



Miso - Support User Guide



Document Details

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Introduction

Welcome to Miso Support!

If you're new to Miso Support and want a quick overview of what it's all about, this is the guide for you. Available 24/7, the support desk is a fast and way to report any issues you may be having with your software/solution.

This document will aim to provide you with all the necessary information regarding the support portal. Here we cover the basics of miso support including support opening hours, target response times, what your support package covers and a user guide for the support portal.

This guide is fairly short, but hopefully it answers any questions you may have. If you feel like you need more assistance, contact the Support Team by phone on 0121 232 8000. They're available to help resolve your issue during our business hours (9:00 - 17:00),



Support Packages

Software systems of all types don't always behave in the way that you would expect, and this can cause significant challenges when that software is part of a larger production system. When this happens, you need a way to understand why, whether it is a configuration issue or a software code issue and if so, how it can be resolved. This is what our support does.

Our Support packages help you to diagnose the issue and understand whether it is configuration or code. If it is code, we'll escalate the code issue to the vendor in the most effective manner possible, keeping you in the loop all the way.

We offer 3 different packages tailored to meet both your individual and your organisation's needs.

Lite Support

For the individual user.

- 1 named user.
- Up to 3 support tickets per annum.

Standard Support

For small teams, where one or more users may need to raise a support ticket.

- Up to 3 named users.
- Up to 25 support tickets per annum.

Enterprise Support

For larger teams.

- Up to 10 named users.
- Unlimited tickets per annum.



Opening Hours

Although submission to the support portal is available 24/7, the team will be available to respond between 9:00am – 17:00pm, Monday to Friday (excluding Bank Holidays).

Response Times – Target

We will always aim to comply with the target times below:

Priority	Definition	Target Response Time (within working hours)	Target Progress updates to customer (within working hours):
P1	Problematic – Product failing on regular basis or problems occurring within specific functions or facilities	Within 4 hours	Every 8 hours (from receipt of relevant information)
P2	Non-critical - Occasional Product Failure or problems that can be worked around, with undue difficulty or disruptions to the customer business	Within 4 hours	Every 8 hours (from receipt of relevant information)
P3	Information – No disruption to the customers business	Within 8 Hours	Every 16 hours (from receipt of relevant information)



What's included with Support

The support package is designed to include support for technical issues within the designated software. This includes but is not limited to:

- Software not working as intended
- Configuration issues
- Software Code issues
- Advice for Installation and updating of licences and software
- Support for minor faults that do not require major redesign of workspaces or software
- Reporting and fixing of bugs and glitches
- General Queries and Housekeeping

The support package does not include:

- Training of staff members
- How to guides
- Production and assistance in the production of new workspaces
- Review and Improvement of workflows and deployments
- Consultancy for new projects
- Hardware support
- Diagnosis or support for third party products and software that are not sold by miso or for which a support package has not been purchased
- Remote Access. We do not provide remote access as a part of our support service
- Problems caused by damaged software or use or modification of software, not as provided in the software documentation.



Support Guide

Getting Started

Technical support is accessed online via the Miso JIRA Service Desk. The first user will need to be set up on the support portal. Once the support package is purchased, we will ask for the email of the first user of the support portal in the organisation. This person will then receive a joining email from jira@misoportal.atlassian.net.

Once a user account has been created for you by a member of our team, you will receive an email confirmation with a link to complete the registration

Your account will be assigned to the project name which your organisation has purchased a support contract for.

To register as a user, simply follow the link in your confirmation email and choose a password to complete the form. (Figure 1.0)

Help Center
Welcome to Test Customer Service Project!
You are almost there - we just need to grab a password so you can login later.
Username
joe.bloggs@misoportal.com
Full name
[]
Password [Show password]
[]
Password may not be empty
Save and continue

How do I change my password?

Figure 1.0 Initial customer registration form.

Help Center Portal
Profile
Your changes may take up to five minutes to appear.
Personal details
Name
Test User
Email
linabell@hotmail.co.uk
Password
Change password
Language and time zone
Language
ACCOUNT
Profile
Log out

If at any point you wish to change your password, you can do so in the “Profile” section of the Service Desk (see Figure 2.1).

Figure 2.1 Profile screen



1. Click the avatar icon in the top-right hand corner of the screen and select “Profile”.
2. Click “Change password”.
3. You will then be greeted by a “Change password” popup window. (Figure 2.2)
4. Type your current and new passwords in the relevant fields.

You can now log back into the Service Desk using your new password.

