



YouTestMe

Contacting Support Within the Application

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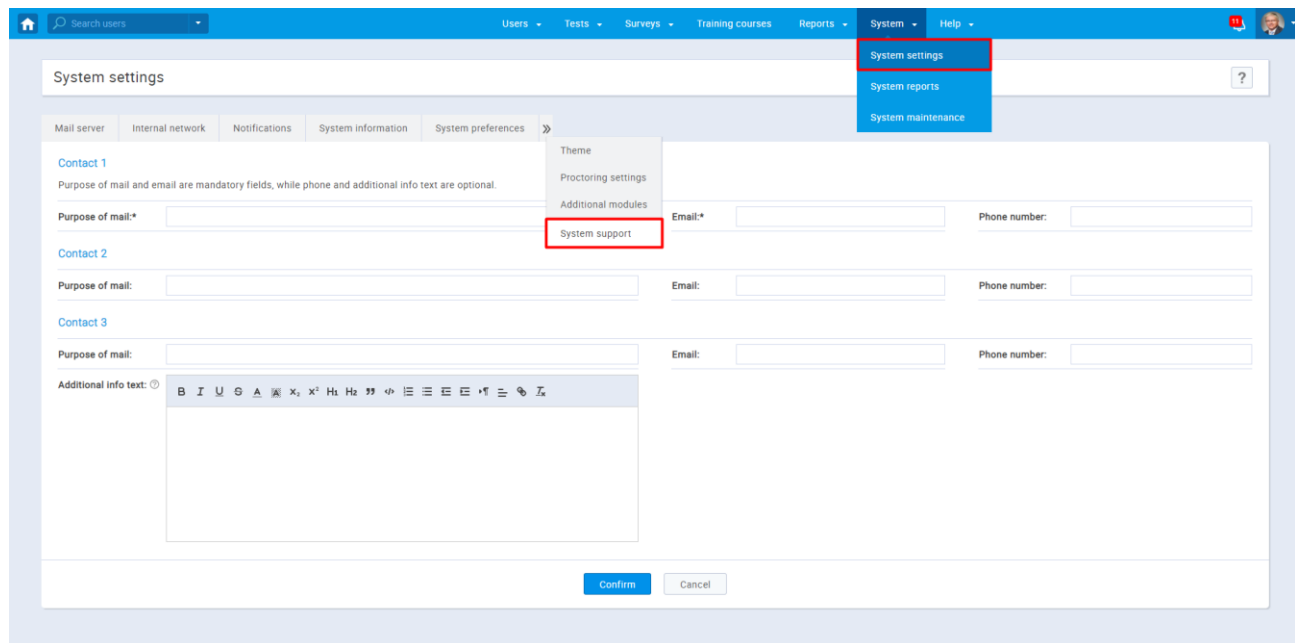
1 Introduction

The purpose of this document is to explain how to contact support within the application.

