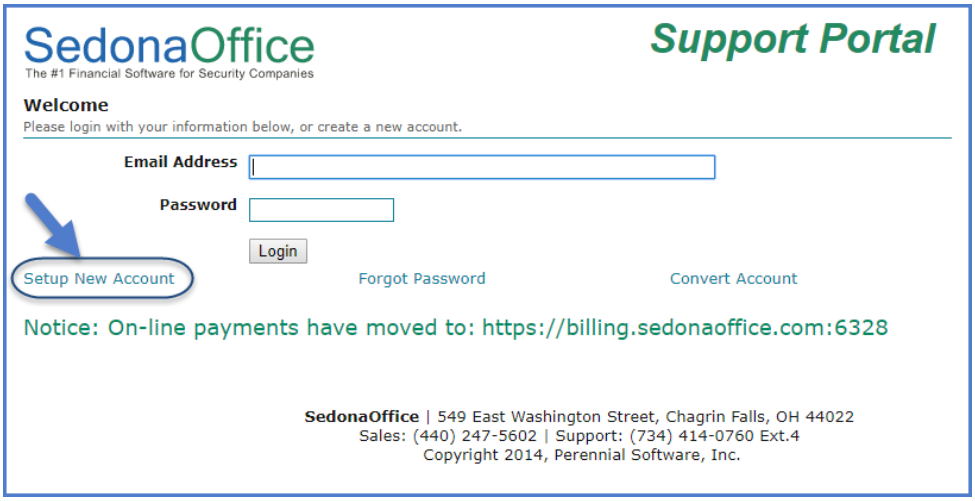
Requesting a Login Name

SedonaOffice customers may request a Login Name for SedonaOnline by access the SedonaOffice website: www.sedonaoffice.com.

Once you have reached our main web page, scroll to the bottom and click on the SedonaOnline option under the Support heading.

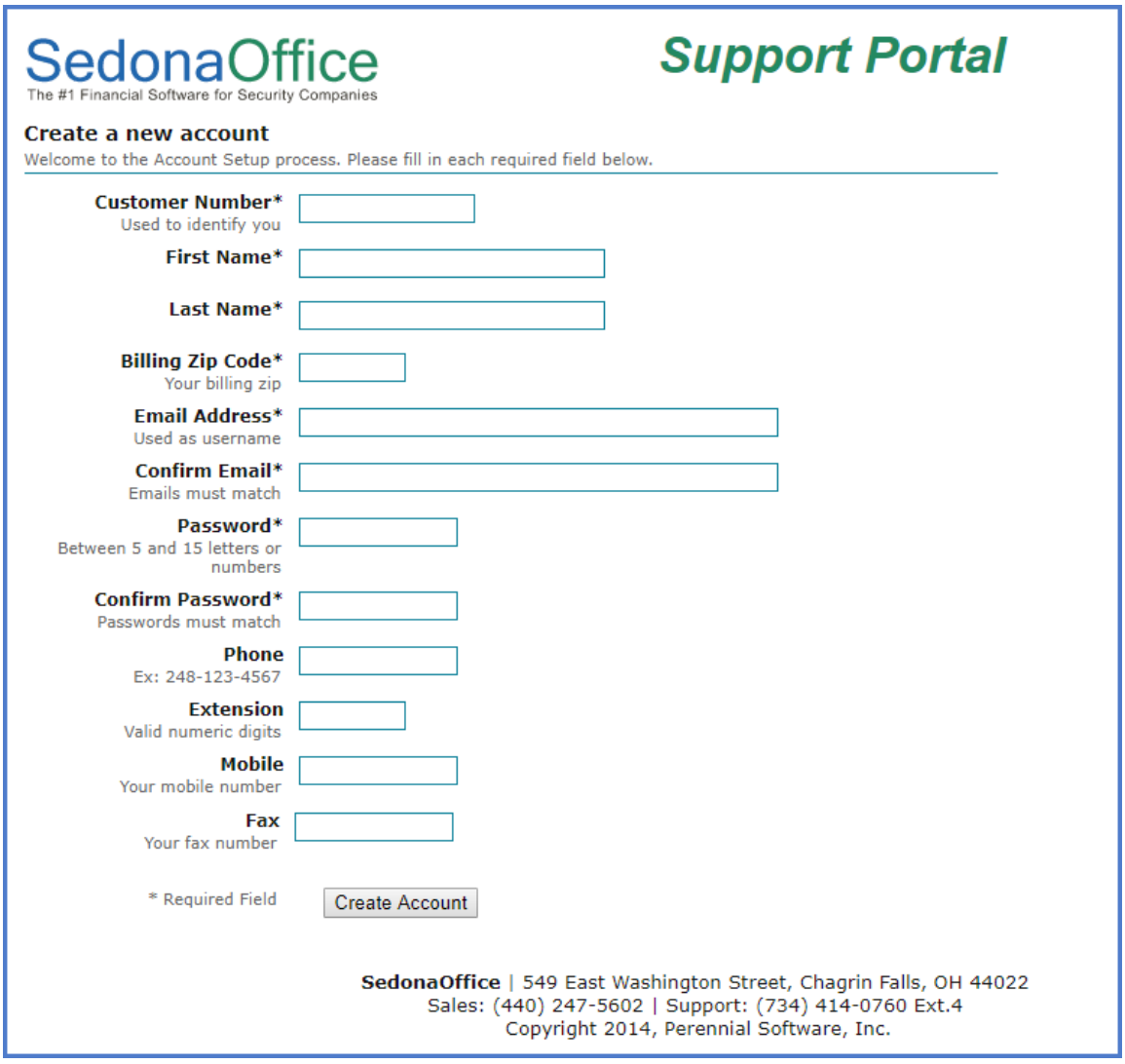


Once the Support Portal login form is displayed, click on the Setup New Account link.