The screenshot shows a 'Change password' dialog box with three text input fields. The first is labeled 'Current password', the second 'New password', and the third 'Confirm password'. Below the fields are two buttons: 'Update' and 'Cancel'.

Figure 2.2 Changing your password

How do I raise a support ticket?

The Support portal can be accessed via this link:

support.misoportal.com

Once you have logged in to the Service Desk, you will be greeted by the screen shown below (Figure 3.1). Please save this link as a bookmark for quick and easy access to the portal.

From here, you should select the category which best suits your request in order for us to be able to assist you quickly and accurately.

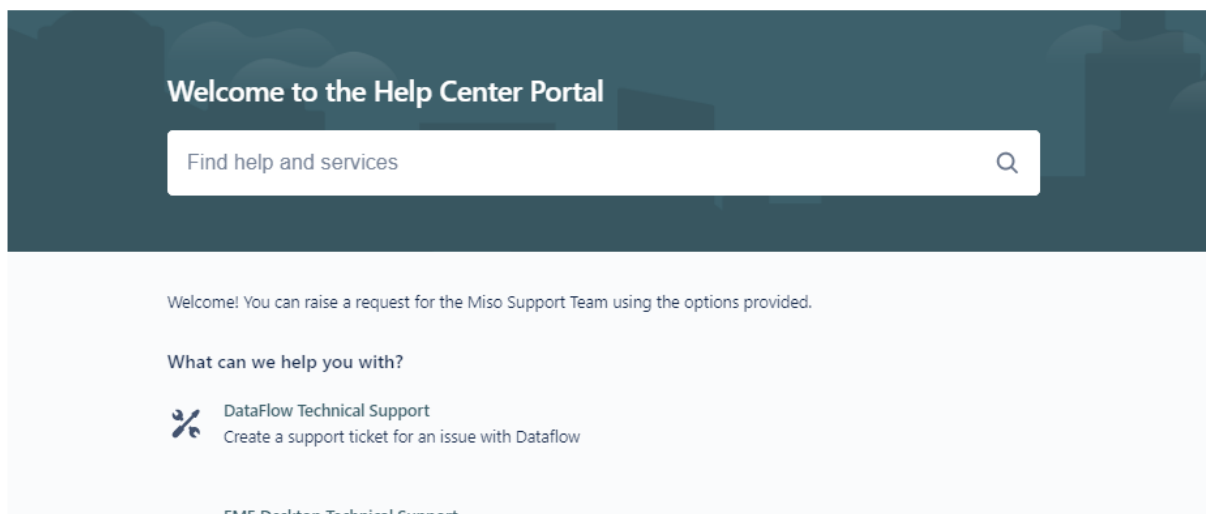


Figure 3.1 Customer homescreen view – raising a request in the category of “FME Desktop Technical Support”.



For this example, we will raise a request in the category of “FME Desktop Technical Support” – this should be selected for queries on installation, configuration, and other technical troubleshooting.

As a registered user of the miso JIRA Service Desk, you are also able to raise FME Desktop Technical Support requests via email (see section 2.1 of the FAQs section). After selecting “FME Desktop Technical Support” as the category, you will be directed to the request form screen, as below in Figure 3.2.

Complete all fields (with the exception of the “Components/Products” field) of the form to provide our support team with the most information that you possibly can.

Provide a brief description of the issue in the “Summary” field.

Provide all the necessary details and steps to reproduce the issue in the “Description” field.

Attach supporting files (e.g. Log files, screenshots etc.)

Select the software version that you are using

Hit the “Send” button and let us begin to work with you to get your request resolved.

Help Center Portal / Miso Support Desk

miso Miso Support Desk

Welcome! You can raise a request for the Miso Support Team using the options provided.

What can we help you with?

FME Desktop Technical Support
Create a support ticket for an issue with FME Desktop

Summary *

Description *

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Please attach any workspaces, log files or error messages that could help troubleshooting your issue.

Software Version

Specify the release year and build of the software.

Send Cancel

Figure 3.2 Customer request form view

Once the request has been created on our Service Desk, you will be redirected to the request screen.

On this screen, you will be able to respond to your request:

1. Comment on your request by simply inputting text into the “Add a Comment Field”.
2. Toggle notification preferences (turn email notification of request activity on/off).
3. Share your request with other members of your organisation.
4. Escalate the request, letting the team know that a resolution is needed urgently.
5. Resolve the issue. When you are happy that the request has been fully resolved, let us know and we can close the request.
6. Cancel the request if you no longer require the assistance of the support team.



