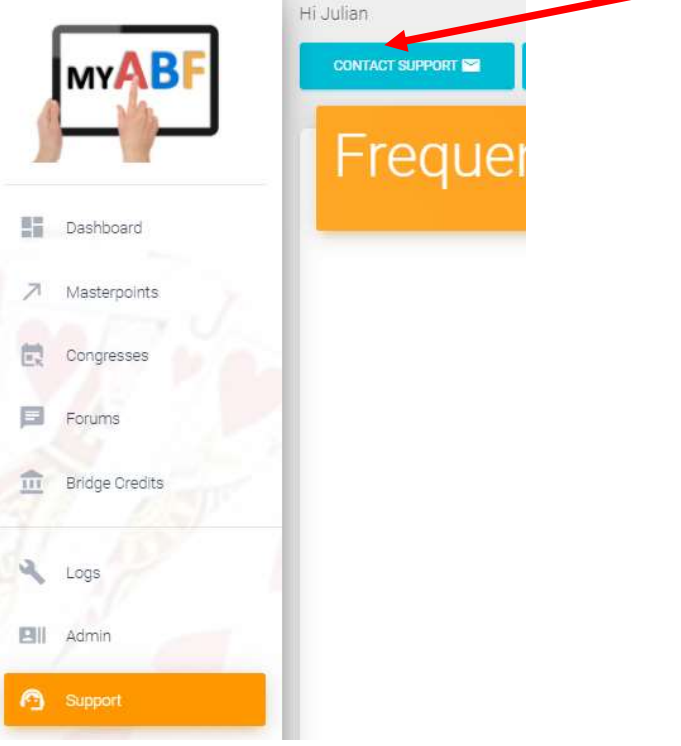
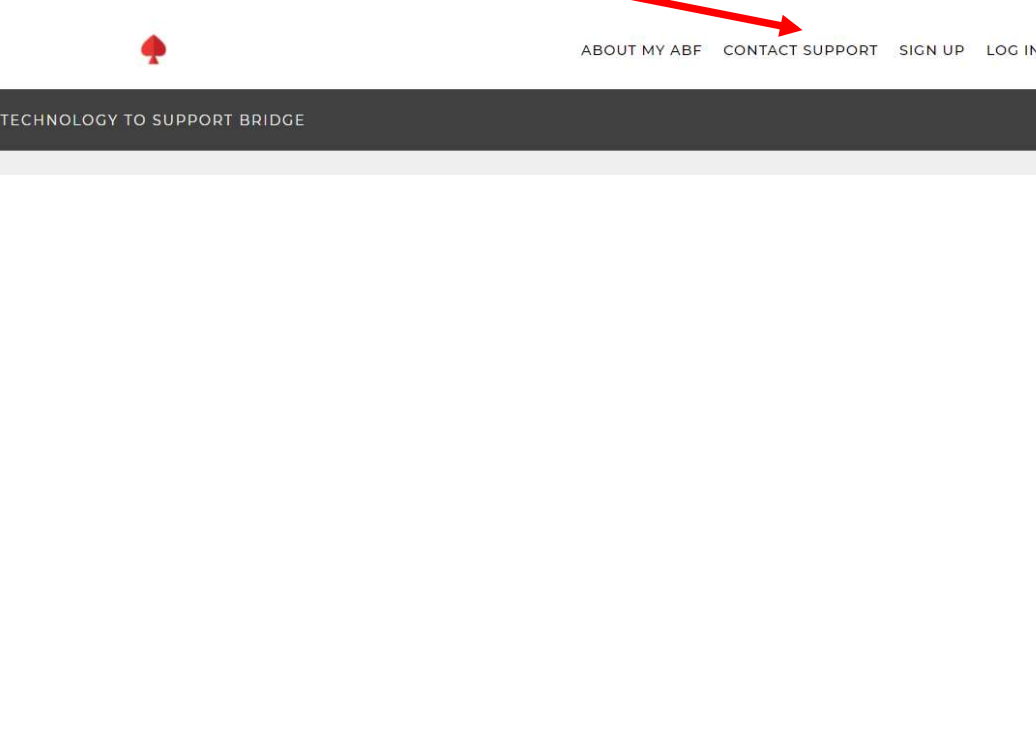




## HOW TO LODGE AND RESPOND TO SUPPORT ISSUES

This document shows how to prepare and lodge a support request in MyABF, how you are subsequently kept informed about it, how to view your historical and open support issues, and how to provide further responses or close them.

