

## Log Support Request

### Step 1

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



### Step 2

Select your severity level from the drop down  
Click on Proceed to move to the next step

Support Services.

ACKNOWLEDGE  
WEB-BASED ACCOUNTING

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

Select the Severity Level

Severity Level: Normal Action 1

2 Click on Proceed

Back View Proceed

### Step 3

Know your Company coded supplied by Accknowledge Systems, if you don't have one please proceed to Step 4

1. Enter your company code which is supplied by Accknowledge Systems, if you have this then your company information will come up.  
NOTE: you will have to enter the full code
2. Your company Name will appear
3. Select your name in the drop down, if your name is not there, please enter.
4. Enter your email address
5. Enter your contact number
6. Enter your cell number
7. Supply a short description of your problem
8. Attach any document
9. Tick to accept terms and conditions
10. Click on the Accept button to send Service Request / Ticket

The screenshot shows a web browser window titled "Service Request" with the Accknowledge logo in the top right corner. The form contains the following fields and elements:

- Company Code:** Text input field containing "ACC002-9481" (marked with a red circle 1).
- Company:** Text input field containing "Accknowledge Systems (Pty) Ltd" (marked with a red circle 2).
- Contact Person:** Text input field containing "Malcolm Granville" and a dropdown arrow (marked with a red circle 3).
- Email:** Text input field containing "malcolm@webaccounting.co.za" (marked with a red circle 4).
- Telephone No.:** Text input field containing "086-193-2222" (marked with a red circle 5).
- Cell No.:** Text input field containing "083-397-8669" (marked with a red circle 6).
- Service Details:** Text area containing "This is a request for a service or support request from Accknowledge Systems - Webaccounting".
- Service Request:** Text area with the prompt "Type in problem" and "Please supply a short description of the problem.:" (marked with a red circle 7).
- Insert Attachment:** Text input field with a "Browse..." button (marked with a red circle 8).
- Terms and Conditions:** A checkbox labeled "I accept the terms and conditions and charged rates for services.:" which is checked (marked with a red circle 9).
- Buttons:** "Back" (marked with a red circle 10), "Accept", "Clear", "Cancel", and "View T/C".

## Step 4

Not having company code.

1. Enter your company name
2. Enter your name and surname.
3. Enter your email address
4. Enter your contact number
5. Enter your cell number
6. Supply a short description of your problem
7. Attach any document
8. Tick to accept terms and conditions
9. Click on the Accept button to send Service Request / Ticket

**Service Request**

**Please complete ALL fields below.**

Company Code:

Company: **1**

Contact Person:  **2**

Email:  **3**

Telephone No.:  **4**

Cell No.:  **5**

Service Details:

Service Request: Please supply a short description of the problem.:  **6**

Insert Attachment:   **7**

I accept the terms and conditions and charged rates for services.:  **8**

**9**