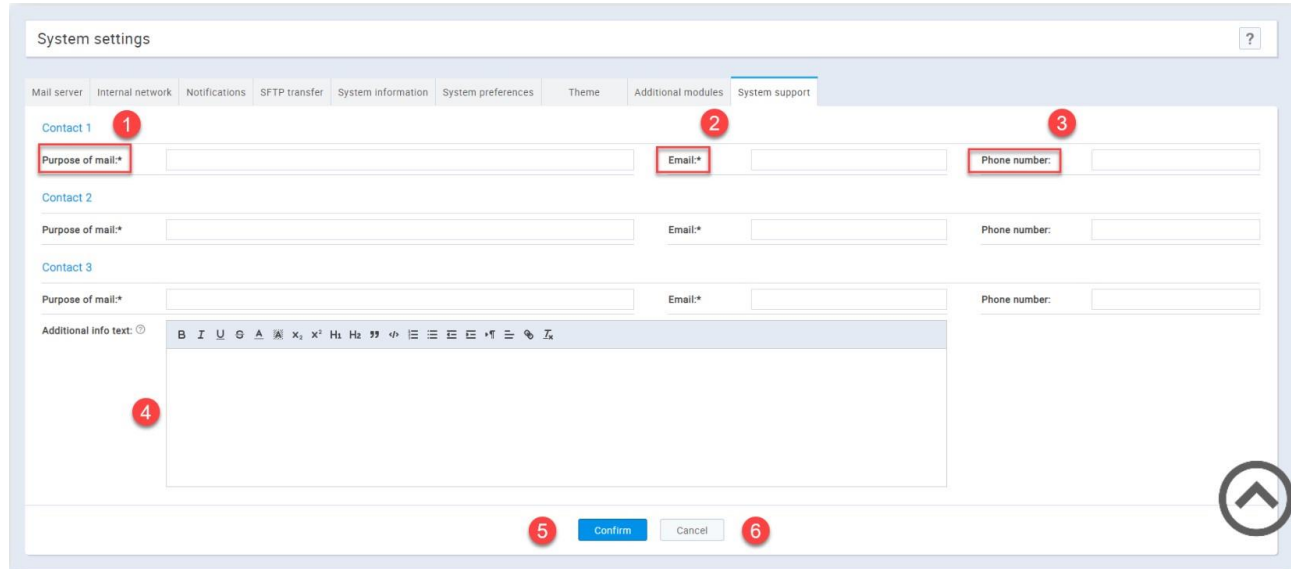
2 Steps

2.1 Access the “System support” tab to enable customized support.

You can access the “System support” customizing tab from System/System settings/System support.



2.2 Fill in all the fields with necessary information



The screenshot shows the 'System settings' interface with the 'System support' tab selected. It contains three contact forms and an additional info text area. Red circles 1-6 highlight key elements:

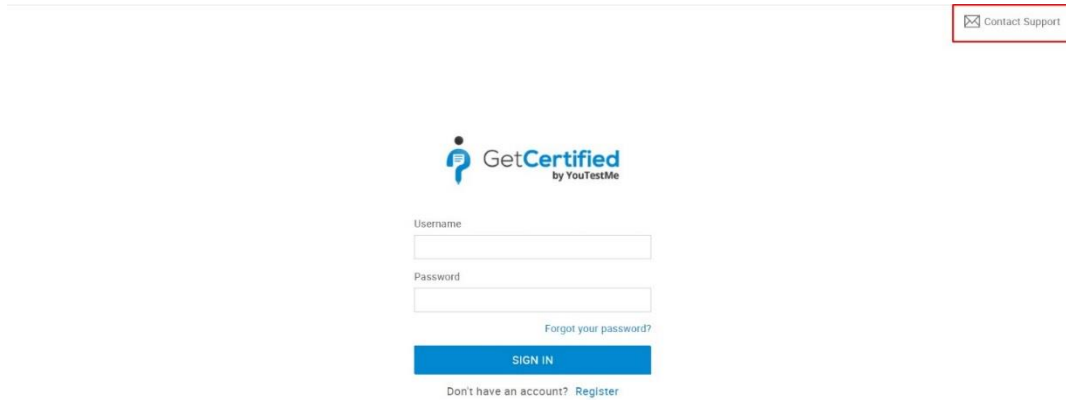
- 1. Purpose of mail field
- 2. Email field
- 3. Phone number field
- 4. Additional info text area
- 5. Confirm button
- 6. Cancel button

1. Describe the purpose of an email and phone call.
2. Provide the desired support email address. The “Email” field is mandatory, and it will be the default email address.
3. Provide the desired support phone number.
4. Here you can provide useful details about the support contact. For example, what is the expected time for an email response to the customer’s issues or business hours when support is available, etc.
5. The “Confirm” button will save the changes.
6. “Cancel” button will delete everything entered before saving.

2.3 Contacting Support

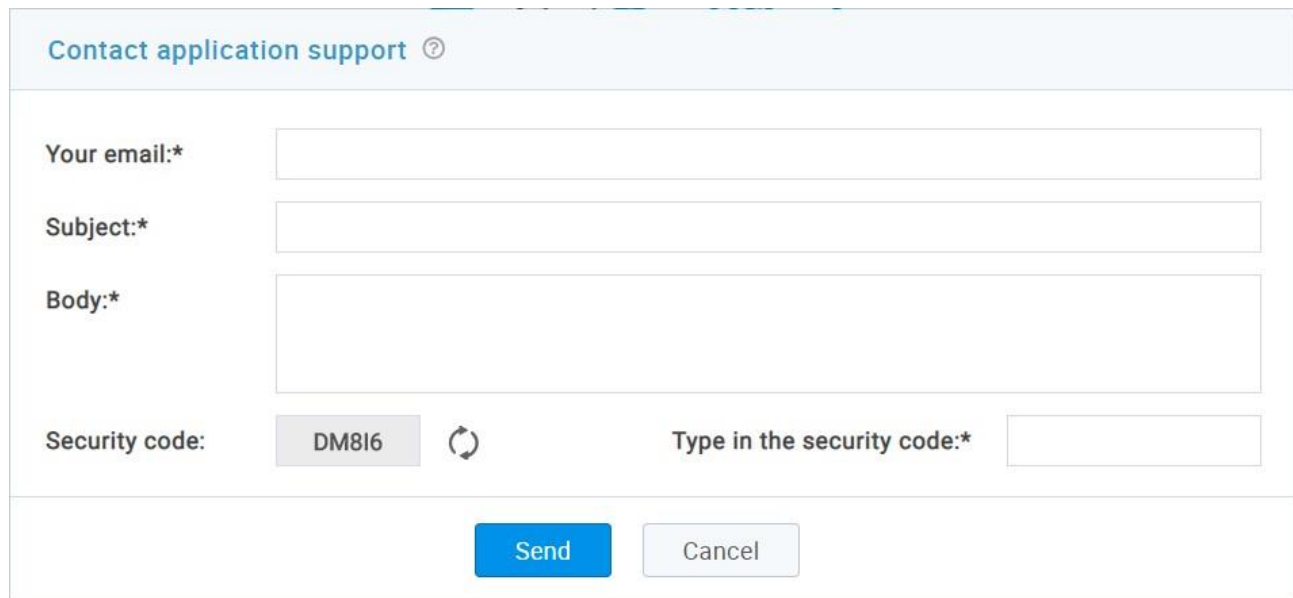
There are two ways for users to contact support.