The Create a new account form will be displayed. All fields on this form followed by an asterisk 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, please check with your company's system administrator. When finished completing the form, click the Create Account button.

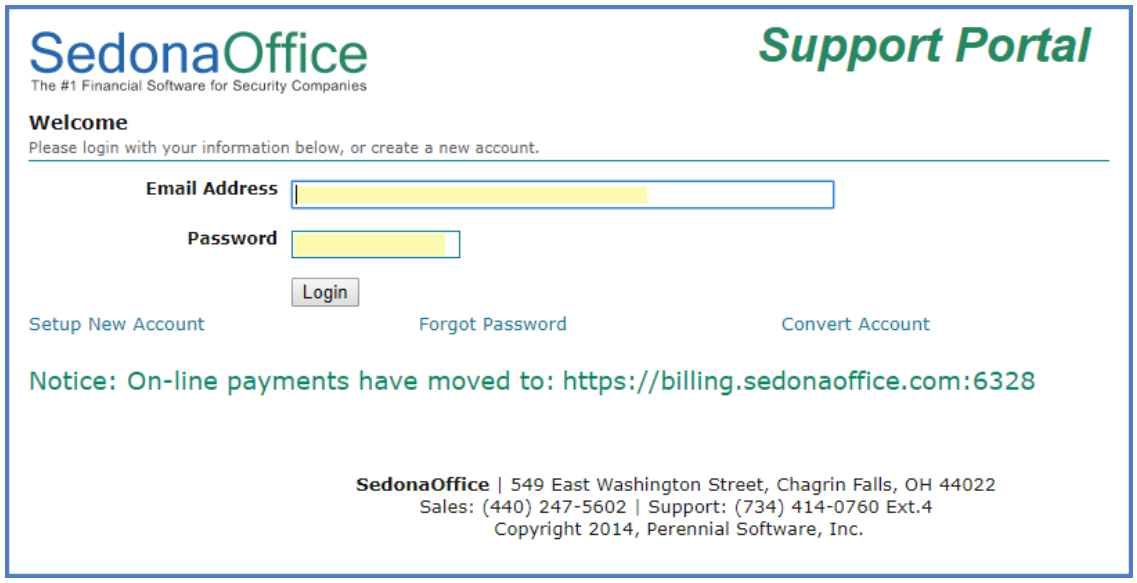
The requesting User will be sent an email to the address entered on the form to confirm this is a valid email address. Within that email will be a link to click on to login to SedonaOnline support for the first time.



