



How To:

Use Report Issue to Tech Support

This step by step How To article explains how to use the built-in Report Issue to Tech Support tool.

For a complete list of available How To documents visit the Support section of our website: www.palm-tech.com/support/

HOW TO: USE THE REPORT ISSUE TO TECH SUPPORT TOOL

Palm-Tech has a built-in tool that makes it simple to report an issue to tech support and automatically include the relevant files (inspection, template, library, etc) so that Palm-Tech support's staff will have all the information needed to troubleshoot issues.

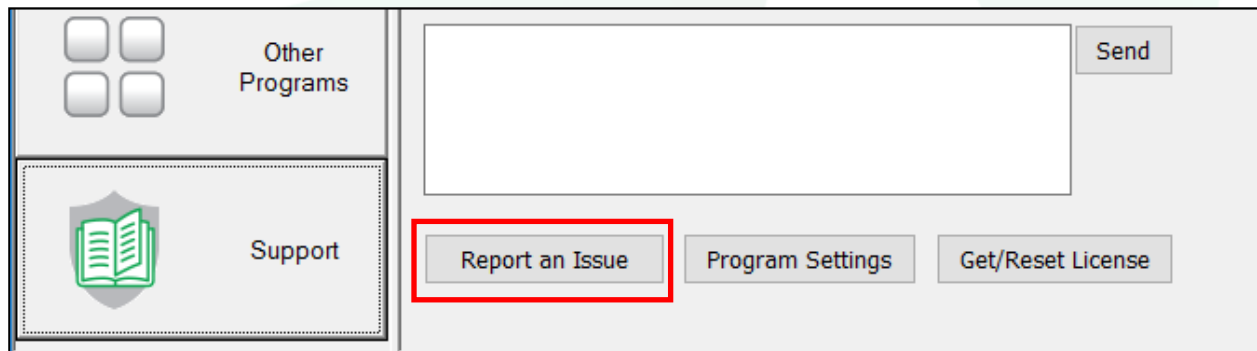
1. The first step is to open the Palm-Tech program by double clicking on the icon on your desktop.



2. Once the main program appears, click on the 'Support' tab in the lower left corner.



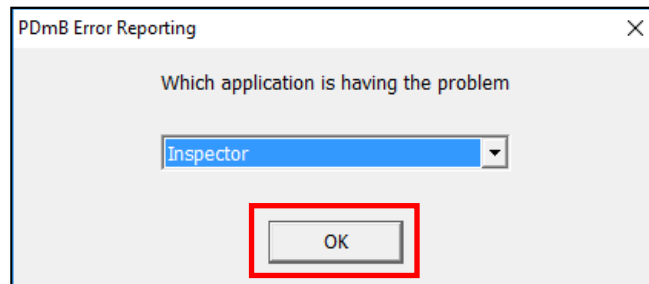
3. Next, click on the 'Report an Issue' button that is along the bottom.



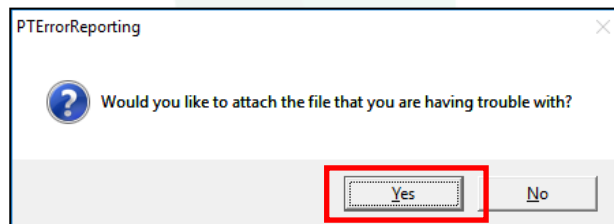
4. A window will appear that first asks 'Are you able to start the program?'. Click on 'Yes' if you can.

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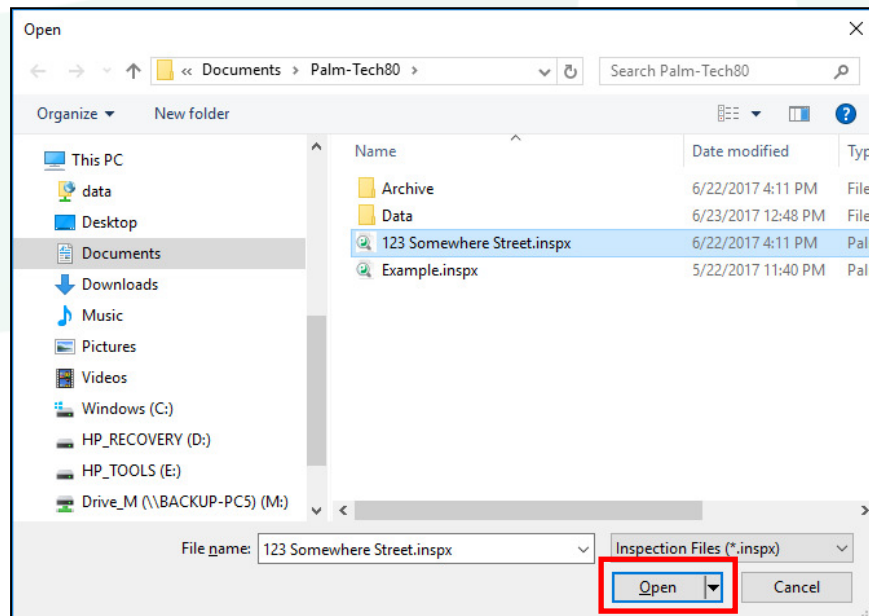
- Next a window appears that asks 'Which application is having the problem'. Select the program from the dropdown. In almost every case, you will want to select 'Inspector'. Click 'OK' after making your selection to continue.