2.3.1 By clicking the “Contact support” button on the login page:



The screenshot shows the login page for 'GetCertified by YouTestMe'. At the top right, a 'Contact Support' button is highlighted with a red box. Below the logo, there are input fields for 'Username' and 'Password', a 'Forgot your password?' link, a blue 'SIGN IN' button, and a 'Don't have an account? Register' link.

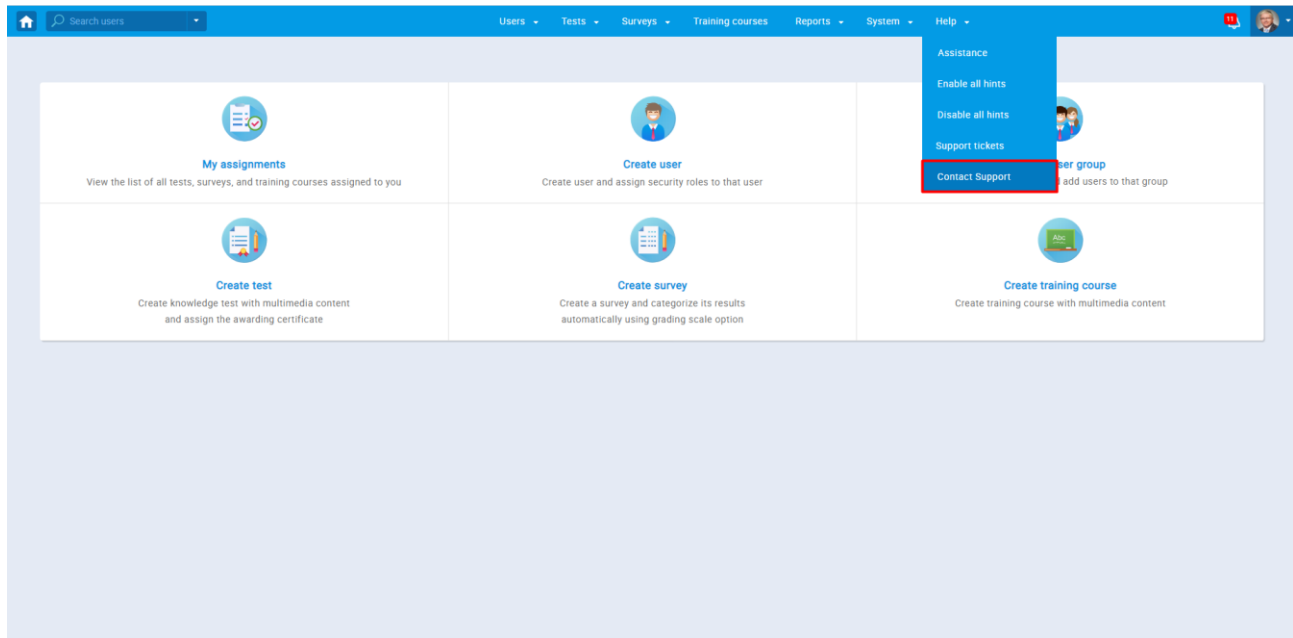
- All the fields are mandatory and need to be filled in with the necessary information.
- In the “Body” field, the user needs to enter the questions that he/she wants to ask the support.
- After the user enters all the information and clicks the “Send” button, a mail will be sent to the email address that you chose as mandatory (default).



