

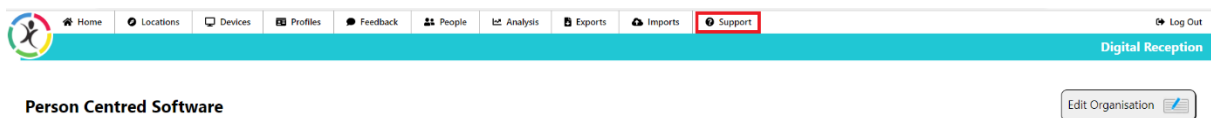
How to get help and support on Digital Reception?

We have a dedicated area within our Digital Reception portal that give you access to several self-help guides and videos. It also gives you the ability to be able to create New Tickets where you can raises a ticket on an problem, question or idea.

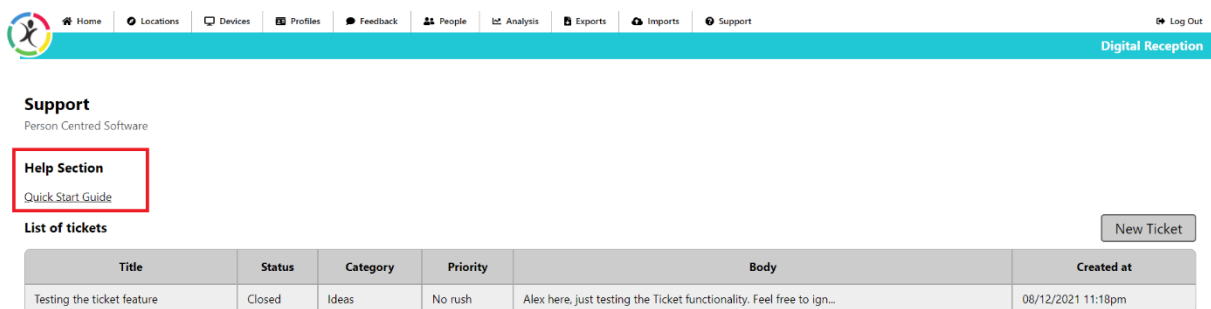
First you need to be logged into Digital Reception and you can do this via the following link:

[Logout | Person Centred Software | Digital Reception \(dreception.com\)](https://dreception.com)

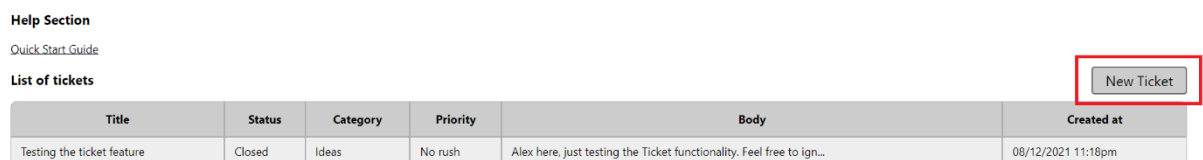
Within the menu bar at the top of digital reception there is a Support button:



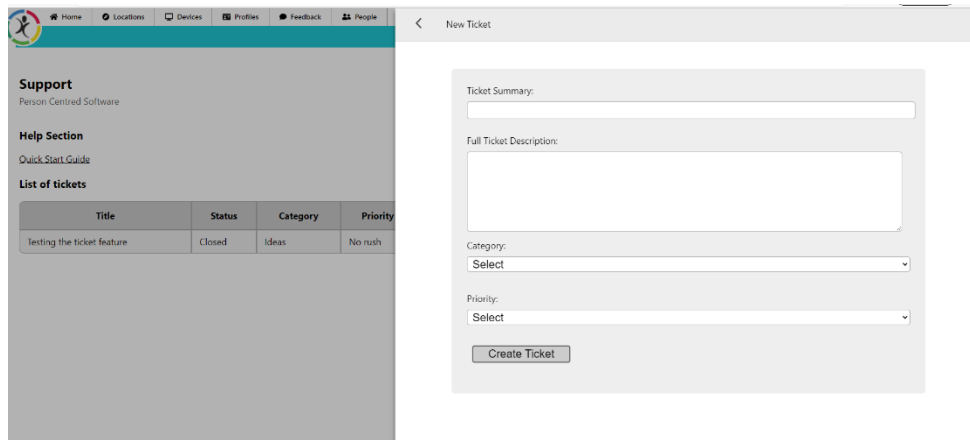
Within the section you will be able to see several guides and videos under the Help Section:



