

Help Menu

Step 1

Start by clicking on the Log Call / Help on Home page



Step 2

Click on the Search Help Files Button

Support Services.

Click on Search Help Files Button

Please select one of the service categories from the dropdown below.

Categories: A Service Request Search Help Files

Once a category has been selected, select the type of service you require.

Service Type: Support Request

Service Details: This is a request for a service or support request from Acknowledge Systems - Webaccounting

Severity Level: Normal Action

Back View Proceed

The image shows a 'Support Services' form window. At the top right is the 'acknowledge' logo. The form contains several sections: 'Please select one of the service categories from the dropdown below.' with a 'Categories' dropdown set to 'A Service Request' and a 'Search Help Files' button circled in red with an arrow pointing to it. Below that is 'Once a category has been selected, select the type of service you require.' with a 'Service Type' dropdown set to 'Support Request'. The 'Service Details' section contains a text area with the text 'This is a request for a service or support request from Acknowledge Systems - Webaccounting'. At the bottom is a 'Severity Level' dropdown set to 'Normal Action' and three buttons: 'Back', 'View', and 'Proceed'.

Step 3

Type in a key word
Click on Search Button

Search

Support Form Search

Search Select View Close

Code: Description: error

Group:

Click on Search Button

Type in a key word

Page 0 of 0

#	Description	Code	Group
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No data to display

Step 4

Highlight the line and then click on the view button

Search

Support Form Search

Search Select View Close

Code: Description: error

Group:

Click on the View Button

Highlight the line

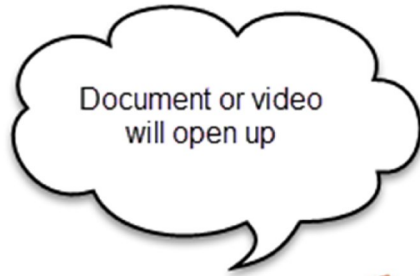
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#	Description	Code	Group
1	Error Codes - Doc	HELP_10-Trouble_Error Codes	Help - 10 Trouble Shooting
2	Stock take Import Errors - Doc	HELP_05-Inventory_Stock take Import Errors	Help - 05 Inventory
3	Support Error Log - Vid	HELP_10-Trouble_support_log_error-video	Help - 10 Trouble Shooting

Displaying items 1 - 3 of 3

Step 5

Document or video on the help will open up



Manual



Login Error Codes