



Miso Technical Support

User Guide & FAQs

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1.0 INTRODUCTION

We are all about finding flexible, innovative ways to make working with data easier, but sometimes everyone needs a little bit of help. If you get stuck with one of the software products that we provide - our experts are on-hand to give you the assistance you need.

To maximise the value our customers receive from our technical support, we have created this User Guide and FAQs document to help you to become familiar with our support services and procedures.

2.0 SUPPORT GUIDE

2.1 How do I access support?

Technical support is accessed via the misoportal. To access technical support, you will need to log-in to the misoportal at the following address: <http://misoportal.com/portal/login>. Use your email address and password to log-in to the portal. First-time users must click the “I don’t have an account” link.

Figure 1: Accessing the misoportal

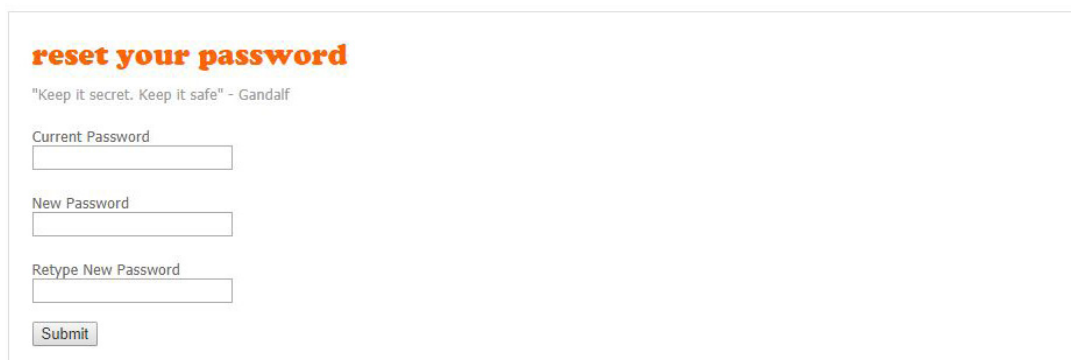


The screenshot shows the login interface for the misoportal. At the top is the 'miso' logo. Below it are two text input fields labeled 'Email:' and 'Password:'. To the right of the 'Email:' field is a large orange arrow button. Below the input fields are two links: 'I don't have an account' and 'Request a new password'. At the bottom, there is a link that says 'Have you seen our new website?'.

2.2 How do I change my password?

You can change your password in the “Account Management” section. Simply type in your current password, choose a new password and confirm before submitting the form. Your password will then be changed, ready for you to log-in.

Figure 2: Changing your password

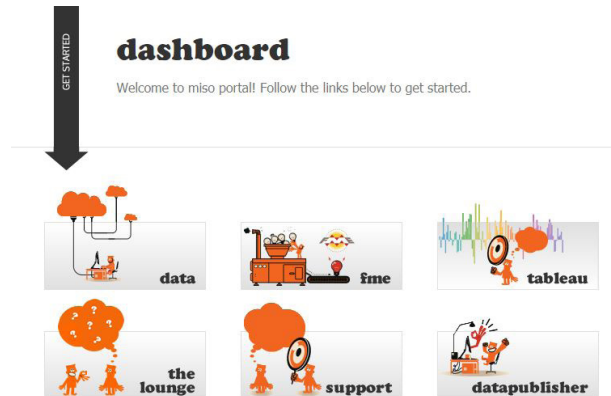


The screenshot shows a form titled 'reset your password' in orange. Below the title is a quote: "Keep it secret. Keep it safe" - Gandalf. There are three input fields: 'Current Password', 'New Password', and 'Retype New Password'. At the bottom left is a 'Submit' button.

2.3 How do I raise a support ticket?

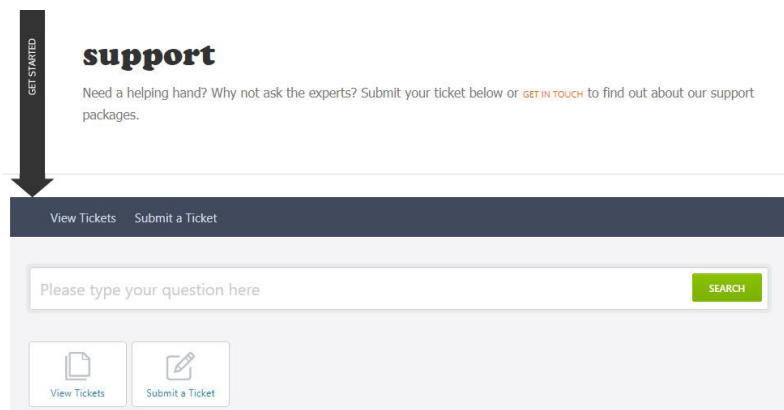
Once logged-in, click the support button on the dashboard to access our technical support portal.

