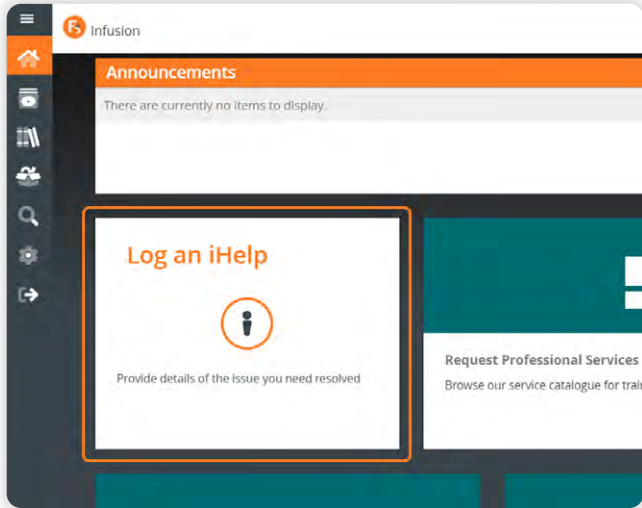


Logging an iHelp issue

1. Click 'Log an iHelp' on the Home Page.

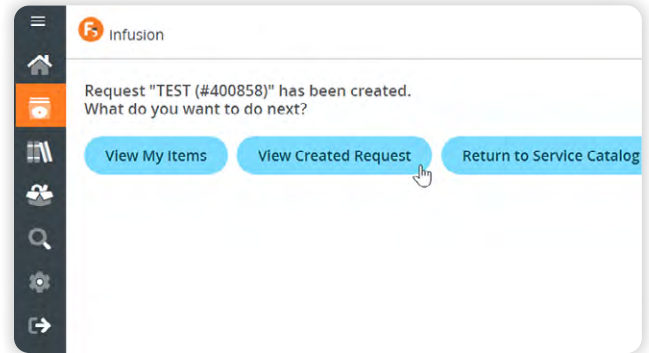


2. Complete the following fields, then click the 'Log Issue' button at the bottom of the page.

Field	Description
Priority*	Select from the list (refer to next column for help with selecting the correct priority for your issue)
Category*	Issue type e.g., BAU, Bug, Work Order
Environment	Enter if applicable
Product*	Select the product you are logging the issue for
Module	Enter if applicable
Version	Enter if applicable
Summary*	Enter a short summary of the issue you're experiencing
Description*	Enter a full description of the issue including the steps to replicate if applicable
Reference number	Enter if applicable
Attach file	Click 'Attach file' to provide supporting documentation. Screenshots are especially useful

* Mandatory fields

3. To view the issue, select 'View Created Request' otherwise, select your preferred next step.



4. You will receive an email confirming your iHelp issue has been logged.

Selecting the appropriate priority for iHelps

Please select the appropriate priority for any iHelp issue raised. The priority drives our Service Levels and Response process.

- Priority 1.**
Such a support call will have one or more of the following characteristics:
 - » Business critical operations are interrupted or halted
 - » Critical deadlines are threatened**Immediately after logging a P1, call 0800 354 357 (NZ) or 1300 156 640 (AU)**
- Priority 2.**
Such a support call will have one or more of the following characteristics:
 - » Normal operations are interrupted and may be restricted but users are able to continue working
 - » The problem affects an individual's access or ability to work
- Priority 3.**
Such a support call will have one or more of the following characteristics:
 - » Temporary workaround can be found
 - » Fault does not impact on normal operations
- Priority 4.**
Such a support call will have one or more of the following characteristics:
 - » General questions or information requests concerning the operation of the Application System.