



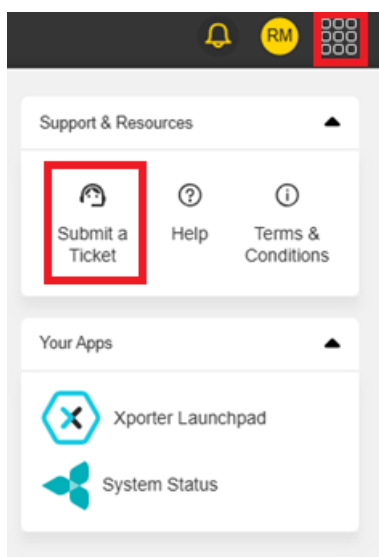
Using the Support Portal

Accessing the portal

If you need some help from one of our support teams, you'll now be directed to our brand-new Support Portal!

Simply click on the **'Nine-dot'** menu at the top right of your Teachers2Parents screen and select **'Submit A Ticket'** under Support & Resources. This will take you directly to our portal.

If you are using other products within the VenturEd Solutions suite, you can use this same portal to log cases for those products as well.



Support Case List View

Case Reference	Product	Subject	Status	Opened	Last Updated
01258210	Teachers2Parents	Parent not receiving messages	Customer Responded	22-01-2025 12:14	11-02-2025 13:27
01254699	SchoolMoney	How to import new pupil	Responded	15-01-2025 11:02	11-02-2025 13:30
01268416	SchoolMoney	How to sell school uniform items under the Shop Tab	Responded	11-02-2025 15:53	11-02-2025 16:00
01268412	SchoolMoney	Help needed setting up a new After School Club	New	11-02-2025 15:49	11-02-2025 15:50
01268407	Teachers2Parents	Setting up scheduled messages	New	11-02-2025 15:45	11-02-2025 15:47

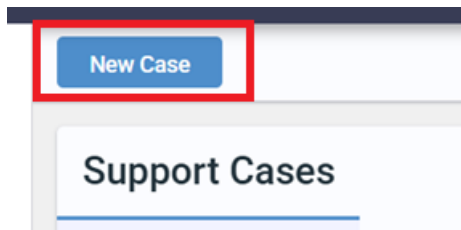
The list shows your existing cases, and you can use the filter drop-down to view them by Status.

This means you can look back over your previously closed cases if you need to review some guidance that has been provided to you in the past!

If there is a specific case you are looking for, type in to the ‘**Search Filter**’ to quickly locate the case.

You can then click on any of the cases to view the details and conversation history.

The cases will update automatically - but you can force an update by clicking on ‘**Full Sync Cases**’.



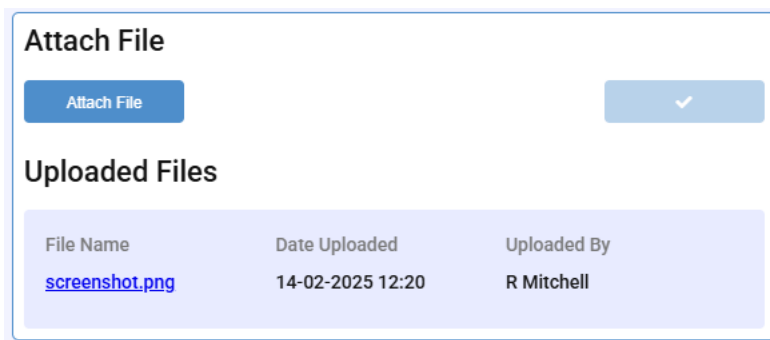
Click on the **'New Case'** button to open the form and log a case.

Complete the form by selecting the relevant **product, issue, impact** and entering your **contact details**. Then enter your query into the **'description'** box.

When finished, click **'Submit'**. The screen will refresh, and you'll see the case has been added to your list.

A screenshot of a web form titled 'Raise a New Case'. The form is for 'Daisy Hill Primary School (12345678)'. It contains several sections: 'Product (Required)' with a dropdown menu showing 'Xporter'; 'Impact (Required)' with a dropdown menu showing '1 - Issue impacts one school'; 'Issue (Required)' with a dropdown menu showing 'Login Assistance'; 'Subject (Required)' with a text input field; 'Contact Name (Required)' with a text input field; 'Contact Phone (Required)' with a text input field; 'Contact Email (Required)' with a text input field; and 'Description (Required)' with a large, empty text area. At the bottom of the form, there are two buttons: 'Submit' and 'Cancel'.

If you need to attach any supporting files (documents, screenshots, etc.) to the case, you can send them to us **securely** by opening the case and pressing the **'Attach File'** button. Once you have located the file(s), click on **'Upload'** to attach them to the case.



