Add Help & Support Information

Permissions

You will require an Access Role with the following permissions:

- Company Help and Support Information

The Help & Support Information section allows you, as an administrator, to customise the information presented to users on the Help & Support Page. To add relevant Help Contact Information and Product Usage Information please follow the steps below.

1. Navigate from the **Home** page to **Administrative Settings** | **Help & Support Management** | **Help & Support Information**.

2. Within the Help & Support Information page you will see two sections, Help Contact Information and Product Usage Information, which will allow you to add relevant contact and help details.

3. Complete the **Help Contact Information** section with the details of the administrator who will be the first point of contact for support queries. This section allows you to include:

   - Help Contact Name
   - Telephone Number
   - Email Address
   - Fax Number
   - Postal Address

4. Use the **Product Usage Information** section to add some text which will help your users to understand how utilise the Help & Support section, as outlined by your organisation. For example this may include the availability of a local administrator or the preferred method for contact.
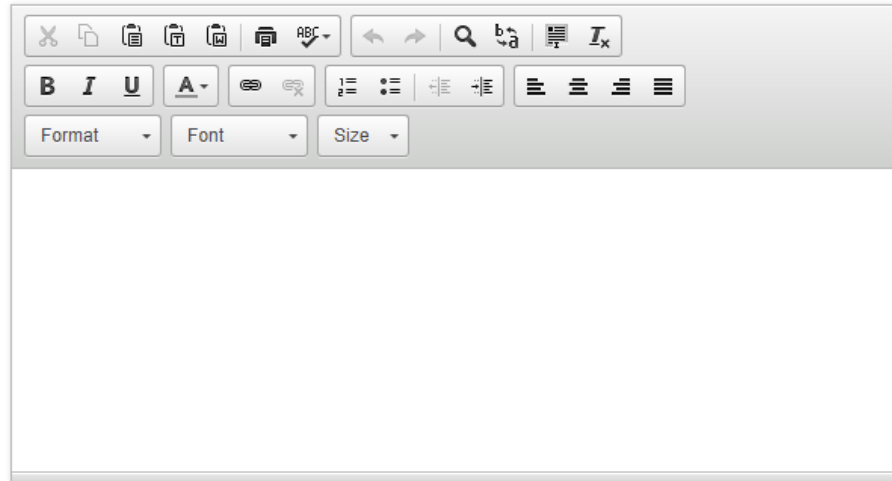
5. Once you have added this information click Save to store the changes.

6. The information you have added will then be available on the Help & Support Ticket Details page.