
Application	ChreosClient – Chreos 3
Module	Help
Access	“Help E-mail support”
Minimum service pack	SP37
This document	E-mail Support Ref 12.8 Published May 2004

Overview

“E-mail support” allows you to send an e-mail about a single issue to the support team at Wild Software Ltd from within *ChreosClient*.

Details Displayed

- **User Name.** The name of the user logged into *ChreosClient*. This will be entered automatically but can be changed.
- **Reply Address.** The address that responses to the e-mail will be sent to. This will be entered automatically but can be changed manually. To set up this address select the ‘Internet’ page of “Setup (9.1)” and select either:
 - **Use staff member e-mail address** – This is taken from ‘Work e-mail’ in “Staff maintenance (9.6)” for the selected user.
 - **Use company e-mail address** – This is taken from the ‘Company’ page of “Setup (9.1)”
- **CC.** Another address that a copy of the e-mail is to be sent to. This can be used to send a copy to yourself as reference as Chreos does not keep a copy of these e-mails. This will default to the same address as ‘Reply address’ for this purpose.
- **Subject.** Enter the subject of the e-mail.
- **Description.** Enter the text of the e-mail.

To Send an E-mail

- Check/enter the ‘User name’, ‘Reply address’ and ‘CC’.
- Enter e-mail details. Note: It is strongly recommended that only one issue is addressed per e-mail. If you have more than one issue that you would like to raise then they should be separated into separate e-mails.
- Click the [Send] button.

Examples of Use

- ‘How to’ and ‘where is’ questions that do not substitute formal training sessions. This means that they address a single issue that can be answered in one or two paragraphs, or by direction to the appropriate information sheet.
- Suggestions for new features or improvements.
- Questions about whether a function is currently working or is available.
- Minor support fixes that are user caused but can be resolved in a very short amount of time.
- The reporting of suspected problems with Chreos.

Related Issues

- It is not possible to send attachments with a Support by Email. If it is necessary to the question/issue raised then the respondent from Wild Software Ltd will direct you in this regard.
- Nearly instantly after an e-mail is sent you will receive an automated response from Wild Software Ltd acknowledging the receipt of your e-mail. Normally you will then get a personalised response within one working day, Monday to Friday excluding Canterbury public holidays.
- This service is free and only available to licensed companies with a current service pack subscription. When a request goes beyond the above range you will be advised of the possible cost before proceeding.
- When entering a note the spell check can be accessed by right-clicking and selecting ‘Spell check’. The spell check is based on the Microsoft Word dictionary and required a compatible version of MS Word to be installed on the client machine.

This information sheet is a support document related to the use of Chreos 3 from Wild Software Ltd only. It does not in any way constitute, nor is it intended to constitute or be used as, accounting or legal advice. Because Chreos 3 is subject to a process of continuous improvement Wild Software Ltd can not guarantee that the user's version of Chreos 3 will be identical to the one described herein.

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