### HOW TO LODGE A SUPPORT REQUEST

If you are logged into My ABF	If you are not logged into My ABF
<p data-bbox="195 573 871 605">Go to the Support page in My ABF and click on Contact Support</p> 	<p data-bbox="940 573 1459 605">Click Contact Support on the logged out screen:</p> 

### If you are logged into My ABF

This brings up a screen for you to complete to lodge your issue. Select the Product Area as this helps us classify issues as well. Click Save when done.

## Helpdesk - Create Ticket

Subject

Description

Product Area  
Other

SAVE

CANCEL

### If you are not logged into My ABF

This brings up a different screen for you to complete to lodge your issue. Because you are not logged in, your name and email address are also required here. Click Send when done.

## Contact Us

Your name:

Your email address:

Subject:

Description:

SEND

Cancel

These both create "Tickets" in the help desk system and provide a notification to helpdesk staff. When your issue is assigned to someone or updated you will also receive an email notification:



Support Ticket Updated #7

Hi Alan,

Julian Foster has updated a support ticket for you.

Ticket #7	New support problem
Member	Alan Admin
Status	In Progress
Type	Other
Created Date	2021-08-25 22:00
Assigned To	Julian Foster
About something.	

### Last Comment

Help desk staff responding.

Julian

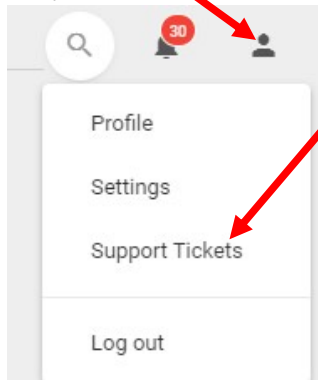
You will be notified via email when the status of this ticket changes.

Open Ticket

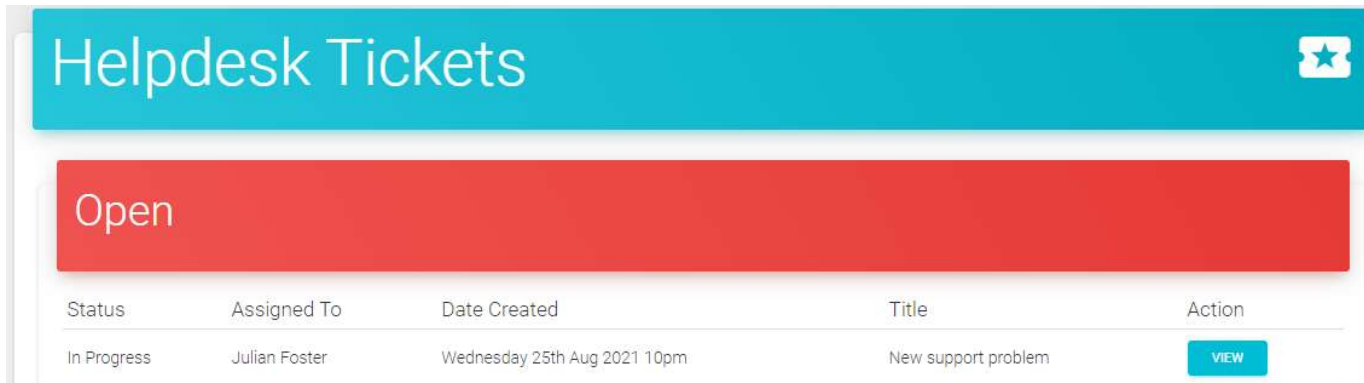
## OPENING YOUR OUTSTANDING HELP DESK TICKETS

There are two ways you can open your tickets in order to view and respond to them.