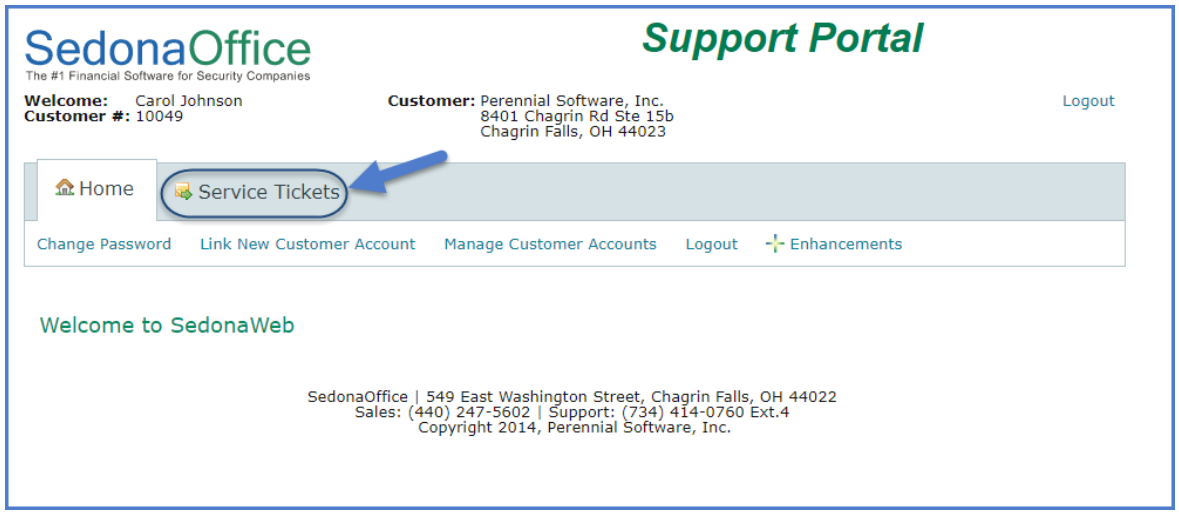
Using SedonaOnline

Creating a Support Ticket

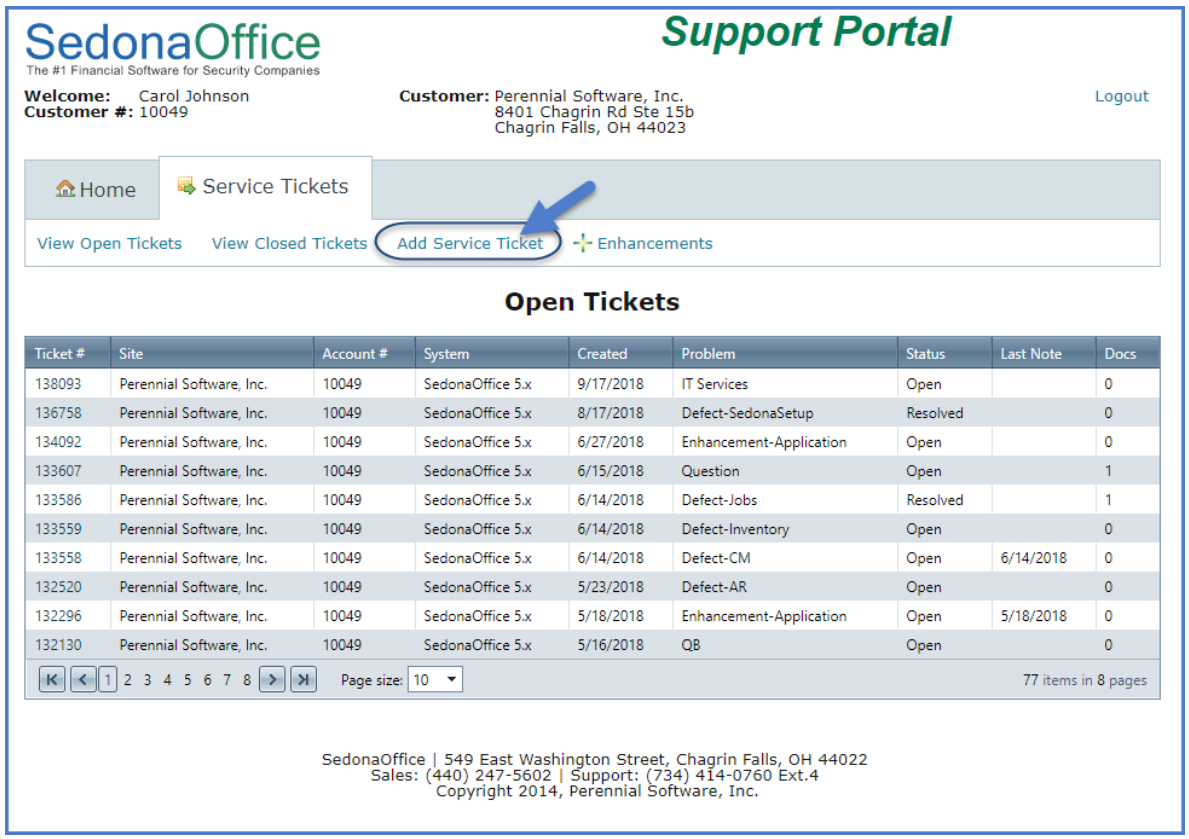
Login to SedonaOnline using the email address and password that was entered when creating a new account http://www.sedonasupport.com/online/.



A page will open displaying your company information. Click on the Service Tickets tab.



If any support tickets are currently open for your company, they will be displayed on this page. To create a new ticket, click on the Add Service Ticket option.



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 our support team to use to contact you, enter that number.

Site and System

The first two fields are the Site and System. If your company has more than one location, select the correct one from the drop-down list. In the System field, select the product for which you are submitting this ticket. Most of the time, you will select SedonaOffice.

Problem

In the Problem field, select from the drop-down list the option that best describes your request for support.

Priority

The priority will automatically default, however you may change this according to your perception of the urgency of your support request.

Comments

In the comments field, enter a brief note describing the need for support. You may enter up to 255 characters into this field. If you need more space, enter additional information into the Full Description field, which will accommodate an additional 1,024 characters. Please begin your comment with the version of SedonaOffice currently installed at your company; i.e.: 5.7.99.

