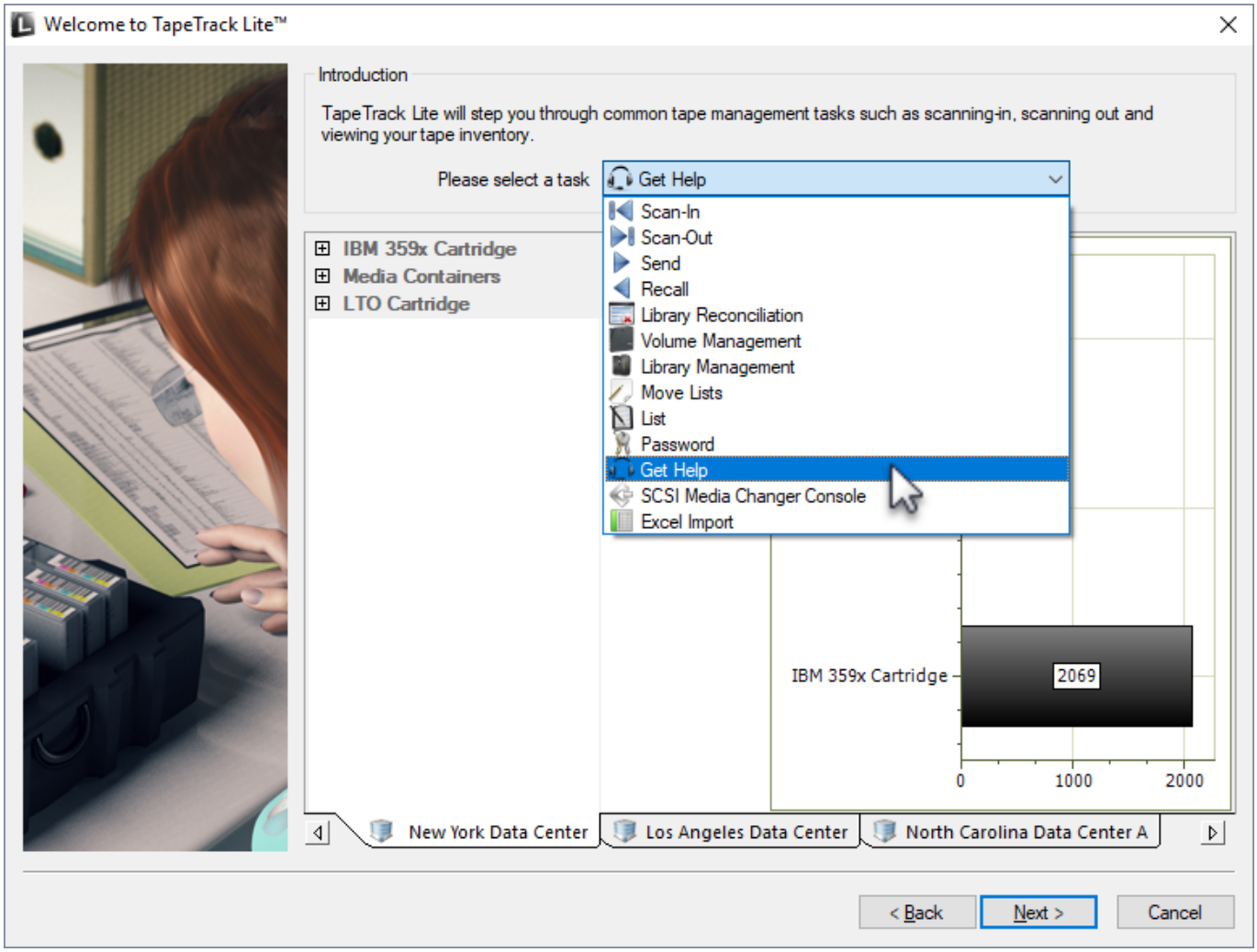
Getting Help

Selecting the get help task will open up an email in Microsoft Outlook (or default email client) with a template to describe your problem , operating system, TapeTrack version to be sent to TapeTrack's help desk for support.

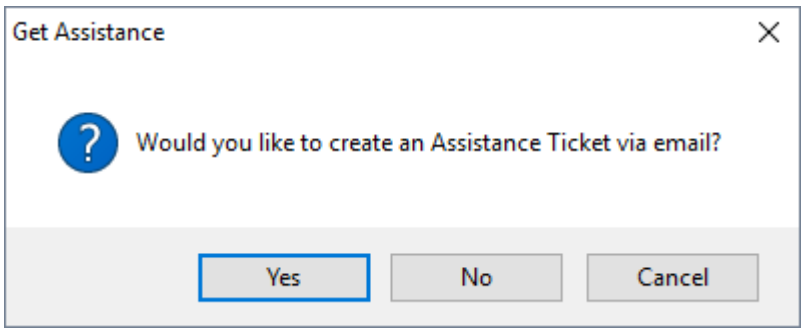
Select Get Help

Once logged into TapeTrack Lite, select “Get Help” from the Library Management Tasks drop-down menu.



Creating an assistance ticket

This will open a dialogue with the option of creating an Assistance Ticket via email.



Selecting yes will open your default mail client with a templated email with guidance on how to best describe the problem you are experiencing as well as details your operating system, TapeTrack version and how to replicate your problem. This will create an assistance ticket from which the help desk staff will assist you with your problem via email.

image

If you don't have a default mail client installed you will be prompted to set one up.

image

Selecting no to creating an Assistance Ticket via email will open and direct your browser to https://gazillabytellc.zendesk.com/hc/en-us where you can raise an assistance ticket through a web portal.

image

Replies to the ticket from the help desk will be posted in this portal as well as to the email you registered when setting up your help desk login. Selecting cancel to creating an Assistance Ticket via email will exit back to TapeTrack Lite.

From:
https://docs.tapetrack.com/ - **TapeTrack Documentation**

Permanent link:
https://docs.tapetrack.com/lite/function_getting_help?rev=1498485453

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