

Help - Feedback - Support (Enter-Edit)


This article describes how to self Help, provide Feedback or get Support (Job Case) through Katipolt.

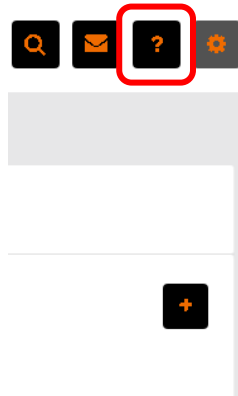
To Self Help;


Self Help is done from the “What would you like to do?” window. Here the User can play WalkMe’s, view procedural PDF’s or videos.

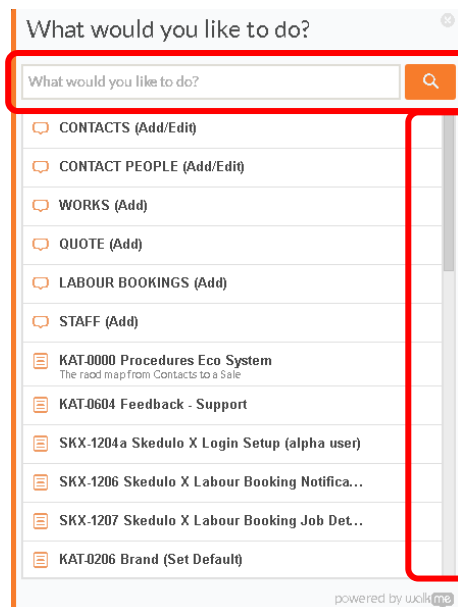
Quick Flow;

Help > Enter in Key Words OR Scroll > Press

1. Press on the **Help** button  to display the “What would you like to do?” Window



2. From the “What would you like to do?” Window, either; **Enter in Key Words** of what you would like to do, then Press the [search] button , OR **Scroll** Down through the list, to locate the WalkMe, procedural PDF or video





3. **Press** on the WalkMe, Procedural PDF or Video to launch and view

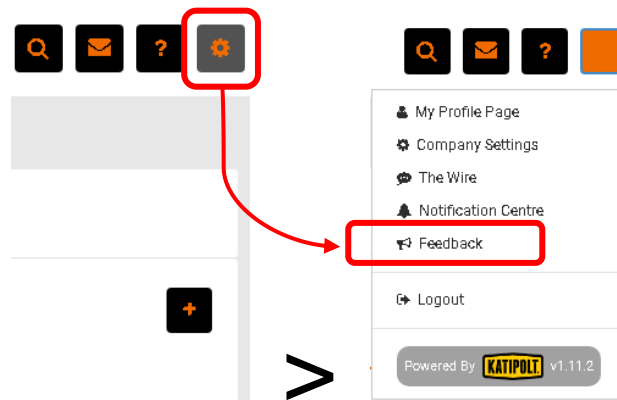
To enter Feedback or Support Stories;


Entering and editing Feedback or Support Stories is done from the Feedback Window of the Settings dropdown menu. From here dialog can be entered into and recorded between the User and the Support Team that provides an on-going history and status of the Job Case for both parties.

Quick Flow;

Settings > Feedback > [New Feedback] > Type* > Priority* > Subject* > Description* > [Create Feedback]

1. Press on the **Settings** button  to display the Options Menu and select **Feedback** to display the FEEDBACK Window, then Press on the **[New Feedback]** button  to display a New Feedback Window



2. From the New Feedback Window, Select a “**Type***” and “**Priority***”, then Enter a “**Subject***” and “**Description***”, then Press the **[Create Feedback]** button  to create and submit the Feedback and return to the Feedback Case Window

New Feedback ✕


Type* ▼
Comments

Priority* ▼
Medium


Subject* ▼
Enter a brief description...

Description* ▼
Enter your full description...

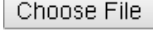

To add attachments, first save the Feedback Case and then you can upload the attachments.



To enter Feedback or Support Files;

1. If you have Files to add to the Feedback/Support Stories, Press the **FILES** Subnav to expand, then Press the **[Add File]** button  to display a FILE: FILE NEW Window



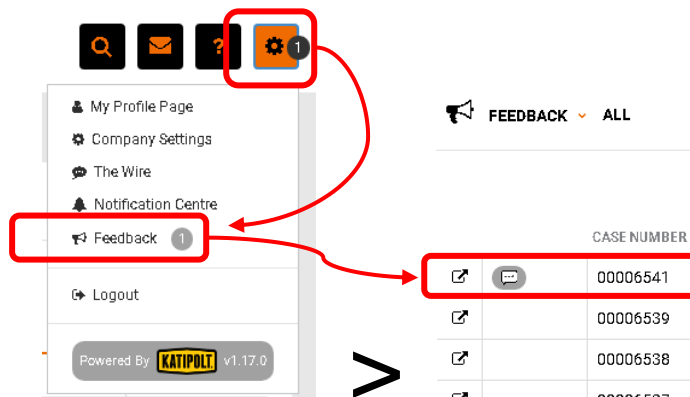
2. From the FILE: FILE NEW Window, Press the **[Choose File]** button , then navigate to where the file is saved, doubling pressing to up-load, then give the file a **“Description”** and Press the **[Save]** button  to save the upload


To View or Add Comments;

1. To View comment(s), Press the **COMMENTS** Subnav to expand and view any new or historical comments



NOTE: If you have a new Comment, a numbered icon will display on the Settings button, Feedback Option and CASE NUMBER, follow the number icons to view the new comment(s)



2. To Add a comment, Enter a comment into the COMMENT’s **“Enter new comment...”** field, then press the **[Save]** button  to save and post the comment

