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Noggin Support Guide

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Contacts

Web:	http://issues.noggin.com.au/	(Noggin’s Issue Tracker system)
Email:	support@noggin.com.au	General support enquiries
	oca-support@noggin.com.au	User support for OCA
Telephone:	1300 88 3402	



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Issue Tracker – what to use it for

Noggin has a secure online system for lodging, tracking and responding to support requests, known as Issue Tracker. You can use issue tracker to:

- ask a question or request information
- request changes or commission work
- report a problem or fault
- track the progress of issues
- receive updates via email
- communicate with Noggin and other users of Issue Tracker
- keep a record of all requests and correspondence, or review past changes and the reasons

Issue Tracker is also used to record the time that Noggin spends on tasks for your system.

Each request or issue in Issue Tracker is assigned a unique number which is used to track that issue.

To access Issue Tracker, go to <http://issues.noggin.com.au/> and log in with the username and password that Noggin has supplied. If you have forgotten your password, there is a link on the login page to email a new password to you.

The support process

A. First steps

In most circumstances the first step in the support process is to **raise the issue with your internal IT support people or system administrator**. This is because

- an issue can be caused by a problem with your computer, network or some other system that is outside Noggin's control, and so it is important to first rule that out
- your question may relate to an internal procedure, data specific to your organisation or HOW your organisation uses the Noggin software, questions which Noggin may not be able to answer, or
- your local support person or system administrator may have the correct level of access to resolve your issue, more quickly and without needing to involve Noggin.

B. Can you resolve it yourself?

Some common problems can be resolved yourself without needing to contact Noggin. For example:

Problem	Solution
Cannot remember a password	You can follow the forgotten password link on the OCA home page to have OCA send a new password to the username entered. This will be sent via email or SMS, depending on your security settings.
Don't understand what something means in the software	The online Help system contains hundreds of pages of helpful information, explaining what each part of the system means, including definitions and an index. Click on the Help link in the top right corner of your screen to search or browse topics.



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Problem	Solution
Don't know how to do something	The online Help system contains hundreds of pages of helpful information, explaining how to operate the software and perform tasks. Click on the Help link in the top right corner of your screen to search or browse topics.
I can't find something that I need in the system, or the system is not letting me perform a task	Some items are invisible if you do not have the right permissions to view them. Check with your system administrator. Also, try the search function at the top of each page.
Need to give someone access	Your system administrator can grant a user access to the system and provide new usernames and passwords.
Need to change someone's level of access	Your system administrator can edit a user's level of access to the system.
Need to change my dashboard	Dashboards are controlled via templates, that your system administrator can edit for you if required

C. Escalating an issue to Noggin

If you have considered the above and believe that the issue requires assistance from Noggin, the most effective way to request support from Noggin is to use the Issue Tracker system. However if you need to make a request via email or telephone, Noggin will raise an issue in Issue Tracker and will use that to track and fulfil your request.

If your issue is **urgent and outside normal business hours**, please **telephone Noggin on 1300 88 3402**.

Issues move through a number of stages as they progress to resolution. The table below describes what each possible stage means, but not all of them will be used for every issue:

Stage	Description
New	The issue has been lodged
Investigation	Noggin has acknowledged the lodgement of the issue and has commenced an initial review of it
Quoting and approval	If a quote is required for work that Noggin is to perform, the issue will be set to this stage while that quote is being approved by the client.
Implementation	The work required has been confirmed and Noggin is performing it, implementing changes or fixes to problems.
Internal review	Changes have been made and are being tested or reviewed internally by Noggin
Client feedback	Proposed changes are being reviewed or tested by the client before being deployed to a live system
Deployment	Changes have been approved by the client for deployment to a live system, but have not yet been applied



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Stage	Description
Client review	Changes have deployed to a live system, and final confirmation is sought from the client that everything is working correctly

Issues may be closed with one of the following outcomes:

Stage	Description
Resolved	The issue has successfully been resolved, changes completed or the problem fixed
Abandoned	The issue, request or problem has been abandoned because no further action can be taken or is required
Cancelled	The request or problem has been cancelled by the client
Duplicate	The issue is a duplicate of another issue already raised

Issue Tracker basics

Posting messages and assigning issues

Each issue is made up of a series of 'posts' or messages between Noggin and yourself. The first post is the description of the request or problem. Subsequent posts will appear below it, in chronological order, including messages that you post, replies from Noggin, or messages from other issue tracker users.