My workspace is failing

The screenshot shows a Jira request titled "My workspace is failing". The request was raised by "Test User" on "Today 11:57 AM". The description reads: "Hello, My workspace is failing and will not create output. Please find attached workspace and log file. Many thanks, Software Version 2021.0.0". The status is "WAITING FOR SUPPORT". On the right, there are options: "Notifications on", "Escalate", "Resolve this issue", and "Cancel request". The request type is "FME Desktop Technical Support". It is shared with "Test User" (Creator). At the bottom, there is an "Activity" section with an "Add a comment" input field.

Figure 3.3 Request screen

Once your request has been raised on the Service Desk, you will receive an email notification to confirm that this part of the process has been successful.

You may now log-out of the Service Desk and allow our team to respond to you.

As a default, you will receive email notifications each time your request is responded to, or its status changes. If you do not wish to receive notifications, you can turn them off in the email notification itself (e.g. Figure 3.3), or on the request screen (as in Figure 3.4). We think that they're rather helpful, so we recommend that you keep them turned on.

The screenshot shows an email notification from "Miso Support Desk <jira@field-dynamics.atlassian.net>" dated "Wed 05/05/2021 10:58" and addressed "To: You". The email content includes: "Reply above this line.", "Just confirming that we got your request. We're on it.", and two links: "View request" and "Turn off this request's notifications". It also states "This is shared with Test User." and "Powered by Jira Service Management".

Figure 3.3 Request screen



FME Subscription - How do I request a licence?

To request a new asset under an existing ESA or ELA contract you will need to create a support ticket. Please include the following information within the support ticket, based on the product and licence type.

Product & Licence Type	Information Required	Detail
FME Desktop	Software Edition	2020/2021/2022, etc
	Software Version	Professional/ ESRI/ Database/ Smallworld
	Registration Key	A unique 10-digit numeric code created with each FME Desktop installation. This can be found within the FME Licencing Assistant.
	Quantity	How many licences
FME Desktop – Floating	Software Edition	2020/2021/2022, etc
	Software Version	Professional/ ESRI/ Database/ Small world
	Licence Type	Production/Staging/Development
	Host Name	Host name for the licencing server. This is contained within the hosted.txt file generated once the Flex Licencing Manager is installed.
	Host ID	Host ID for the licencing server. This is contained within the hosted.txt file generated once the Flex Licencing Manager is installed.
	Quantity	How many base licences?
	No. of Concurrent Licences	How many additional concurrent licences will be attached to the base licences.
FME Server – Engines	Software Edition	2020/2021/2022, etc
	Licence Type	Production/Staging/Development
	Quantity	How many licences
	Number of Engines	How many server engines allocated to each licence
FME Server – Engine Credits	Software Edition	2020/2021/2022, etc
	Software Version	Professional/ ESRI/ Database/ Small world
	Quantity	How many licences
	Number of Engine Hours	How many processing hours are needed against each licence?

If you wish to add additional users to an existing Floating Desktop holding, or additional engines to an existing FME Server, please include the details of the existing asset.



Managing existing support requests

When your request has been allocated to a member of our support team, they are able to view it and respond appropriately. When they respond, you will receive an email notification similar to Figure 4.1 below. If you have turned-off email notifications, you will need to log-in to the Service Desk intermittently to view progress on your request.

In order to respond back to our team, you have two options. You can either:

1. Reply to the email and your request will be updated automatically with your comments.
2. Click “View Request”, and this will link to the existing request open on Service Desk for you to update.

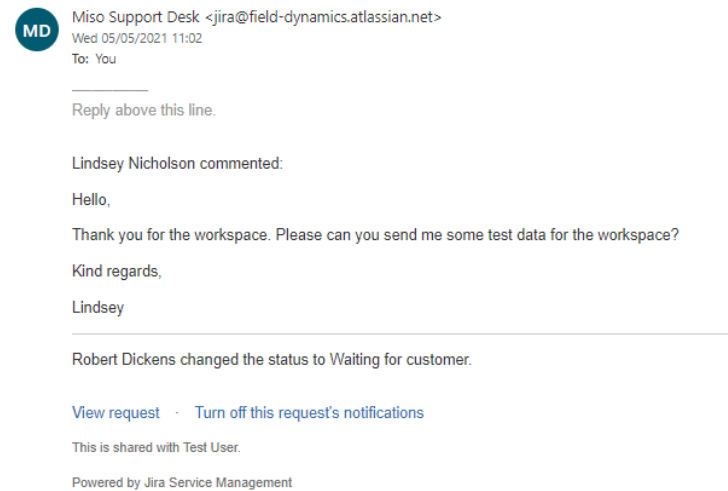


Figure 5.1 Email notification of request response

Viewing and editing existing support requests

Once logged-into Service Desk, on the top banner you will see the word “Requests” followed by a number (this refers to the number of requests you currently have open). Clicking this reveals a drop-down menu (see Figure 6.1).