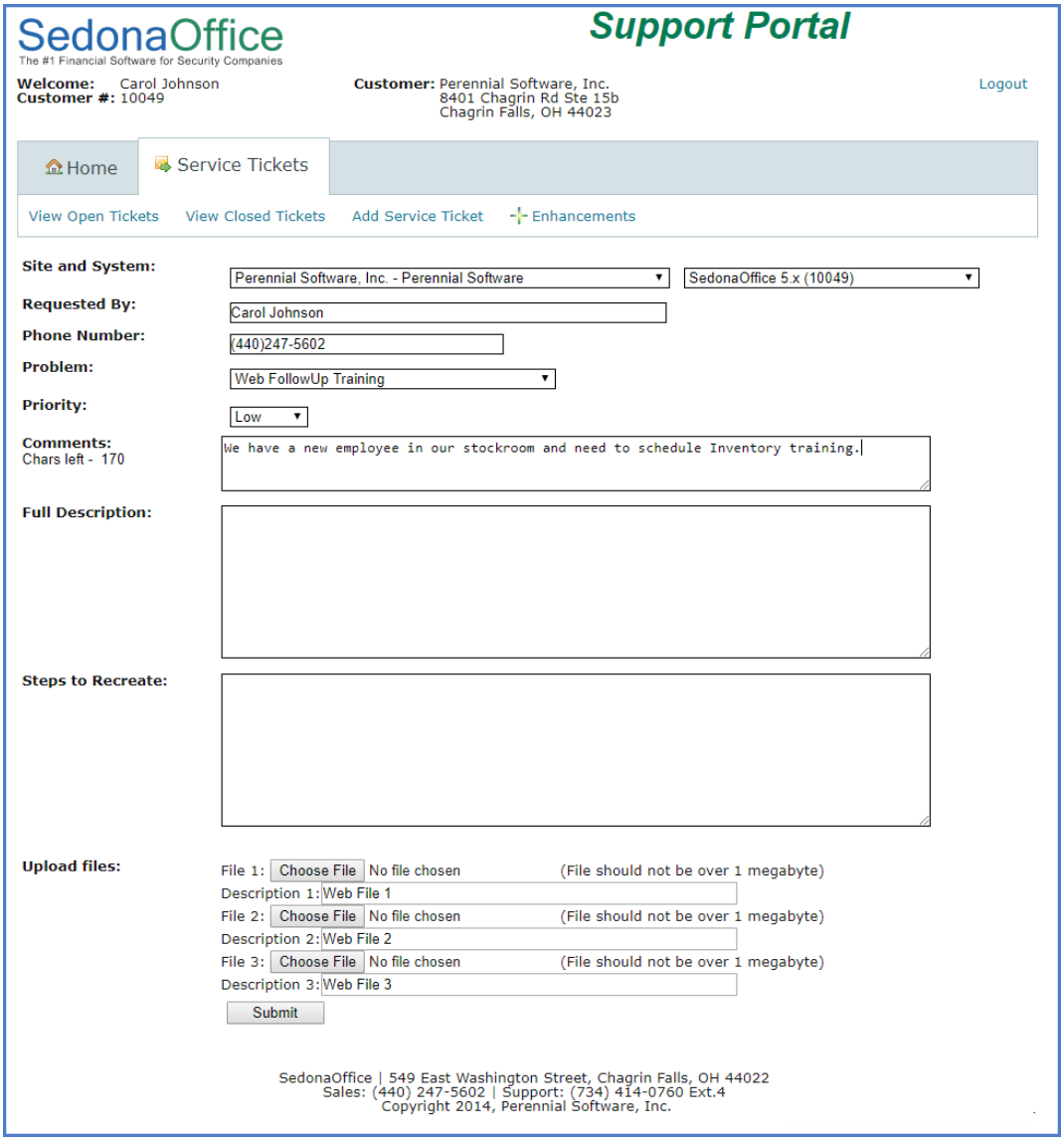
If you have screen shots which are related to the support request, you may attach up to three files in the Upload area of the new Ticket form.

When finished completing the form, click 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 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 the topic, Entering Ticket Comments.

