



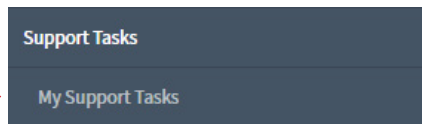
Quick Reference Guide

Creating a New Support Task

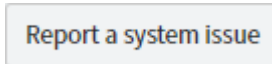
Support tasks are how Facility Users escalate issues when further support is required. Support tasks are assigned to either the Facility Administrator or QAS Support depending on the issue type.

There are two (2) ways a Support Task can be raised within NEPT.

1. From 'My Support Task' under the 'Support Task' section in the left hand navigation menu.



2. From within a NEPT request or TRIP via the 'Report a system issue' button.



Support Task via Left Hand Navigation Menu

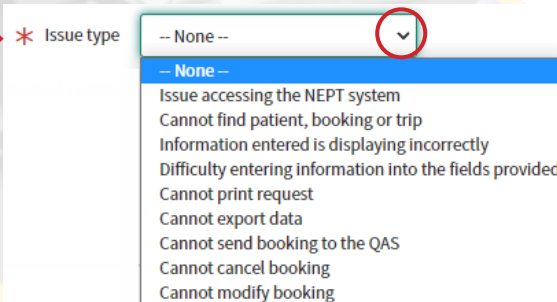
1. Select 'New' at the top of the Support Tasks window.



2. Link an Associated Trip (if required).



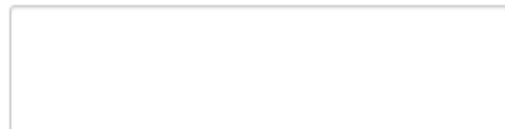
3. Choose an 'Issue type' from the drop down menu.



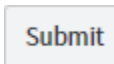
4. Enter a 'Short description' of the issue, and further 'details as to the issue/changes required'.



* Please detail what changes are required



5. Select 'Submit'



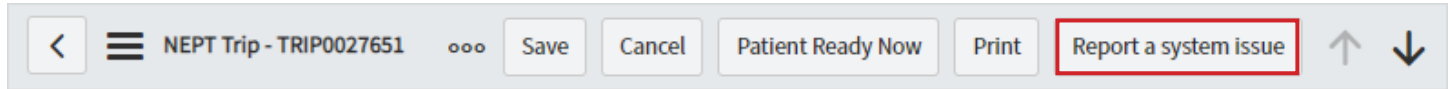
If the issue is directly related to a request for transport within 24 hours, please call 13 12 33 after submitting the support task.



Support Task via NEPT Request

If there is an issue with a request and escalation is required, the TRIP can be referenced in the support task. This is the preferred option when raising Support Tasks associated with a TRIP as it will assist with problem solving and resolution.

1. Select the 'Report a system issue' button at the top of the NEPT/TRIP request.



2. Choose an 'Issue type' from the drop down menu.
3. Enter a 'Short description' of the issue, and further 'details as to the issue/changes required'.
4. Select 'Submit'.

A screenshot of the 'Create Support Task' form. The form contains several fields: 'Number' (SUPT0001384), 'State' (New), 'Associated trip' (TRIP0027651), 'Requested for' (ST JAMES USER), 'Requested for access' (Facility user), 'Requesting facility' (ST JAMES HOSPITAL), 'Issue type' (None), and 'Medical Facility' (Private). There are two text input fields for 'Short description' and 'Please detail what changes are required'. A 'Submit' button is at the bottom. Red arrows point from the numbered list on the left to the 'Issue type' dropdown, the 'Short description' field, the 'Please detail what changes are required' field, and the 'Submit' button.

If the issue is directly related to a request for transport within 48-hours, please call 13 12 33 after submitting the support task.