HANSAWORLD

Spotlight – Online Forum Support

Sript:
Welcome to this short demonstration about using the Online Forum.

The forum is a useful tool for any customer needing technical support or advice on how to use the software. Through the forum, we provide customers with expertise and knowledge in a quick and ordered fashion. The forum is available 24/7, - providing documented solutions and information that can be accessed at any time.

Compared to a phone call or an email which is directed at a single person, the online forum is monitored by our technical support team in addition to fellow knowledgeable users ready to offer the best solutions to your questions.

To access the online forum, you can select the question mark icon in the Navigation Centre, - or visit forum. hansaworld.com

> ACTION: Select question mark on the Navigation Centre

Once on the forum, you can select your product.

> ACTION: Select Standard ERP

Use the search field at the top to search for a specific answer, - or navigate through the listed categories.

> ACTION: Select the search field at the top of the page, and type in "payments" and press Enter.
> ACTION: Select "back" on your browser, and show the various categories showing on the page.

If you don't find an answer to your question, you can easily post a new topic.
Use your Standard ID and password to sign in, or register if you do not yet have a Standard ID.

> ACTION: Type in your Standard ID and Password and select 'Sign In'
> ACTION: Show Register button, click on it

Once you've logged in, select New Message, and choose the relevant category from the list provided. Once you have entered all of the pertinent information, select Submit, and your new forum post will publish and be addressed by our technical support.

> ACTION: Select 'New Message', then select an option from the categories provided, enter your information, and select 'Submit'.

Our Online Forum offers a database of solutions for any customer to access; an easy-to-use tool to get the answers you need.