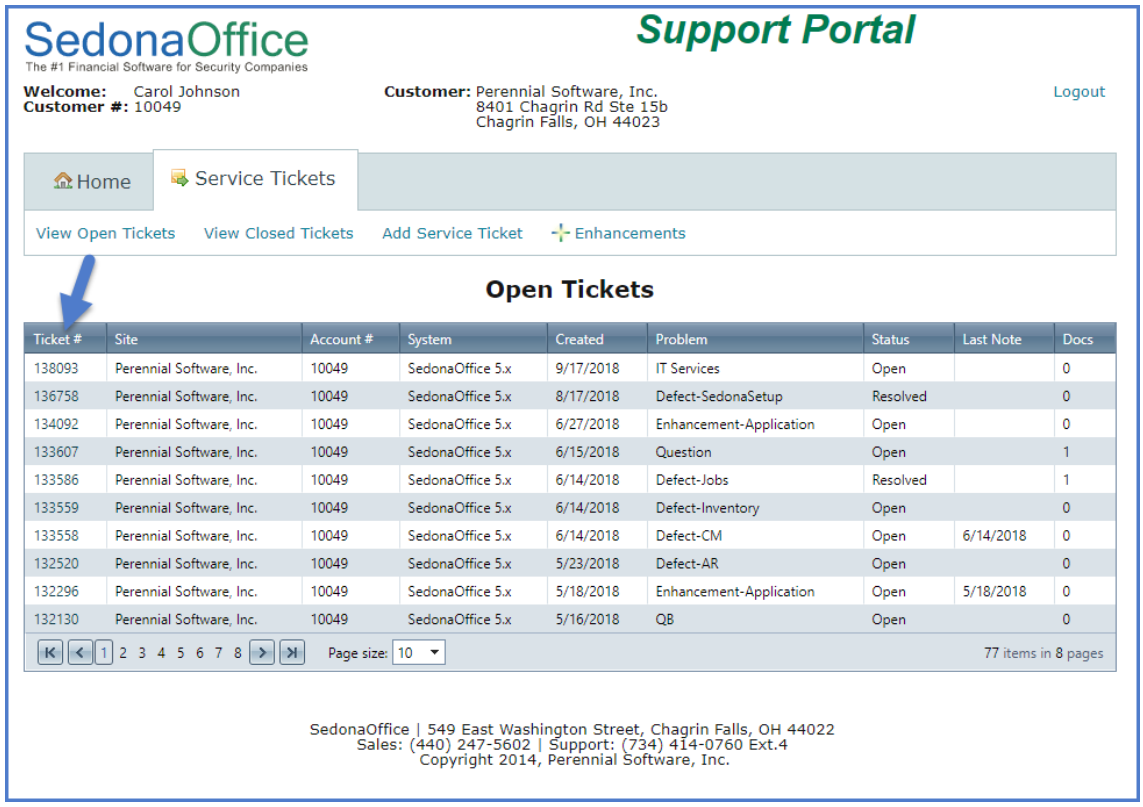
New Ticket Form



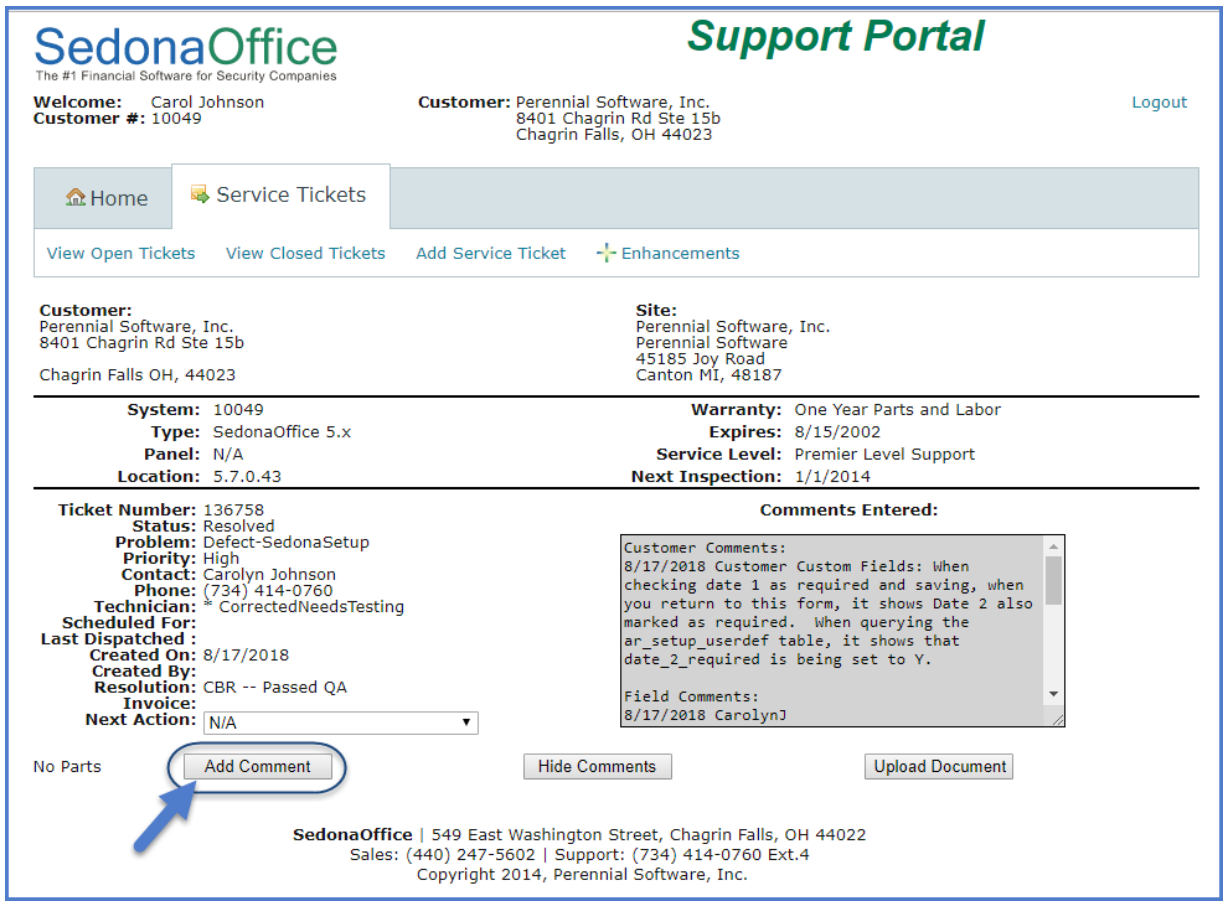
Entering a Comment on an Existing Support Ticket

To enter a comment on an open ticket, click on the desired ticket number within the list of open tickets.

