How to use the TSC Business Solutions Support Portal to log a support issue.
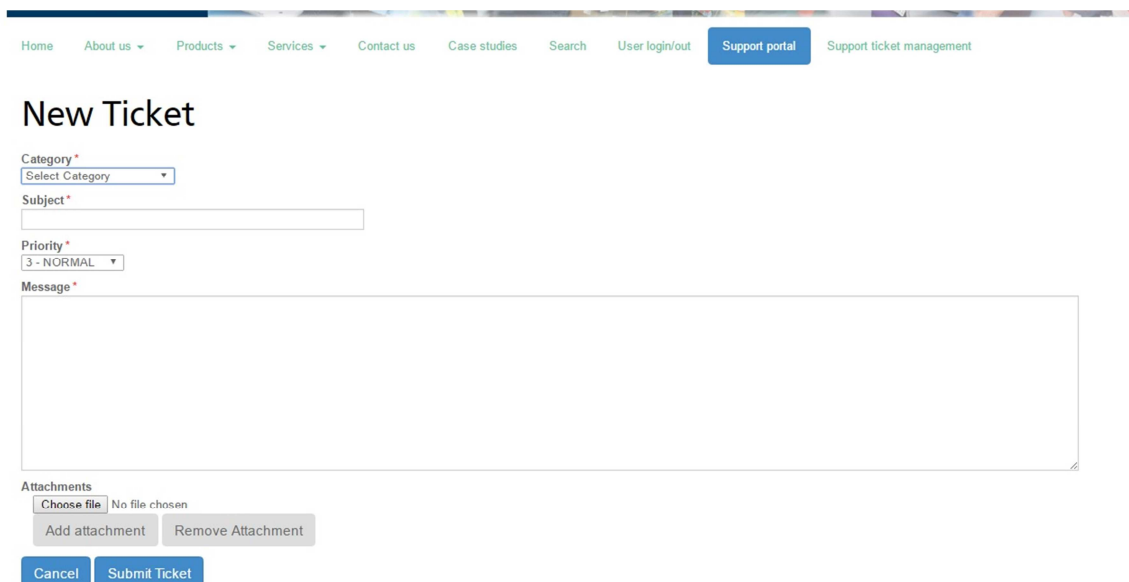
It is very important that support issues are reported to us through our support portal so that we can provide you with the best service that we possibly can. Logging issues through the portal ensures that they are immediately directed to the correct team. It also enables us to keep track of open calls and see that we are dealing with them as efficiently as possible, ensuring nothing is overlooked or forgotten about. We also monitor call open times to help us improve our own efficiency. The portal enables us to see trends, so if a particular issue keeps cropping up we can escalate it to the manufacturer or developer. It is our intention to respond to calls placed through the portal within two hours. The following notes will help you to use the system.

Create a user account

To log a support issue you must first be registered as a user of the TSC web site. If you are not already a user you must create a user account. To do this go to the "User login/out" menu item on our web site at www.tscbs.co.uk . Click on the "do you have an account?" link and fill in the registration form. You will then be able to log in to the web site. You will also be sent a welcome email with your log in details. Please keep this safe for future use.

To Log a support issue.

Once logged in to the web site you will be able to see two new items on the main menu called "Support portal" and "Support ticket management" (See fig 1 below). Click on the "Support portal" link and fill in the form, making sure to select the correct category for the product you need support on. This will direct the request t the correct team. You can also set the priority level of the request.

Fig 1

Once you have submitted your support request you will be returned to an empty form where you can submit any further tickets. You will also receive an email acknowledging the ticket which will provide you with the ticket number. The ticket number is important for future dialogue about the fault. When you are finished you may log out of the site by closing your browser or going to "User log in/out" on the main menu.

Once one of our agents has replied to the ticket you will receive an email informing you of an update to the ticket.