You can create a ticket as well within this section to the right of the page:

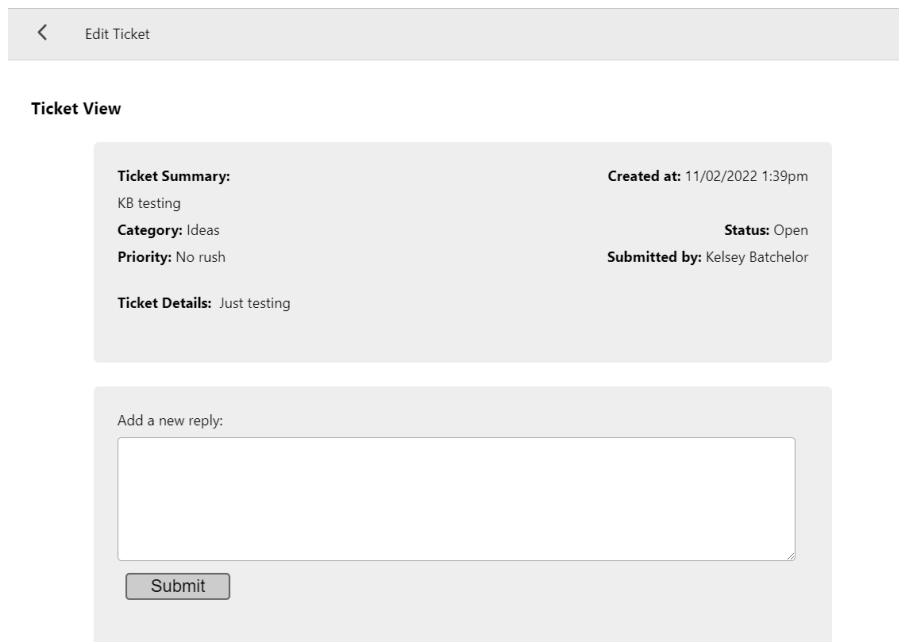


When you click on the button you will be presented with the following options which allows you to raise a ticket for problems, questions and ideas. You can also select the priority to either be urgent, important and no rush. Below is a screenshot of what you will see:



The screenshot shows the 'New Ticket' form. On the left is a sidebar with 'Support' and 'List of tickets' sections. The main form area contains fields for 'Ticket Summary', 'Full Ticket Description', 'Category' (dropdown), and 'Priority' (dropdown), followed by a 'Create Ticket' button.

Once your ticket has been you will be able to see an overview or it and also to add a new reply:

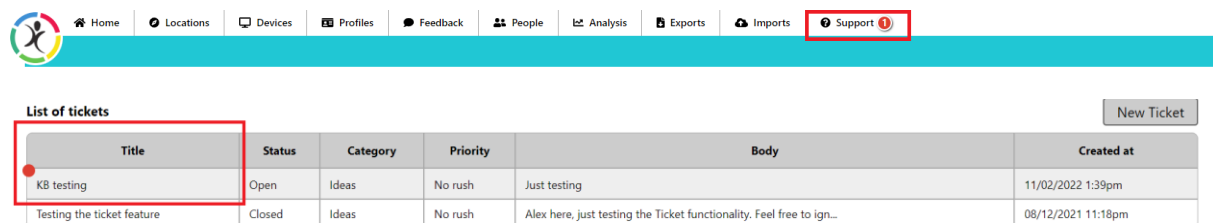


The screenshot shows the 'Edit Ticket' view. It includes a 'Ticket View' section with the following details:

- Ticket Summary:** KB testing
- Category:** Ideas
- Priority:** No rush
- Ticket Details:** Just testing
- Created at:** 11/02/2022 1:39pm
- Status:** Open
- Submitted by:** Kelsey Batchelor

Below the details is a section to 'Add a new reply' with a text input field and a 'Submit' button.

When the team reply to your ticket will see the following within Digital Reception:



The screenshot shows the 'List of tickets' table. The 'Support' menu item in the top navigation bar is highlighted with a red box. The table has columns for Title, Status, Category, Priority, Body, and Created at. The first row is highlighted with a red box.

Title	Status	Category	Priority	Body	Created at
KB testing	Open	Ideas	No rush	Just testing	11/02/2022 1:39pm
Testing the ticket feature	Closed	Ideas	No rush	Alex here, just testing the Ticket functionality. Feel free to ign...	08/12/2021 11:18pm