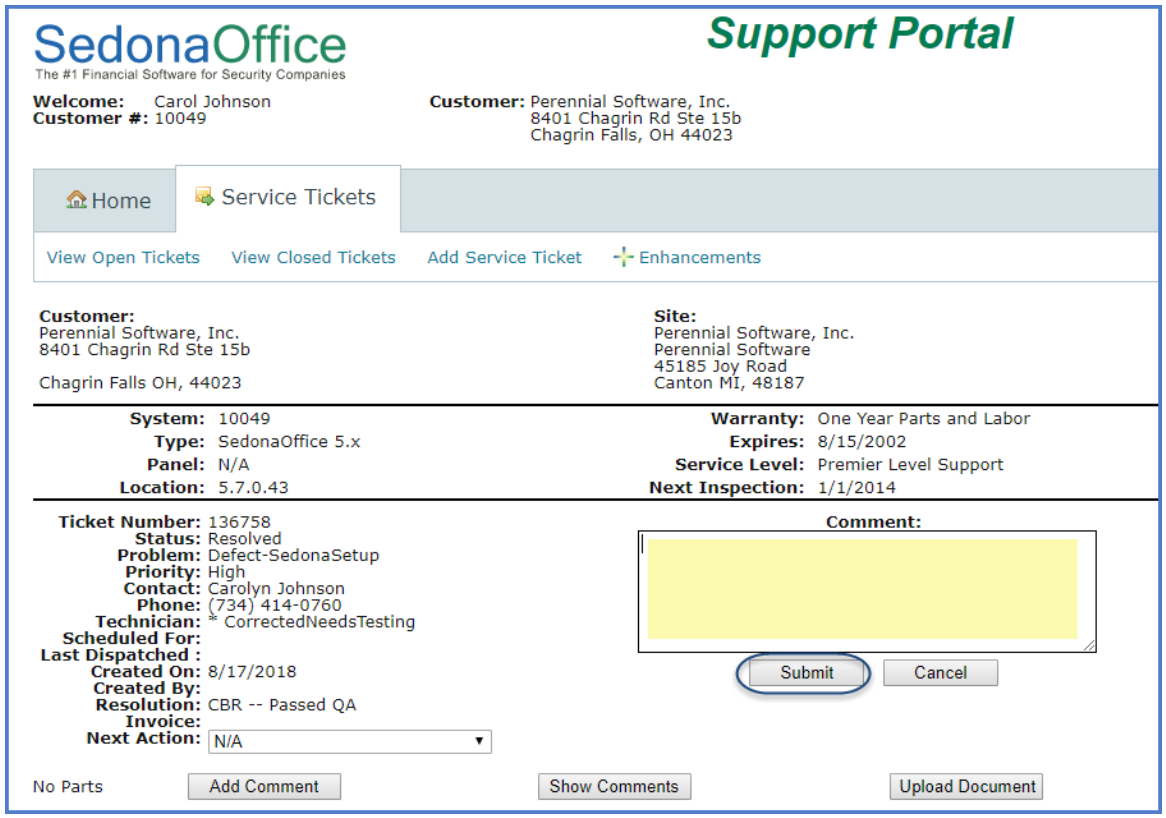
Note: Comments may be entered on closed tickets as well as open tickets.



The Ticket Details form will be displayed. At the lower left of the form, click the Add Comment button.

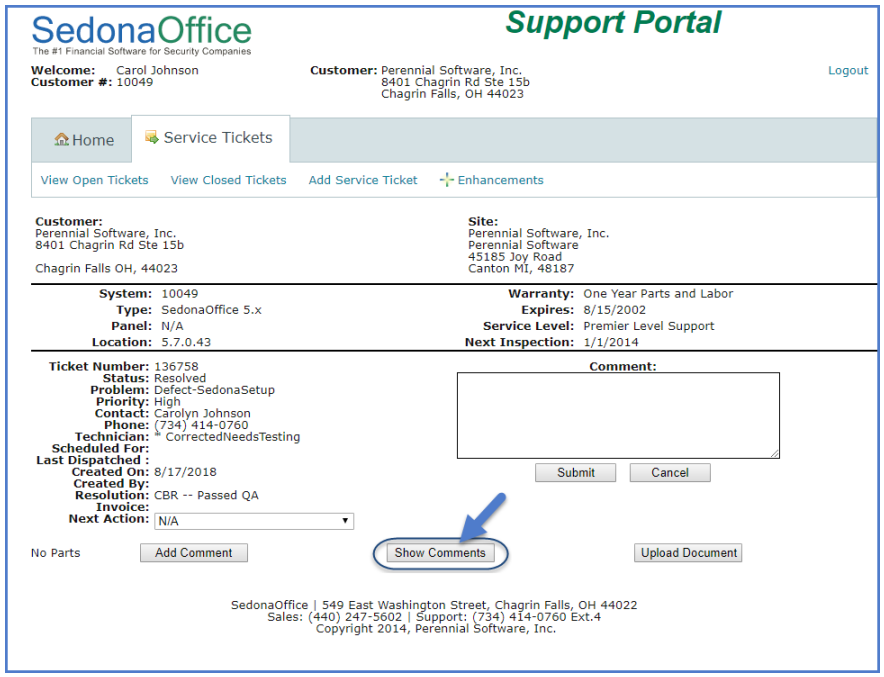


An empty Comment box will be displayed. You may enter up to 1,024 characters of information into the text box. When finished, click the Submit button located below the Comment box.

