

FRM Solutions, LLC

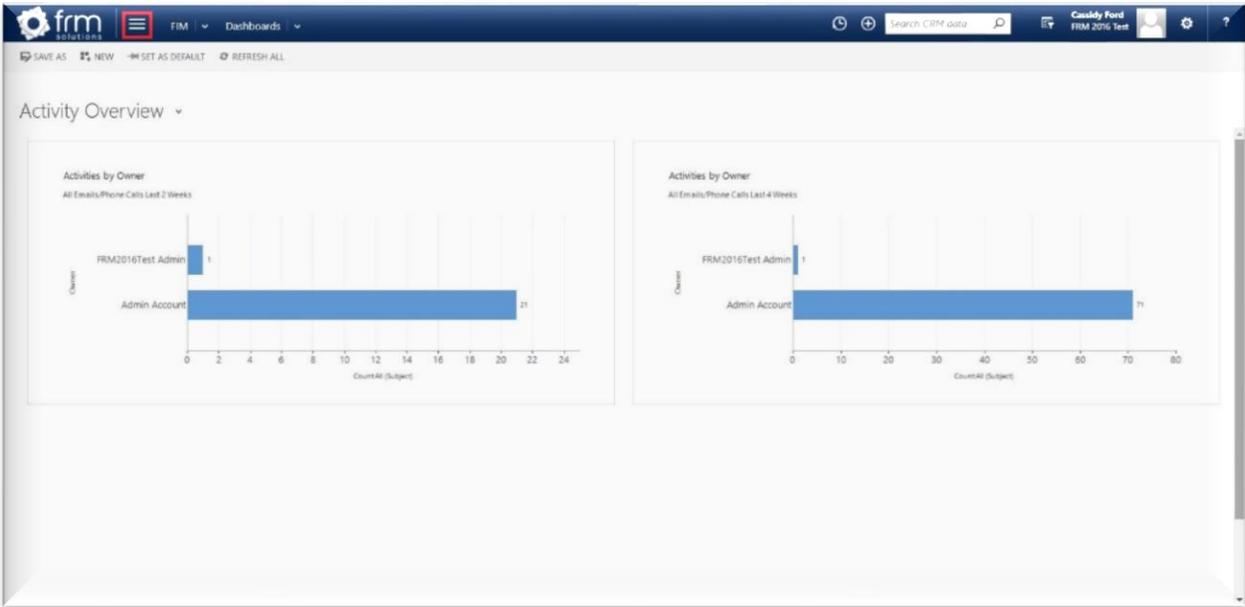
FRM Client Support User Guide

Updated 11/01/19

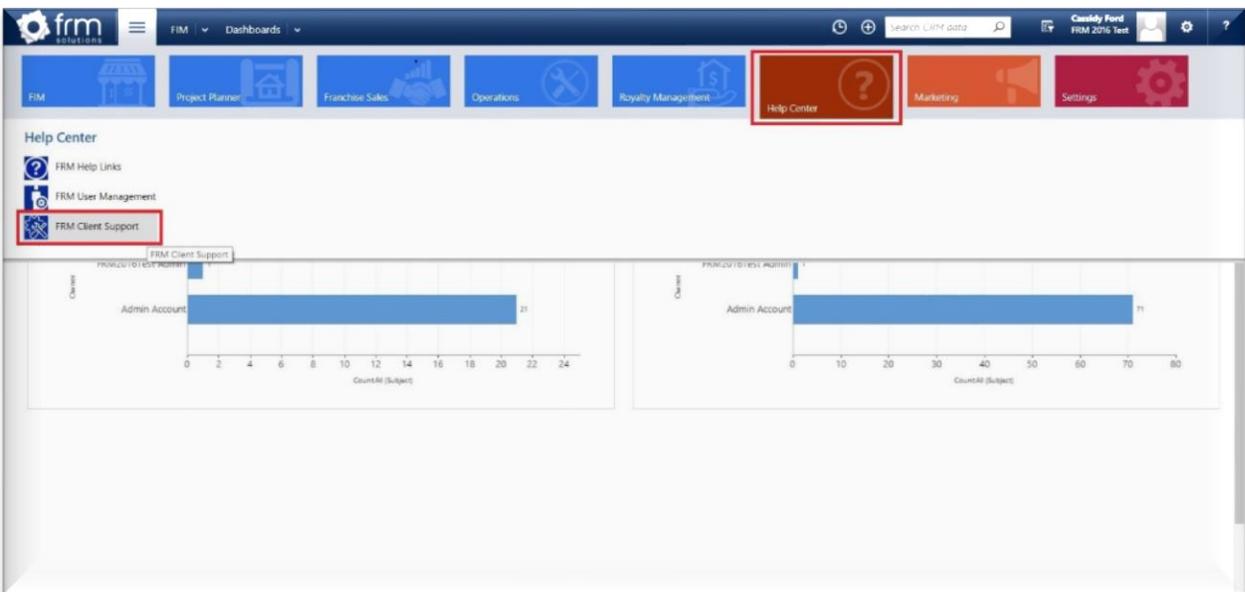


FRM Client Support is based within FRM and allows you to easily report a technical problem, ask a question, or request assistance and additional resources from the FRM team. You can easily access FRM Client Support regardless of which module or screen you happen to be in.

