

Xeppo

Xeppo Support

V1.0.0 - 1/07/2016

Support

To log a support request, simply send an email to support@xeppo.com.au.

We use the Zendesk application to monitor these requests. Each request creates a ticket, which we triage, classify, prioritise and respond to. When we update a ticket, you will receive an email with the response. You can then reply to this email to update the ticket further.

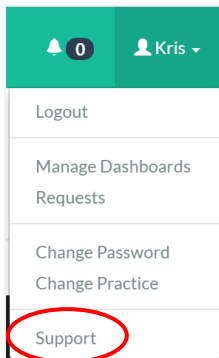
The first time you send an email support request through, you will be added as a Zendesk user. You will receive an invite via email, which will instruct you on what to do to activate this.

We suggest that when new users are added to Xeppo, they are instructed to send an email to support@xeppo.com.au requesting a Xeppo Zendesk login.

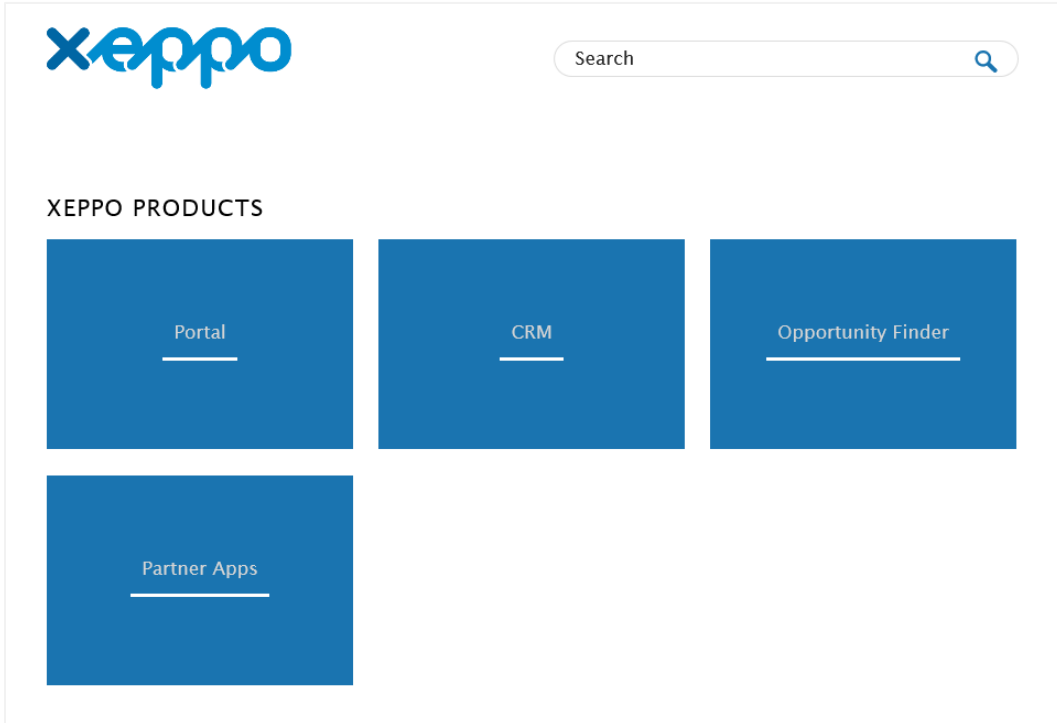
Xeppo Help Center

You can access the Xeppo User Guide section of the Portal without a login. Having a login also grants you access to the Admin User Guide section.

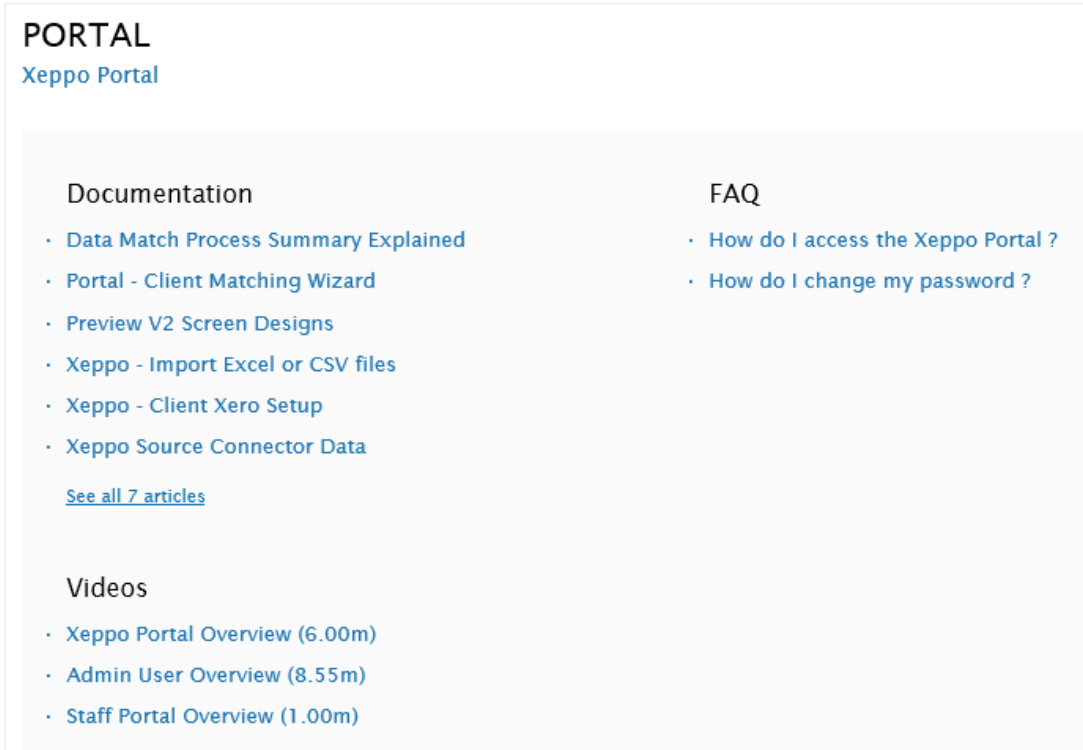
To access the Help Center, go to xeppo.zendesk.com in your browser or use the Support link from the drop-down menu under your name in the Portal:



Log in with the Zendesk details you have been provided.



Click on a tile to access the underlying materials. Eg. Portal:



Then click on a link to access the item. The training materials provided here are specific to Xeppo.