- Click Open Ticket from the email notification you have received
- View support tickets from within My ABE. This is done via the same menu from which you access your Profile page at the top right of your screen using the person icon (or via the Account menu on a tablet/phone):



This will open a list of your support tickets including Open ones and any historical ones that are now Closed.



Click View to open the Ticket. This brings up a ticket summary:

# Helpdesk Ticket #7

Ticket is 8 minutes old

Title	New support problem
Member	Alan Admin
Contact Email	julianfoster@gmail.com
Ticket Status	In Progress
Ticket Created Date	Wednesday 25th Aug 2021 10pm
Assigned To	Julian Foster

## Description

About something...

Julian Foster: Wednesday 25th Aug 2021 10:02pm

Help desk staff responding.

Julian

Enter a reply below if you wish to provide more information or make a comment when closing this ticket

👁 14 **B** *I* U ROBOTO **A** ☰ ☰ ☰ ☰ ☰ ☰ </>

REPLY
CLOSE TICKET
CANCEL

The ticket summary has several relevant sections described below:

**SUMMARY**

This section shows the basic information about the Ticket.

**DESCRIPTION / HISTORY**

This section shows the original description of the Ticket and comments previously made both by you and helpdesk staff.

**COMMENT**

This section allows you to:

1. Respond further to the ticket  
Key in a comment and click Reply.
2. Close the ticket  
Press Close Ticket and confirm.

Both these actions will provide an email notification to helpdesk staff.

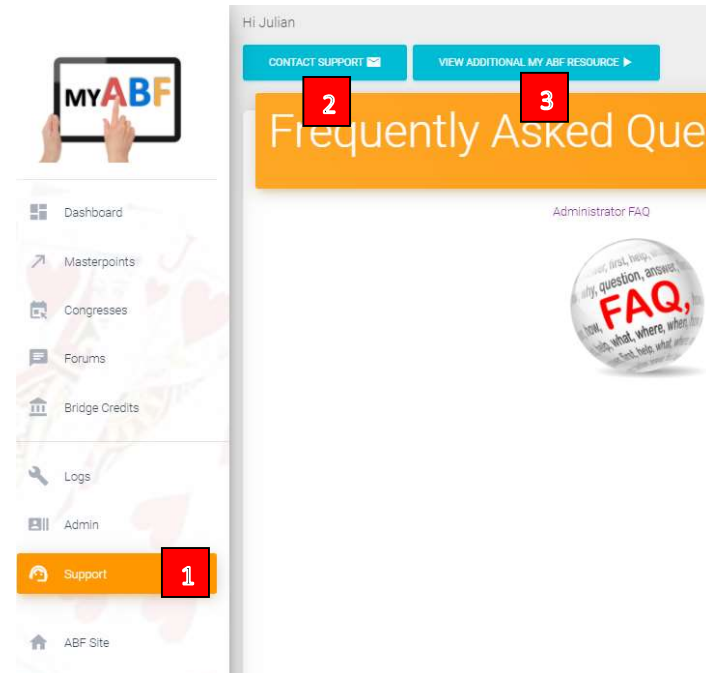
**NOTE:** It make their lives easier if users reply to existing tickets rather than just raise additional new ones.

## More information?

If you want more information about the system or help with a particular area there are several sources of information you can use:

### Accessed from the My ABF support screen

- 1. Frequently Asked Questions**  
Select the Support main menu item and browse through the various sections of Frequently Asked Questions.
- 2. Contact My ABF Support**  
Email My ABF support directly using the left hand link at the top of the Support screen.
- 3. View the “My ABF Resources” webpage**  
Access this page using the right hand link at the top of the Support screen. This contains assorted “How to” guides for various functions in My ABF as well as YouTube videos



### External to My ABF

- 4. View the “My ABF Resources” webpage**  
This can also be accessed directly at <https://www.abf.com.au/member-services/my-abf-resources/>
- 5. Videos**  
There are assorted videos on this YouTube channel: <https://www.youtube.com/channel/UCZPuvivkdbzl4kg-cwxQuNQ>