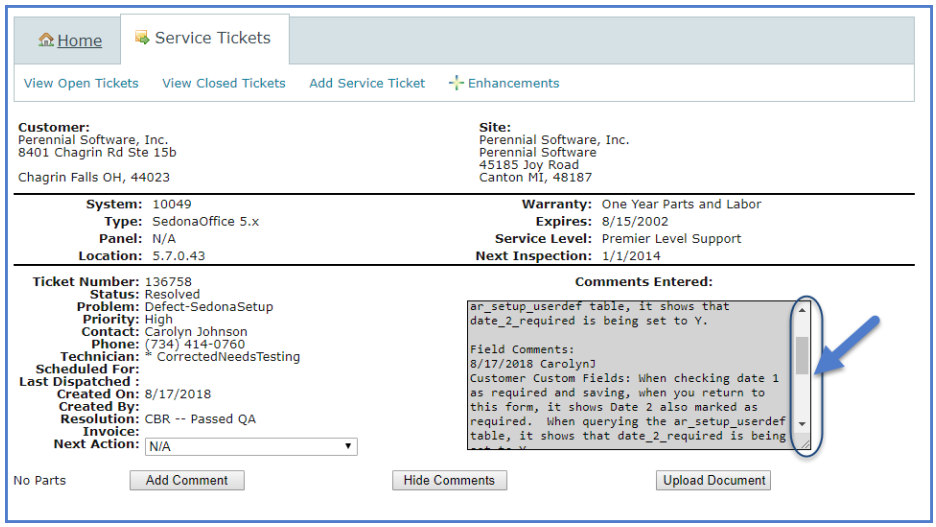


Viewing Comments on an Existing Support Ticket

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.