- Next it asks if you want to attach the file you are having trouble with. If you are having trouble with a specific inspection file then click on 'Yes'. If not, click on 'No'. For this example let's click 'Yes'.

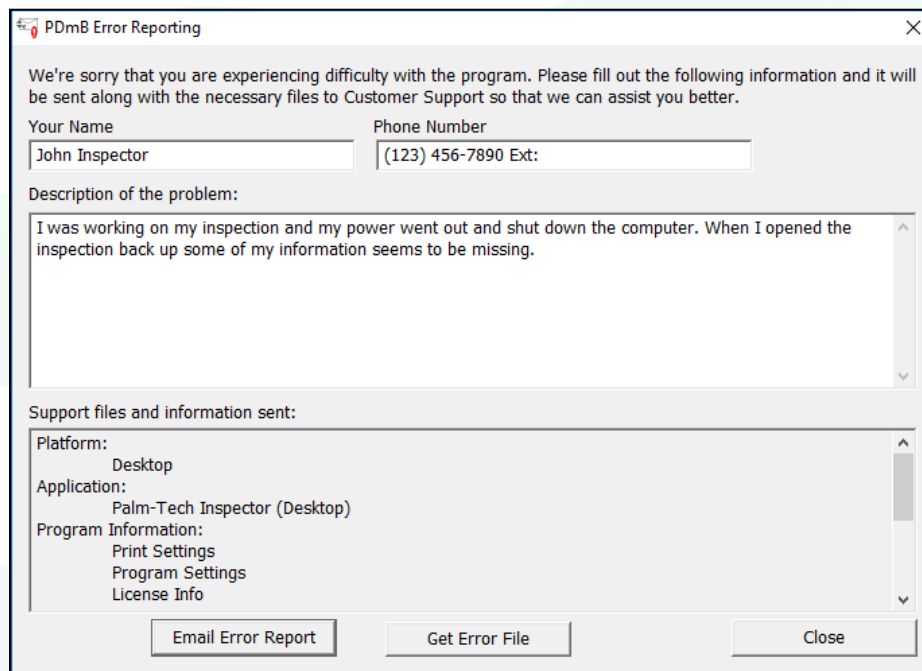


- We can now select the inspection file we are having trouble with. Let's select the file named '123 Somewhere Street.inspx' and click on 'Open' to continue.



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- On the next screen we can fill out information about the problem we are having. You should fill out your name and phone number so we know how to get in touch with you. In the 'Description of the problem' section you'll want to be as detailed and specific as you can in explaining the issue you are having. The more information we have the better able to help you we will be. After filling out the information you can click on either 'Email Error Report' or 'Get Error File'. You should only click on 'Email Error Report' if you are ready to email the report to us AND you are using an email program that is installed locally on your PC such as Microsoft Outlook. If you have to login to a website to access your email (gmail, yahoo, msn, etc) then you should click on 'Get Error File'.



The screenshot shows a dialog box titled "PDMB Error Reporting". It contains the following text and fields:

We're sorry that you are experiencing difficulty with the program. Please fill out the following information and it will be sent along with the necessary files to Customer Support so that we can assist you better.

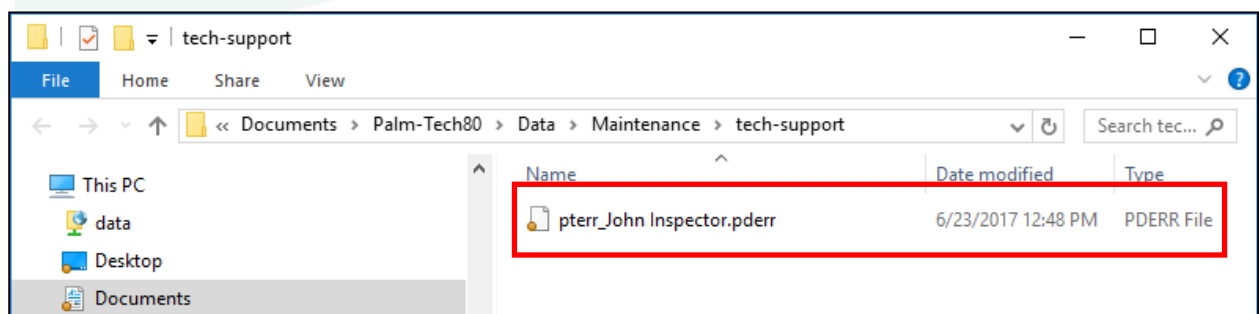
Your Name: John Inspector
Phone Number: (123) 456-7890 Ext:

Description of the problem:
I was working on my inspection and my power went out and shut down the computer. When I opened the inspection back up some of my information seems to be missing.

Support files and information sent:
Platform: Desktop
Application: Palm-Tech Inspector (Desktop)
Program Information:
Print Settings
Program Settings
License Info

Buttons: Email Error Report, Get Error File, Close

- If you click on 'Email Error Report' it will pull up your email, attach the error report and you can simply email it to us. If you clicked 'Get Error File' it will create the error report file and open up the folder that it is saved in.



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10. From here you can open up your email program, start a new email and then attach the error report file. You'll want to send the email to support@palm-tech.com
11. Once we receive the email we will begin reviewing it and get back with you. If you have not heard back from us within 1 business day then you should confirm that the email was successfully sent and/or give us a call at (888)736-2462 to make sure we received it.