Figure 3: Accessing the technical support portal



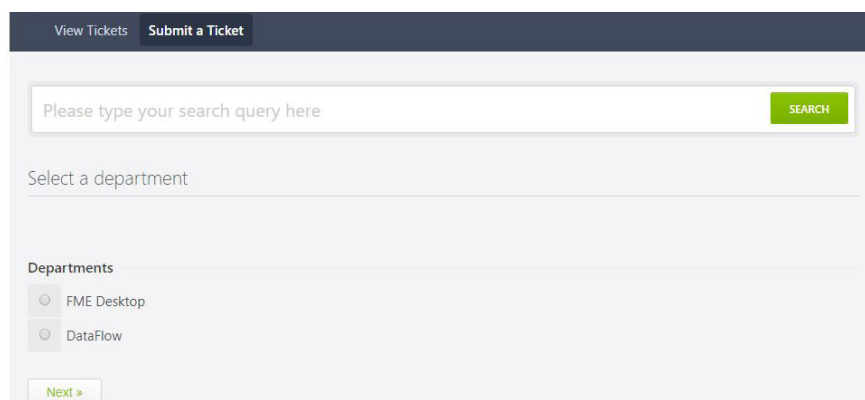
Support tickets are categorised according to the software products that users have a support contract for. Users are only able to submit tickets for the products which they have an active support contract for. To submit a ticket, click on the "Submit a Ticket" button.

Figure 4: Submitting a support ticket



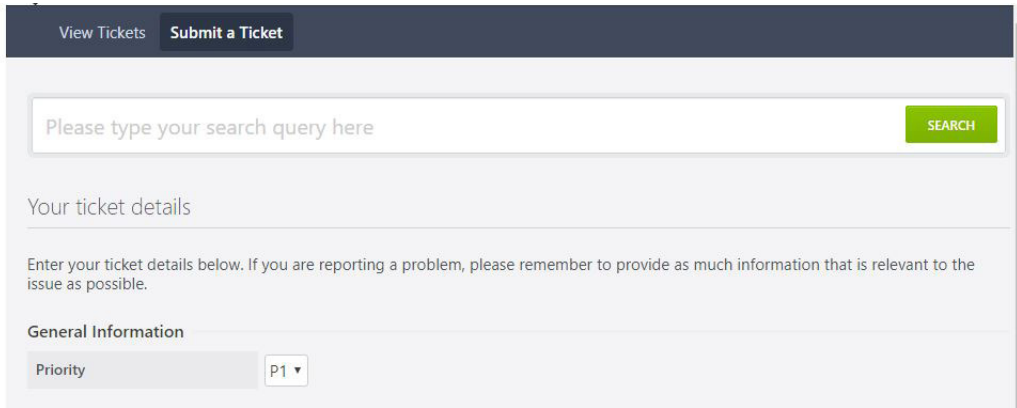
Select an appropriate product you wish to request support for under the "Departments" section. This will only display the products which you have active support contracts for. If you think you have support for a product that isn't listed, contact us on: info@misportal.com. Once selected, click "Next".

Figure 5: Choosing a product



You will then need to select the priority of your ticket. Ticket priorities are sorted in numerical order in which P1 is most important, and P3 the least. Ticket priorities are discussed in the “What are the response times to new and existing tickets?” section on page 12.

Figure 6: Choosing a priority



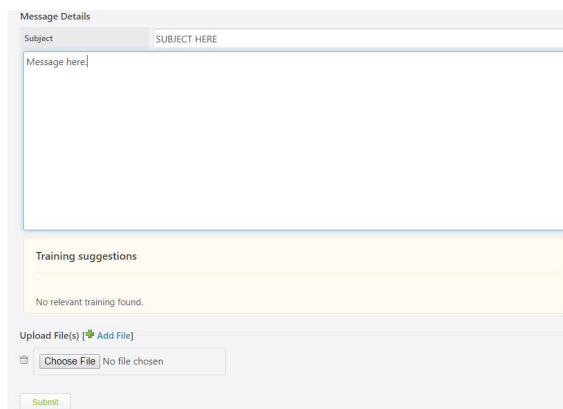
The screenshot shows a web interface for submitting a ticket. At the top, there are two tabs: 'View Tickets' and 'Submit a Ticket', with 'Submit a Ticket' being the active tab. Below the tabs is a search bar with the placeholder text 'Please type your search query here' and a green 'SEARCH' button. Underneath the search bar is a section titled 'Your ticket details'. A message reads: 'Enter your ticket details below. If you are reporting a problem, please remember to provide as much information that is relevant to the issue as possible.' Below this is a section titled 'General Information'. Under 'General Information', there is a 'Priority' label and a dropdown menu currently set to 'P1'.