Every time you update an issue with a new post you **assign** the issue to someone.

When you write a message and then click Submit at the bottom of the issue form, the issue will be assigned to the person or organisation you selected in the 'Assign To' field, and they will receive an email notification including your message.

- To **view a list of the issues assigned to you**, click on 'My Assigned' in the left-hand menu.
- To **view a list of the issues you have opened**, click on 'My Opened' in the left-hand menu.
- To **view the details of an issue** including all its posts, click on the issue's name from the list.
- To **assign the issue** to someone, view the issue's details, select their name from the list in the Assign To field, type in a message in the main field and click Submit.
- To **create a new issue**, click on 'New Issue' in the left-hand menu.

Groups

Each issue belongs to a group, and there is normally one group for each Noggin client. So you can usually expect to see only one group when creating an issue or browsing for issues – the name of your organisation.

- To **view all the issues in a group**, click on the group's name in the left-hand menu.



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Types

Each issue is assigned a type to describe the kind of issue that it is. You can change an issue's type at any stage, to the one that most accurately describes the issue:

Type	Definition
Unclassified	The issue's type is not yet known, further investigation is required, or you are unsure which type applies.
Development	A new feature, module, enhancement or change to the software, that requires new development work.
Bug report	A problem, error or defect where the system is not operating as specified.
System support	A change request or general work request for live (production) systems, where no new development work is required but some data or configuration changes may be needed. Also commonly known as 'production support'.
Tech support	User help, training or answers to technical questions, where no changes are required, only information provided.
Content	A request to edit the content of a website or system, data entry, layout, graphic design etc. Requests of this type usually just involve operation of the system.
Pre-sales	Work that is done before an actual purchase of a Noggin system, such as for product demonstrations, evaluations etc.
Other	Any other issues that do not fit one of the categories above.

The Issue form

Some of the other fields or buttons you may see on your issue tracker form include:

Field / button	What it is for
Title	A brief title or name for the issue. This will be used when viewing lists of issues or in email subjects
Issue details / post	The main area where you describe your issue, and write responses or messages back to Noggin or other users
Assign To	Assigning the issue to Noggin for action, or to another Issue Tracker user in your organisation
Notify Users	Sends a copy of your post via email to any people you select. To select a person to notify, click the checkbox next to their name
Attach Files	Upload and attach any kind of file to your post. Other users and Noggin will be able to download it from Issue Tracker
Priority	Specify the priority of your issue – Low, Normal, High or Urgent
Submit	Submit your post, and assign the issue to the person or organisation showing in the Assign To field.



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Reporting problems - Checklist

When you report a problem to Noggin it is important to give us as much detail as you can. That will help us to respond faster and more effectively.

If possible, you should provide the following information:

1. which **system** you were trying to use
2. a description of the **action** taken which caused the error.
3. a description of what the **expected outcome** was from your action
4. a description of the **actual outcome**
5. any **error messages** or codes you see
6. the **page address** or URL, this is particularly important for investigating problems.
7. the **date and time** the issue occurred.
8. data details – if **content was being entered**, or the problem related to a particular item, data entity, object, row or field, enter the details here, including any relevant ID numbers or codes.
9. **'Before' screen shot** – if possible, attach an image capturing the screen contents immediately preceding the error (e.g. form settings)
10. **'After' screen shot** – if possible, attach an image capturing the screen contents of the error itself
11. Screen shots should not be cropped, resized or modified, to ensure that they are readable and that technicians can observe the page addresses.

Using issue tracker

Other things that you can do in Issue Tracker:

- Search for issues by clicking the 'Search' in the left-hand menu
- Access an advanced search form by clicking on the (i) icon in the top-right of the search form
- Save a commonly used search, by clicking on the Save and Search button on the search form
- View closed issues: when viewing a list of issues, click on the Show Closed link in the header at the top of the list. This can be useful for finding out why things were done a particular way in the past
- Sort issue lists: by clicking on the field name in the header at the top of the list
- Edit your account details, including name, email address and password, by clicking 'Account Details' in the left-hand menu
- Change your password by clicking 'Account Details' in the left-hand menu