

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.

In residence

- Joan Baxter
- Edna Brown
- Trevor Davids
- Maria Garcia
- Peter White

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.

Selected Service User: (Optional)

| Name | Date of Birth | NHS Number |
|-------------|---------------|------------|
| Edna Brown | 03/12/1936 | 0000000004 |
| Joan Baxter | 26/06/1930 | 0000000002 |

Issue Description: (Required) - DO NOT insert Service User details e.g name

Enter the details in the issue description.

| | |
|-----------------|----------------------|
| Requested By: | <input type="text"/> |
| Contact Number: | <input type="text"/> |

Enter a contact name and number.



Click Send.

The support team will receive an email and contact you shortly.



If the technician needs to dial in select the icon with the two people.

You'll be taken to a website where you need to enter a key.

The key will be provided by the technician.

Then click 'download the securelink quick connect program'