Select “My Requests” to view all of your open requests.

Click into a single request to view its request screen and update the request from there, as in Figure 3.3.

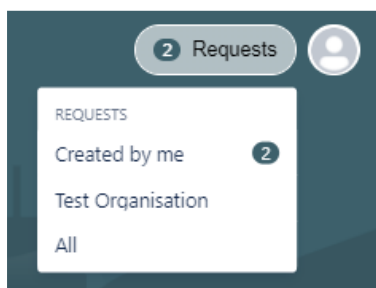


Figure 6.1 Request drop-down menu

How do I close resolved requests online?

If you are happy with the support that our team have given you and the issue is resolved, you can either:



1. Notify the support team of the good news by responding to the request that you deem to be resolved. The support team will then resolve the request from their side.

OR

3. Resolve the issue yourself by opening the request online. After logging-in, navigate to the request you deem as resolved, and select “Resolve this Issue” (see Figure 7.1). A window will then appear asking for you to supply a brief comment on why you believe that the request is now resolved (see Figure 7.2). This is completely optional.

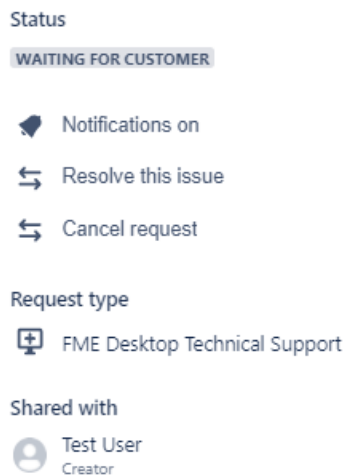


Figure 7.1 Requests drop-down menu

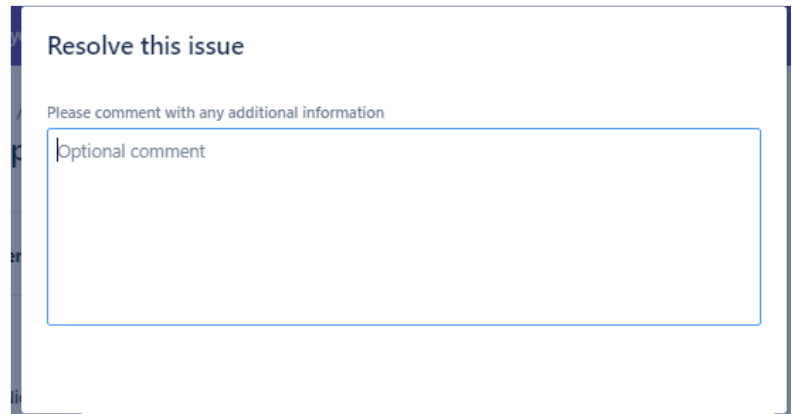


Figure 7.2 Customer resolution optional comment

What happens after a request is resolved?

Once a request has been marked as resolved, either by you or the Miso Support Team, it will disappear from your “My Requests” page. However, if you need to view the resolved request and comment on it at any time (e.g. to ask the support team to re-open the request). Begin by following the steps in section 1.6 of this User Guide. Then, toggle the drop-down menu on the left of the page to read “Any Status”.

You will now be able to view tickets of all statuses (see Figure 8.1).