Please log in to the web site and go to "Support ticket management". Here you will see a list of your outstanding support calls. Click on the link in the left hand column for the issue you want to see. (See fig 2)
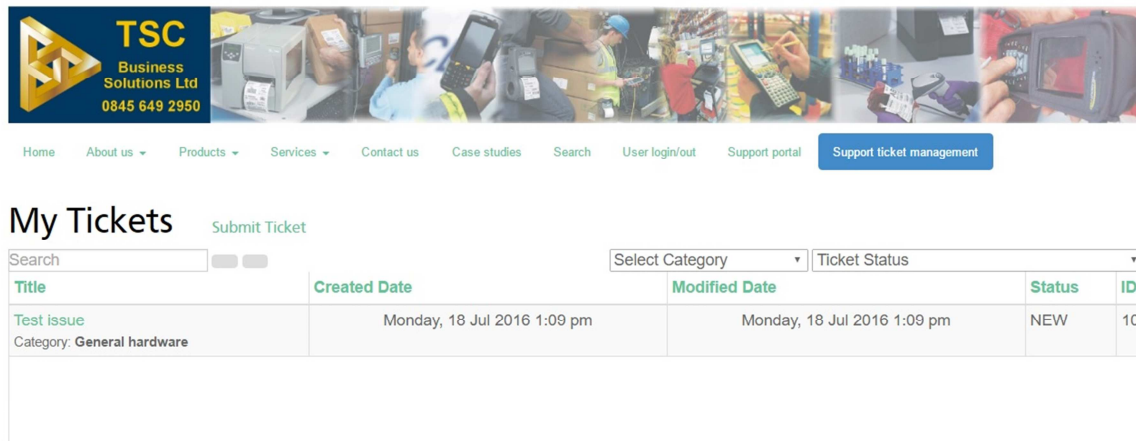

Fig 2

When you have opened the ticket you will see any communications from our support agent, which may include a request for more information. (See fig 3). You can add any further comments or answers by clicking on the "Add comment" link. If you feel you have enough information please close the ticket by selecting "Rate and close ticket"
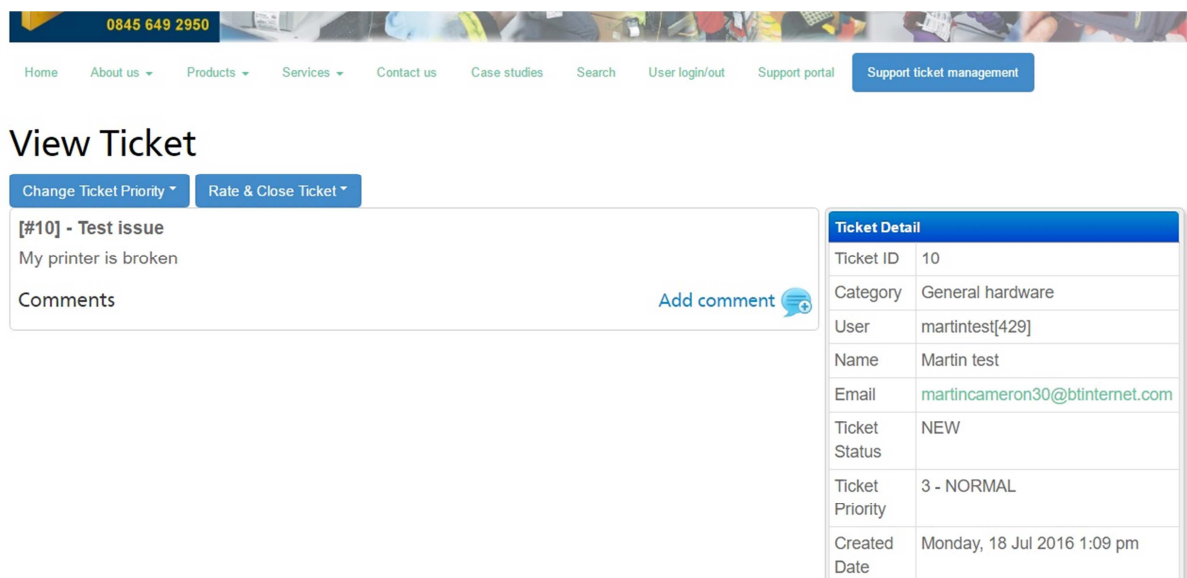

Fig 3

When you have finished you may then log out of the site by closing your browser or going to "User log in/out" on the main menu.

For further information please call 0845 649 2950.