You are then required to type your message into the available blank space. Remember to include a brief description of what your support ticket is about in the subject line. Entering as much information as possible at this stage will help us to resolve your ticket promptly and effectively.

The support portal also allows you to upload supporting files (e.g. log files, screenshots, sample data) related to your support query/issue. Providing supporting files will help us to resolve your ticket more efficiently, as often our first response is to request such information.

You can upload files by clicking the “Upload files” button at the bottom of the page, and choosing the relevant files from your machine, before submitting your ticket.

Figure 7: Uploading a file



The screenshot shows a 'Message Details' form. At the top, there is a 'Subject' field with the placeholder text 'SUBJECT HERE'. Below the subject field is a large text area for the message, with the placeholder text 'Message here'. Underneath the message area is a section titled 'Training suggestions' with a yellow background and the text 'No relevant training found.' Below this is an 'Upload File(s)' section with a green '+ Add File' button. Underneath is a file selection area with a 'Choose File' button and the text 'No file chosen'. At the bottom of the form is a green 'Submit' button.

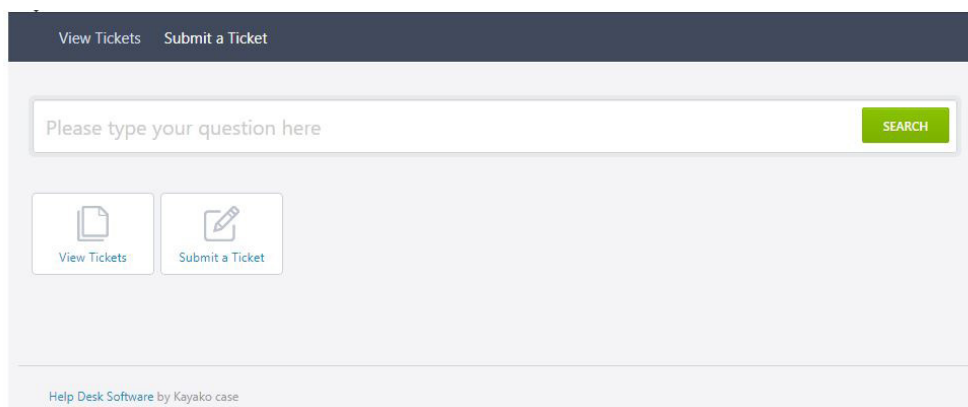
Once you have submitted your ticket, you will be redirected to a confirmation screen. Our support team will have now received notification of your ticket, and will begin to work on helping you to resolve it for you.

2.4 How do I view and edit existing tickets online?

Tickets can be viewed in the “View Tickets” section of the miso support portal. Once logged-in to the portal, click on the “View Tickets” button.

See Figure 8.

Figure 8: View existing tickets



You can add additional information to a ticket at any time, check its status, and review progress and responses from miso staff. Responses are also emailed to the email address associated with your account. Users are also able to escalate the priority of tickets, or close a ticket should the issue be resolved.

3.0 FREQUENTLY ASKED QUESTIONS (FAQs)

3.1 Can I raise or reply on a support ticket via email?

No. Support communication should be solely conducted via the designated online portal. Emails should also not be sent to individual members of staff, as a response cannot be guaranteed. We want to ensure that you have a positive experience when things go wrong, so this is our way of controlling and measuring our performance.

3.2 What should I expect after raising a support ticket?

Once a ticket has been submitted, a ticket ID is allocated. This ticket ID is unique to your issue. You will also receive an email confirming that your ticket has been successfully submitted. It is prudent to check with your Systems Administrator that these automatically generated emails will be accepted by your system, and received by you.

3.3 What are your opening hours?

The miso support team will be able to respond to support tickets Monday-Friday 09:00 to 17:00. This excludes English Bank Holidays.

3.4 When can I raise a support ticket?

Tickets can be logged on the support portal at any time. However, the miso support team will only be available to respond during our opening hours (see above).

3.5 What are the response times to new and existing tickets?

We follow a three-tier priority structure in responding to tickets. You can choose one of three categories for your ticket. Each carries different response times according to the impact on your business with Priority one (P1) being the highest priority. Target Response Times listed in the matrix on the next page indicate the minimum time for us to respond to tickets during our normal business hours.