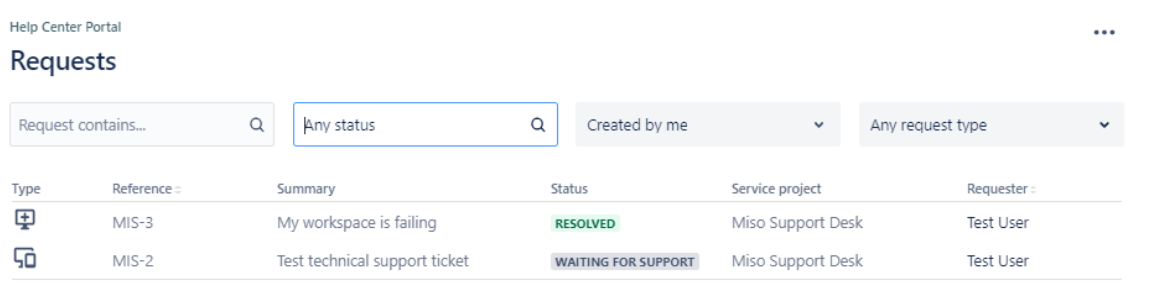


Figure 8.1 “My Requests” page displaying tickets of all statuses



Shortly after a request is marked as resolved, the person who submitted the request will be notified via email. Included in this email notification is the chance to feedback to the support team on your thoughts. We take your feedback seriously, and all comments and ratings are viewable to our staff when studying our support performance reports.

How was our service for this request?



Firstly, rate the service you've received out of 5 stars in the email notification (see Figure 8.2).

Figure 8.2 Support Service Rating

You will then be directed to a web browser window to leave a comment. This stage is optional. (See Figure 8.3).

Figure 8.3 Optional feedback comment form



Frequently Asked Questions

What should I expect after raising a support request?

Once a request has been submitted successfully, you will receive an email notification which confirms this. The email notification will be automatically sent to the email address that was used when registering your account on the Service Desk. It is prudent to check with your Systems Administrator that these automatically generated emails can be accepted by your email package. Automated emails will be sent from the email address: help@misportal.atlassian.net.

What are support's opening hours?

Our opening hours are Monday to Friday 09:00 - 17:00, excluding English Bank Holidays.

When can I raise a support request?

Support requests can be logged on the Service Desk at any time. However, our support team will only be available to respond to them during our opening hours i.e. between Mondays and Fridays 09:00 - 17:00, excluding English bank holidays.

How do I escalate a request?

If a request you have raised on the Service Desk requires a more urgent response, and you want a member of our support team to look into the request as a matter of urgency, you can escalate the request in the request screen (see Figure 3.3). An email notification will then get sent to the Service Desk Administrator, which will prompt them to get a member of the support team to look at your request straight away.

Can other users within my organisation view requests that I submit?

Yes. When submitting your request, choose to "Share with [my organisation]", and all user accounts set-up for your project will be able to view, comment on, and edit your request. If you wish to privately submit a request, please select this when raising your request.



You can share your request with other people at any time from within the request screen by clicking “Share” and entering an email address of the desired person (see Figure 8.1). They do not have to have a Service Desk user account for you to share your request with them.

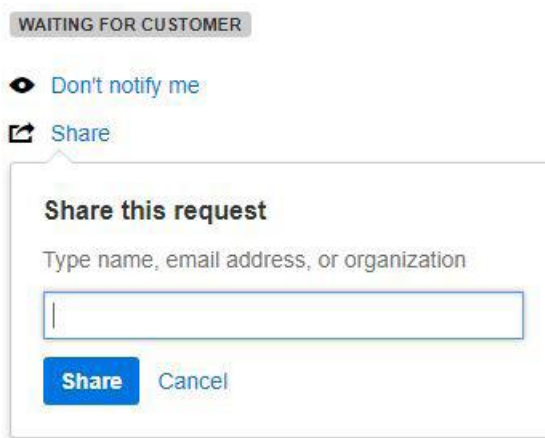


Figure 8.3 Optional feedback comment form

Can I transfer unused request allowance from an expired contract to a new contract

No. If you are under a contract with a set date of expiry, any unused requests automatically expire upon that date.

Does support include any software upgrades?

No, customers are responsible for downloading upgraded software from the Internet. Support does include any help and advice the customer may require relating to the installation and implementation of new official releases.

What happens if I do not have a support contract?

If you do not have a support contract, you will need to purchase one in order to access the Miso Support Desk. To open a conversation on this topic, please contact your account manager, or call our sales team on 0121 232 8000.

Can I re-open a resolved request?

Yes, follow the steps in section 1.8 of this User Guide to view your resolved requests. Open the request you wish to re-open by selecting it, then adding a comment/response asking us to re-open the request. We will then change the status of the request, allowing support to continue on the issue.



What happens if I can't log-in to the support desk?

If you can't log-in to the support desk and have attempted to reset your password using the link on the log-in page without success, please contact the support team on 0121 232 8000 with your issue. A member of the team will be happy to help you verify your credentials.

Got any questions?

0121 232 8000

We're happy to help!

info@misoportal.com