Attach File

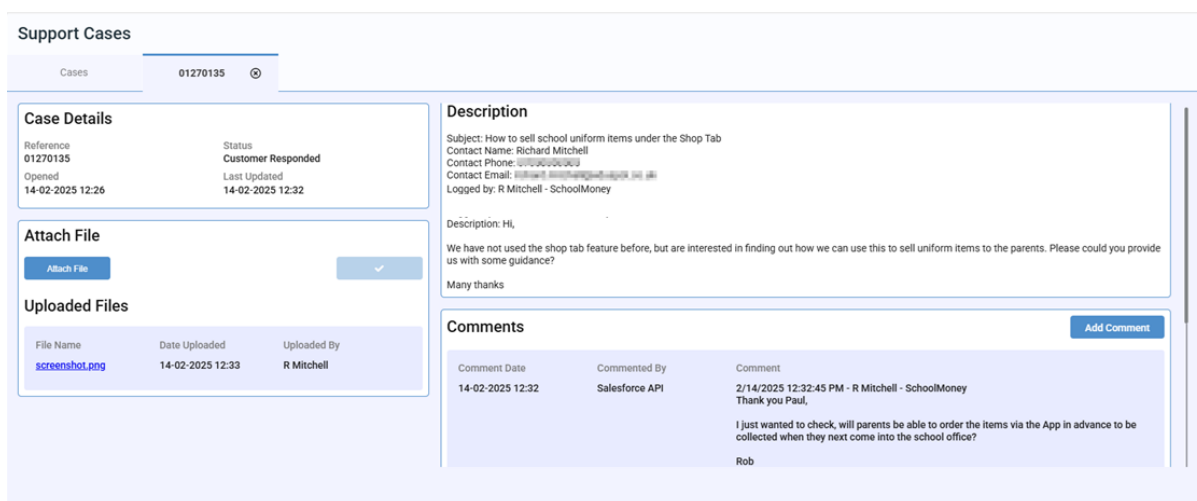
Attach File

Uploaded Files

File Name	Date Uploaded	Uploaded By
screenshot.png	14-02-2025 12:20	R Mitchell

When an agent responds to your case, the status will update, and you will receive an email advising you to return to the portal and open the case to read the response. These will show in the **Comments Section** on the right-hand side.

To reply to the agent, or to add any further information to your in-progress case, click on the **'Add Comment'**, type your response, and press **'Save'**.



Support Cases

Cases 01270135

Case Details

Reference 01270135	Status Customer Responded
Opened 14-02-2025 12:26	Last Updated 14-02-2025 12:32

Attach File

Attach File

Uploaded Files

File Name	Date Uploaded	Uploaded By
screenshot.png	14-02-2025 12:33	R Mitchell

Description

Subject: How to sell school uniform items under the Shop Tab
Contact Name: Richard Mitchell
Contact Phone: 01270135
Contact Email: richard.mitchell@schoolmoney.co.uk
Logged by: R Mitchell - SchoolMoney

Description: HI,
We have not used the shop tab feature before, but are interested in finding out how we can use this to sell uniform items to the parents. Please could you provide us with some guidance?
Many thanks

Comments

Comment Date	Commented By	Comment
14-02-2025 12:32	Salesforce API	2/14/2025 12:32:45 PM - R Mitchell - SchoolMoney Thank you Paul, I just wanted to check, will parents be able to order the items via the App in advance to be collected when they next come into the school office? Rob

Add Comment

Case Statuses Explained

The Case Status will automatically be updated as the case progresses, to give you full visibility of what's happening at all times. There are several possible statuses as explained below:

Open Cases:

New: Your support request has been received, and the support team will get back to you as soon as possible.

Responded: A support agent has responded. Please open the case to review the comments.

Customer Responded: You have responded to the support agent's reply or added a comment with further details. We will get back to you as soon as possible.

On Hold: We have placed your case on hold until further action is necessary. Please review the case comments for further information.

In progress: We are currently carrying out necessary work on your case and will provide an update as soon as possible.

Complex: Your case is being escalated internally, and we will provide an update as soon as possible.

Closed Cases:

Closed / Closed First Contact: Your case has now been marked as closed. If the issue has not been resolved, add a follow-up comment within 10 working days to automatically re-open the case for our attention. After this time, the case will be locked, and you'll need to submit a new one for any further enquiries.

Duplicate: Your enquiry is already being covered in another case and has been marked as a duplicate. The duplicate case will be locked. If you need to respond to us, please add your comments on the main case.