Ticket Priority	Definition	Target Response Time	Progress Updates
Priority One (P1)	Severe - An issue that severely impacts your production systems.	4 hours from time we receive the ticket.	8 hours from receipt of all relevant information, unless otherwise agreed.
Priority Two (P2)	Problematic - An issue that affects the smooth running of your production systems due to a partial loss of functionality.	4 hours from time we receive the ticket.	8 hours from receipt of all relevant information, unless otherwise agreed.
Priority Three (P3)	Information - No particular disruption to your production environment. Requests for help & advice.	8 hours from time we receive the ticket.	16 hours from receipt of all relevant information, unless otherwise agreed.

3.6 Does support include a Service Level Agreement (SLA)?

Not as standard, but Service Level Agreements are available as an additional package, on request. Service Level Agreements include response within guaranteed timescales and detailed quarterly reporting. If you need an SLA, please contact your account manager or our sales team for discussion.

3.7 Can a user oversee tickets raised by other members of an organisation?

Yes, an organisation can have one or more users with manager roles, these users will have access to all tickets created by others users in their organisation. If you are the manager/ overseer within your organisation, please contact us and we will be happy to give you the access.

3.8 What happens if I exceed my maximum tickets per annum?

If you exceed your maximum allowed tickets, you can purchase additional support tickets for an additional fee, on request. Please contact your account manager or our sales team for pricing options.

3.9 Can I transfer unused ticket allowance from an expired contract to a new contract?

No. Unused tickets automatically expire at the end of each contract year.

3.10 What's included in support?

Support includes the following:

- Support for products sold by Miso to a client for which a technical support package has been purchased.
- Help and advice on product behaviour issues pertaining to any products sold by Miso for which a technical support package has been purchased, in the areas of:
 - Installation
 - Configuration
 - Workarounds
 - Software updates
 - Administration
 - Fault diagnosis
 - Patches
 - Bug fixes
 - Offline work to reproduce errors
 - Last two official product releases

3.11 What about support for FME products?

Support coverage details for FME products are below:

- BETA release (technical support and software support)
- Current release (technical support and software support)
- Mature releases - up to 3 releases prior to current release (technical support only)
- Retired releases - more than 3 releases prior to current release (not supported)

3.12 What's not included in support?

Support does **not** include the following:

- Diagnosis or support for 3rd party products and software that are not sold by Miso
- Training - if you need training, please contact us for more information
- Remote access - we do not provide remote access as part of the support service, but remote access is available by software manufacturers when required
- Hardware
- Support for products and versions that have passed their End of Support and End of Life dates. If you are unsure if your product is supported by Miso, please get in-touch
- Problems caused by damaged software or use of modified software, not as provided in the software documentation

3.13 What product releases are supported?

Support covers the last 3 official releases, unless otherwise stated.

3.14 Does support include software upgrades?

No. Customers are responsible for upgrading their own software from the manufacturers' websites. Support does include provision of help and advice customers may need relating to implementing upgrades.

3.15 Does support cover hardware?

No. Support only covers software supplied by Miso unless otherwise stated.

3.16 Does support include training?

No. Miso offers a number of training courses separately. Please contact your account manager for more information about course availability.

3.17 What happens if I don't have a support contract?

If you do not have a support contract, you will need to buy one. You can access additional information about our support packages on our website. Once you have decided which package you want, get in-touch.

3.18 Can you access my PC remotely to diagnose a problem?

We do not provide remote access as part of the standard support service. However, this option is available upon request via the manufacturers, if deemed necessary.

3.19 How do tickets get closed off the portal?

Support tickets are closed according to the following criteria:

- Standard case closure - This is based on your confirmation that the ticket is resolved and can be closed because an acceptable solution or workaround has been provided
- User closure - Users can close support tickets if they are satisfied with the resolution or if they have resolved the tickets themselves
- Non-standard case closure - We will close a ticket if the customer does not respond to repeated inquiries by our consultants for further information, or to confirm whether the issue has been resolved. We will make at least 3 attempts to contact you via phone or email. We will also close tickets if your support contract expires.

3.20 Can I reopen a closed ticket?

Yes. Sending a reply to a closed ticket automatically re-opens it. This should only be done if you need information or need to make further enquiries on an existing ticket. A new ticket should be raised for any new unrelated issues to a closed ticket.

3.21 How do I cancel or renew my support contract?

As a general rule, support contracts run for a 12 month period, and automatically renews on receipt of a purchase order at the end of each 12 month term. You will be alerted to the fact that your contract is coming to an end by the renewals team around 90 days in advance of expiry. If you wish to cancel your contract, simply inform the renewals manager or your account manager at the point of renewal.

Need a little more help?

Speak to us about support packages or additional resources.

0121 232 8000

info@misportal.com

www.misportal.com