

Phoenix Support

How to get in touch with us

EMERGENCY SUPPORT

For urgent, time-critical emergencies, please call the dedicated Phoenix Support line:

+61 8 9202 5577

This number is listed on the 'About' page of the Phoenix client application.

Phoenix



Support

Phoenix Support

phoenixsupport@kestral.com.au

+61 8 9202 5577

<http://kestral.com.au/phoenix>

REGULAR SUPPORT

Please email phoenixsupport@kestral.com.au to enquire about:

- New feature requests
- User training
- Defect reports
- Other feedback

Email is our preferred mode of communication.

By using the official support email address, your enquiry is seen as promptly as possible and specialist matters are automatically assigned to the appropriate expert for resolution.

For your peace of mind, all emailed correspondence is tracked and archived for future reference.

Please do not email or telephone Phoenix team members directly since your enquiry may go unnoticed if they are presently unavailable.

GIVE REGULAR FEEDBACK

Taking the initiative to report issues and offer constructive feedback means we can more readily improve your experience with Phoenix.

When you receive a report of your open support tickets, please review the list and rank the tickets in your preferred order of priority.

Our policy is to await your comments before addressing your next open ticket so please offer prompt feedback on any software upgrades and fixes you receive.

WHAT TO SAY

Being specific in your emails helps us to quickly understand and devise a solution for your issue. When you are reporting a software error, please include the following useful information in your report:

- ✓ Name of the person who discovered the issue
- ✓ Name of the computer the issue occurred on
- ✓ Date and time when the issue occurred or recurs
- ✓ Precise step-by-step actions that triggered the issue
- ✓ Screenshots of any error messages

Please mention any recent changes to the computer system, e.g., installation of new software, setup of new devices, hardware failures, etc.

ERROR POP-UP WINDOW

If an 'Exception Window' pops up **do not** ignore it!

Please click 'Email to support' to send us an email and include the details listed above. Phoenix will automatically attach a 'stack trace' to the email containing information important for troubleshooting your issue.

NON-PHOENIX SUPPORT

Your Phoenix maintenance agreement does not include support for issues outside the Phoenix software solution. In particular, technical support does not extend to malfunctions in devices and networks provisioned by other vendors.

In such cases we recommend you consult your nominated IT contractor.