

*Support Tickets*

AHVSIE HELP

WEB SUPPORT WITH KATE





# Admin Structure

## **TOP – Aussie Helpers (Sam)**

*PAYMENTS & REFUNDS (can take up to 14 days)*

## **AHWISE MANAGER – Lyn French**

*HELP & SUPPORT in all things AHWISE!  
PR & Promotions, getting funding & donations.*

## **AHWISE COORDINATORS – (various)**

*Liaises between Families & Volunteers –  
Confirms Placements and checks references etc*

## **WEB SUPPORT – Kate Luella**

*Logging in – uploading documents, checking  
users are registered etc.*



# Support Tickets

Please don't email (we may miss it).

We prefer you to use the Ticket System.  
It keeps your "conversation" on the records that we can all access.

You can specify who you want to receive your query – faster response, and others can help answer your question if possible.

Reply to responses from your email – Once you have opened a support ticket, replies can be straight from your email – you don't have to log in to reply.

Response time is 2-4 days (we usually work on AHVISE matters Monday and Thursday).



# How to Open a Support Ticket

Log into the website like normal.

Go to the "CONTACT" page.

Select "CREATE A TICKET" (bottom left of screen)

Click –YES – New Ticket

Select Product (ie. Person/dept you need help from)

THEN:

Write "Subject"

Write description of issue.

You can upload an Image/photos.

**Click SUBMIT – Wait for 2-4 days for a response.**

You CAN reply to us straight from the email, or you can log back into the website anytime to see an update.