To get started, click the three lines on the left-hand side of the ribbon at the top of your screen.



Navigate to the “Help Center” tile, then click on “FRM Client Support” in the drop-down menu. It is important to remember to navigate through FRM Client Support using the dedicated navigation buttons, rather than hitting the “back” arrow on your internet browser.





To view all cases, whether created by you or anyone in your company, use the drop-down bars to navigate to other views. To begin the process of creating a new support case, click “Create New Case.”

Case Number	Status Reason	Priority	Created On	Customer	Support Type
CAS-06808-G9S0	In Progress	Normal	11-07-2018	Cassidy Ford	
CAS-06809-M0X5	In Progress	Normal	11-07-2018	Cassidy Ford	
CAS-06810-V7K4	In Progress	Normal	11-07-2018	Cassidy Ford	
CAS-06811-F9L7	Waiting for Details	Normal	11-07-2018	Cassidy Ford	
CAS-06812-J5H2	In Progress	Normal	11-07-2018	Cassidy Ford	
CAS-06813-W2J9	In Progress	Normal	11-07-2018	Cassidy Ford	

Complete the fields regarding your case. Please provide as much detail about your issue or request as possible, including: detailed description, first occurrence, user(s) affected, specific examples, screenshots, etc.

Select the “Case Type,” which will be either *Request*, *Problem*, or *Question*. Then, select a “Priority” level, either *Normal*, *High*, or *Critical*.

Create New Case

Title: Understanding new support system

Description: I am looking for a guide to the new support system.