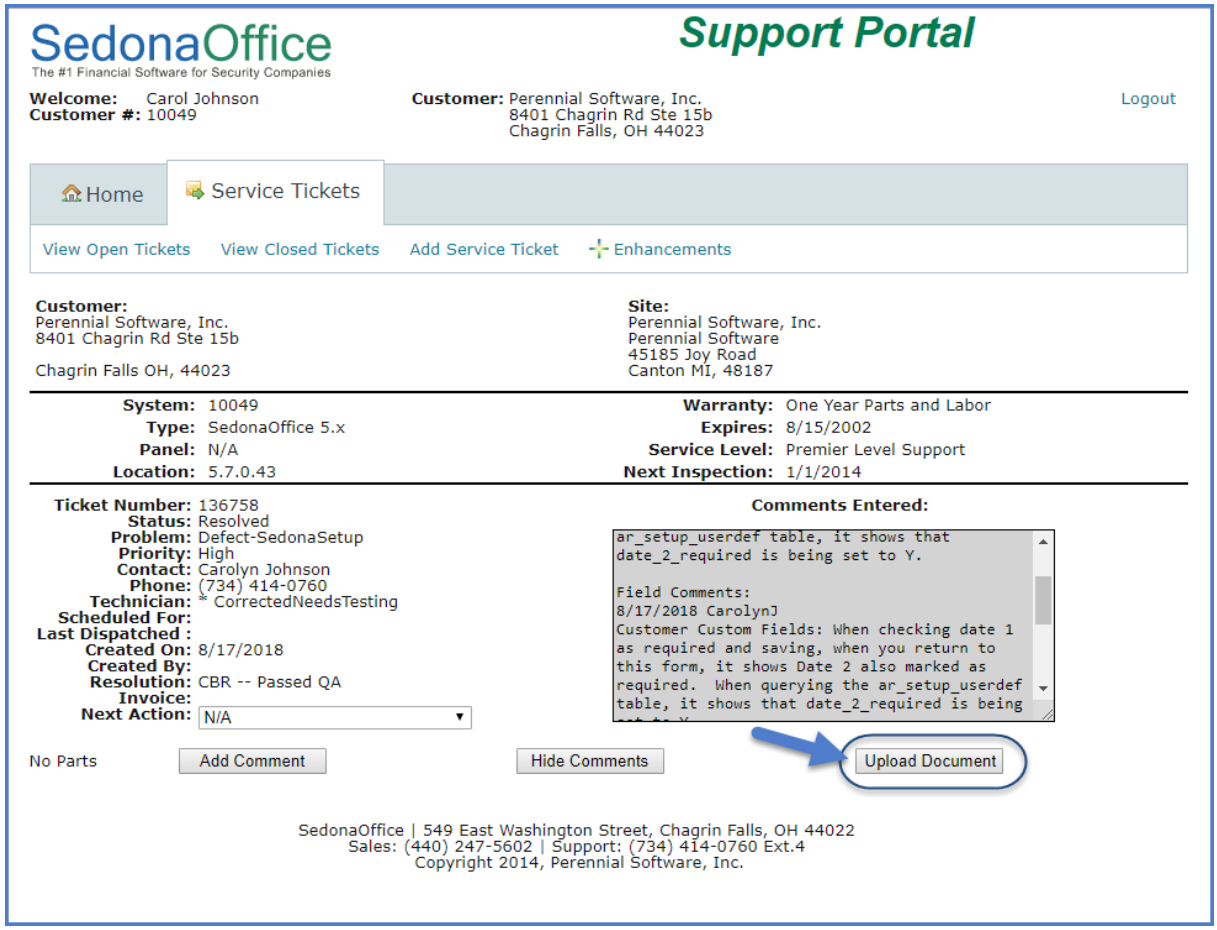


To the right side of the ticket, a gray box labeled Comments Entered, will be displayed. Use the arrows to the right of this box to scroll up and down to see a previously entered comments.

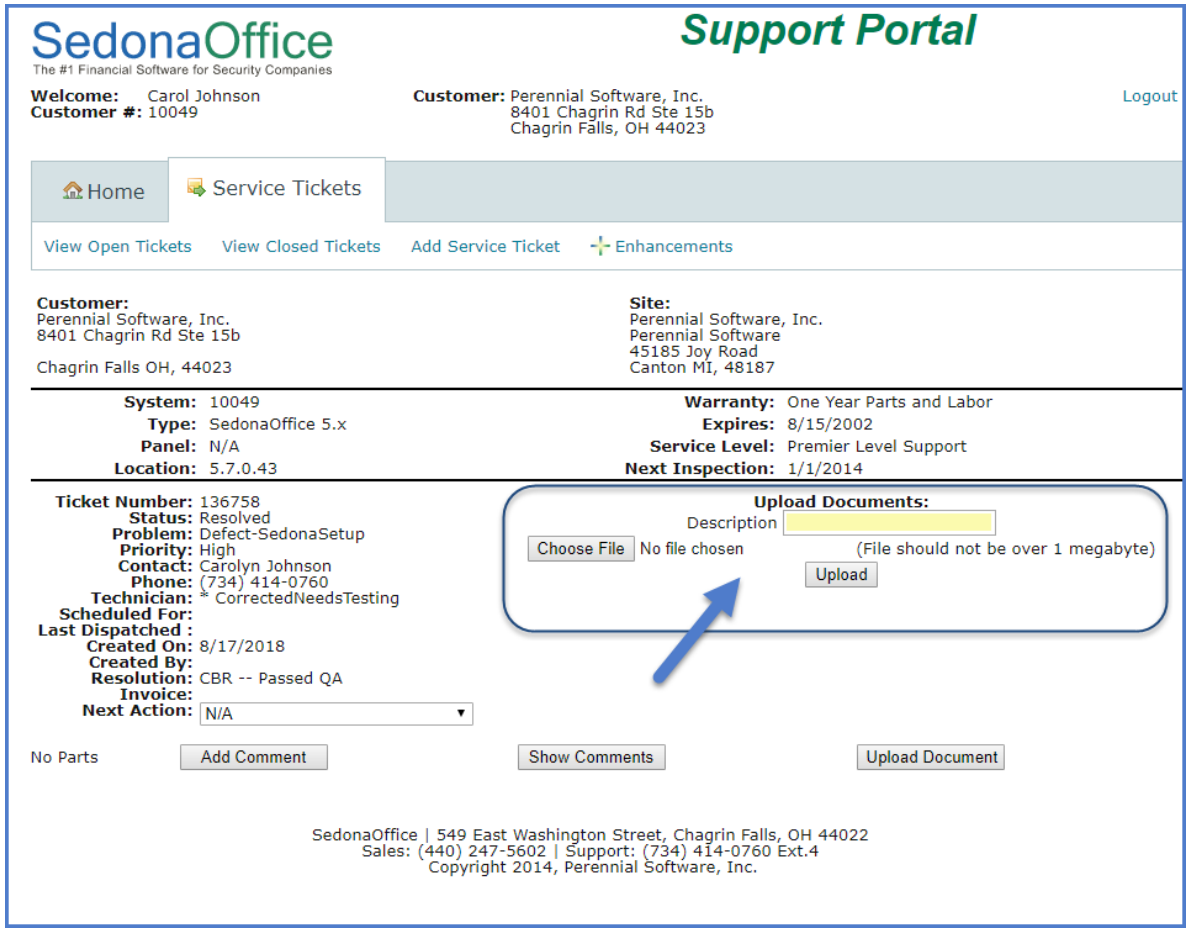


Uploading Documents on an Existing Support Ticket

To attach documents such as screen captures or any other electronic document that will help our support team in assisting on your request, click on the Upload Document button located at the lower right.



On the right side of the ticket, an area will be displayed labeled Upload Documents:.

Enter a Description, then click on the Choose File button to locate the document to be uploaded to the ticket. Once you have selected the file, click on the Upload button. You may repeat this same process to upload additional documents.

Note: Each document may not be larger than 1 megabyte.