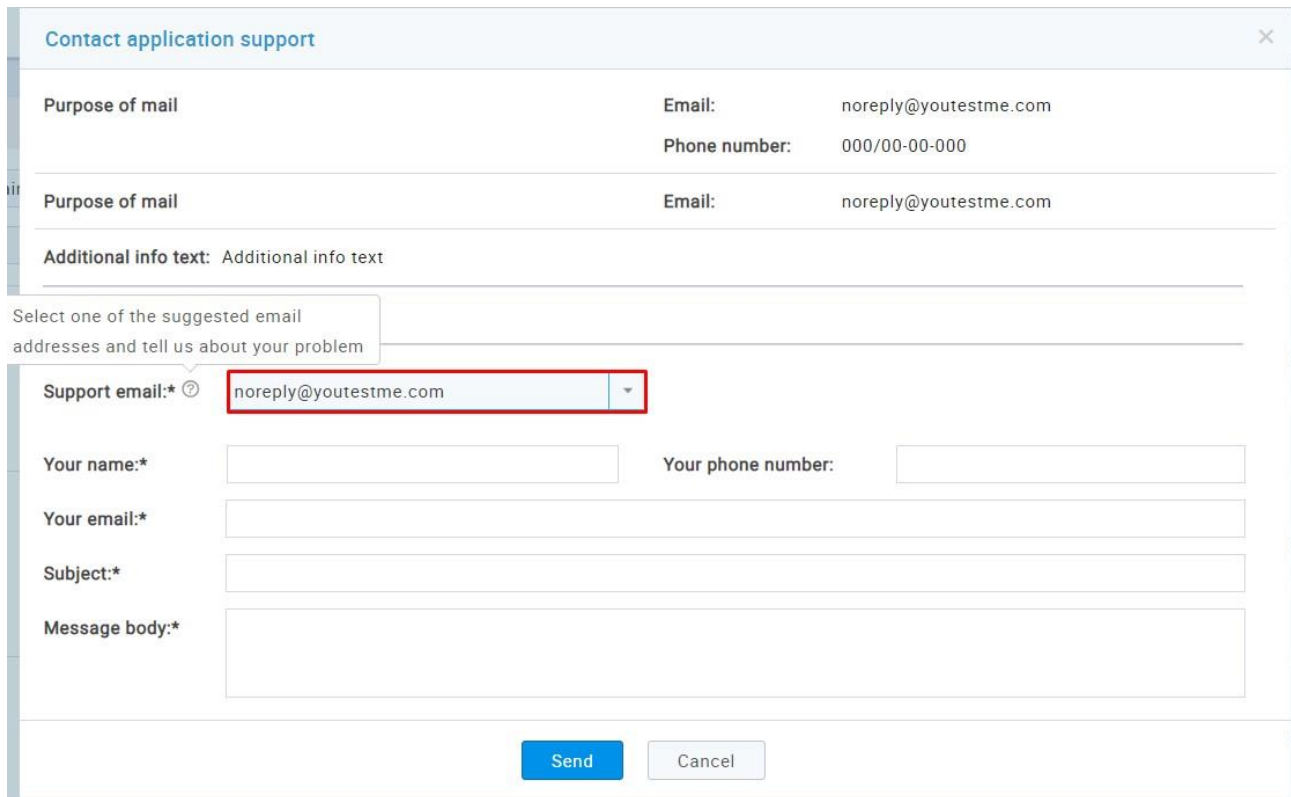
The screenshot shows the 'Contact application support' form. It has a title bar with a question mark icon. The form contains the following fields and elements:

- Your email:*** - A text input field.
- Subject:*** - A text input field.
- Body:*** - A large text area for the message.
- Security code:** - A box displaying 'DM816' and a refresh icon.
- Type in the security code:*** - A text input field for the security code.
- Buttons:** A blue 'Send' button and a grey 'Cancel' button.

2.3.2 By choosing Help/Contact Support from the main menu.



- Users will see “Contact application support” window with the information that you provided, and fields where they need to enter their credentials and ask you a question. They need to choose one of the suggested email addresses.



The screenshot shows the 'Contact application support' form. The form has a title bar with a close button. Below the title bar, there are two sections for 'Purpose of mail', each with an 'Email' field set to 'noreply@youtestme.com' and a 'Phone number' field set to '000/00-00-000'. Below these sections is an 'Additional info text' field. A tooltip points to a dropdown menu labeled 'Support email:*' which is currently set to 'noreply@youtestme.com'. Below the dropdown menu are fields for 'Your name:*', 'Your phone number:', 'Your email:*', 'Subject:*', and 'Message body:*'. At the bottom of the form are 'Send' and 'Cancel' buttons.