Case Type: Request

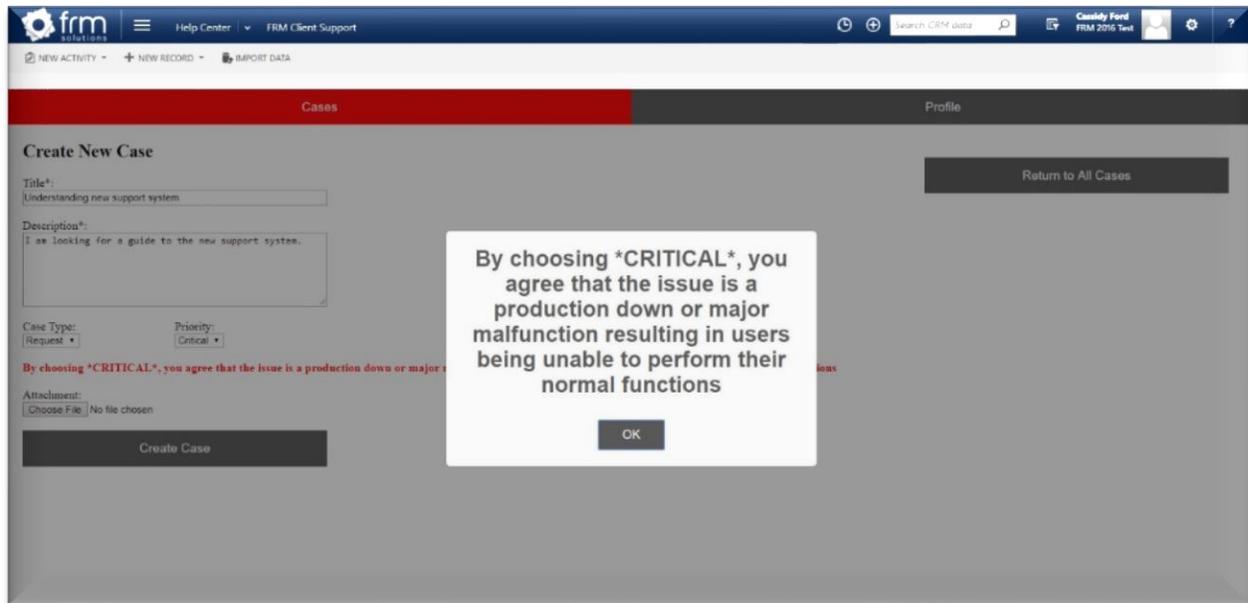
Priority: Normal

Attachment: Choose File | No file chosen

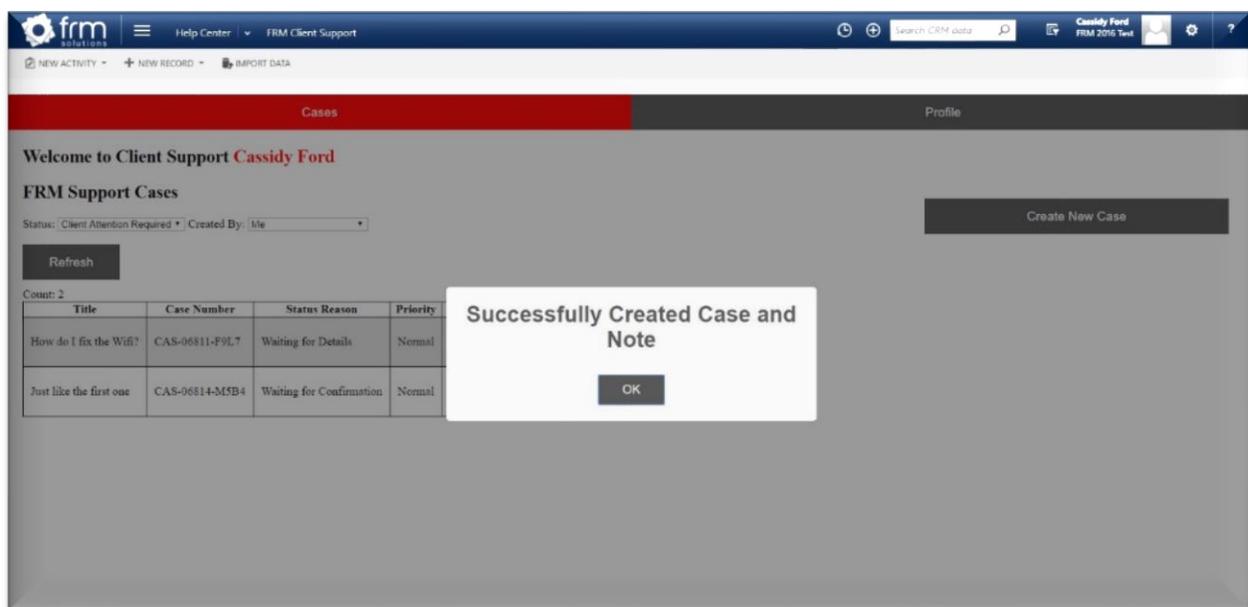
Create Case



Be aware the “Critical” priority level indicates a serious malfunction, and it should only be selected in cases involving system-downtime. You will receive two notifications of this as a reminder before you submit your case.



Once you hit “Create Case,” a confirmation message will appear and you will be directed back to the default view.





To edit a case that has already been submitted, select the desired case and click “Edit Case.”

FRM Client Support interface showing a list of support cases. The interface includes a navigation bar with 'Cases' and 'Profile' tabs, a search bar, and a 'Create New Case' button. The main content area displays a table of cases with columns for Title, Case Number, Status Reason, Priority, Created On, Customer, and Support Type. The first case, 'Wifi Log Issue', is highlighted in red, and its 'Edit Case' button is also highlighted with a red box.

Title	Case Number	Status Reason	Priority	Created On	Customer	Support Type	
Wifi Log Issue	CAS-06808-G9S0	In Progress	Normal	11/07/2018	Cassidy Ford		Edit Case
Wifi Still Sucks	CAS-06809-M0X5	In Progress	Normal	11/07/2018	Cassidy Ford		Edit Case
Wifi Sucks Again	CAS-06810-V7K4	In Progress	Normal	11/07/2018	Cassidy Ford		Edit Case
How do I fix the Wifi?	CAS-06811-F9L7	Waiting for Details	Normal	11/07/2018	Cassidy Ford		Edit Case
How Do I fix the Wifi again?	CAS-06812-J5H2	In Progress	Normal	11/07/2018	Cassidy Ford		Edit Case
I'm out of titles	CAS-06813-W2J9	In Progress	Normal	11/07/2018	Cassidy Ford		Edit Case

Here you can provide the support team with an update or close the case as resolved. A message will appear confirming the case has been successfully updated or closed. If you resolved the case, it will now show under the “Closed Cases” view on your starting screen. Note, once a case is closed, it will become ‘view only.’

FRM Client Support interface showing the 'Edit Case' form for case CAS-06808-G9S0. The form includes a text area for adding a new note, an attachment section, and buttons for 'Update and Assign to Support' and 'Close Case'.

Edit Case
CAS-06808-G9S0
Status: In Progress

Add a new note:
I have a new router and the wifi is no longer logging!

Add a New Attachment:
Choose File | No file chosen

Update and Assign to Support | Close Case

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CUSTOMER>

For more information or to access other support guides and training materials, visit the FRM Support Page online.