

Support Desk – Raising a Support Ticket

Occasionally you may require remote assistance from our support staff or would like to request new feature is added to eMARx.

Note: If a technician needs to dial in, you'll need to come to the support desk as well.

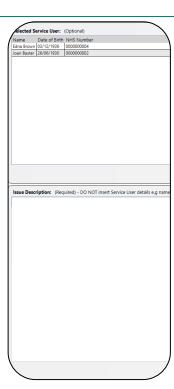


Go to Support Desk.



If the issue is with a specific resident(s) then select the service user(s) from the right-hand side as this will make it easier for the technicians to assist you.

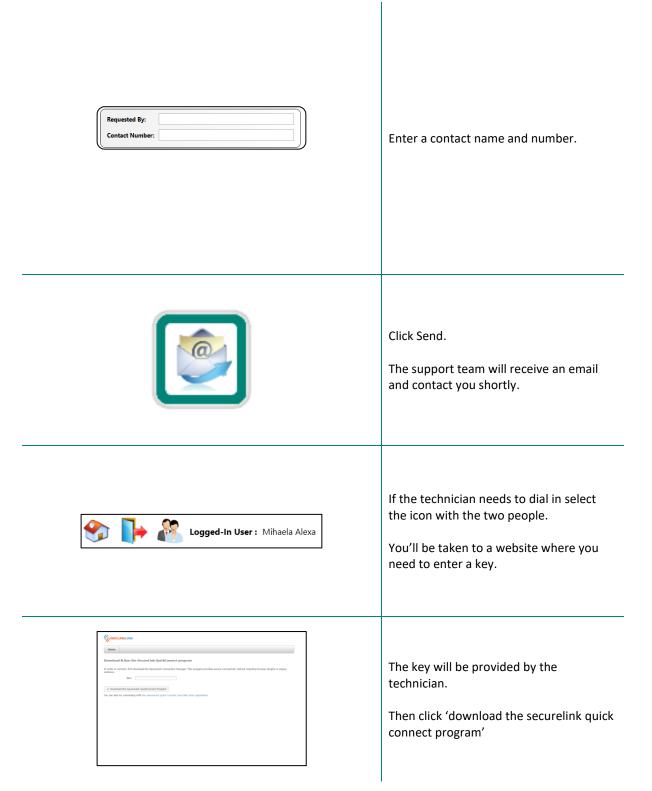
This isn't required if it's a general issue.



Enter the details in the issue description.

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