

Support

Last Modified on 11/07/2016 1:01 pm EST

If you need any extra help solving issues that are not explained in the manual or online help videos you can get technical support from one of our support staff members. Click "Support Center" at the top of the page.

ABC Company

[Home](#)
[Barbie](#)
[Support Center](#)
[AlarmBill](#)
[Logout](#)

Customers

[Customers](#)
[Invoices](#)
[Payments](#)
[RMR](#)
[Work Orders](#)
[Proposals](#)
[Calendar](#)
[GL](#)
[Reports](#)
[Setup](#)
[Accounting](#)

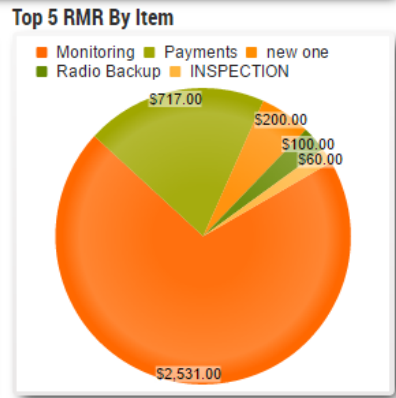
Open Receivables & Aging Past Due

Current:	\$2,640.26
1 - 30 Days:	\$3,224.11
31 - 60 Days:	\$6,075.55
61 - 90 Days:	\$15,236.77
Over 90 Days:	\$276,914.92
Open Invoices:	\$304,091.61
Open Credits:	(\$4,137.74)
Unapplied Cash:	(\$3,860.33)
Net AR Due:	\$296,093.54

My Time Zone: [Eastern Standard Time](#)

Notifications to Process

Unassigned Mobile Payments:	0
Credit Cards:	10
eChecks:	0
Forte Error Transactions:	0
Open Work Orders:	105
Open Appointments:	105
Accepted Proposals:	0
Next Recurring to Process:	Jan-2016
Accounting Lockdown Date:	Jan-01-2014
Support Tickets:	3
Invoices/Credits Not Sent:	31



Your support center will appear with a list of any open support tickets you may have submitted.

[Customers](#)
[Invoices](#)
[Payments](#)
[RMR](#)
[Work Orders](#)
[Proposals](#)
[Calendar](#)
[GL](#)
[Reports](#)
[Setup](#)
[Accounting](#)

[Help](#)
[Live Assist](#)
[New Support Ticket](#)

[Open](#)
[Host Resolved](#)
[Completed](#)
[Void](#)

#	Created (EST)	Priority	Estimate	Category	Requested	Description
5200	7/21/2016 12:33 PM	Medium		Accounting	Barbie Savani	This is a test.

New Support Ticket

The most efficient way of receiving help with AlarmBill is through submitting a support ticket outlining the issue you are encountering. Once you save this ticket, it will be sent to our support center where someone will respond as soon as possible.

Click "New Support Ticket" in the upper right corner.

Support Center

[Help](#)[Live Assist](#)[+ New Support Ticket](#)[Open](#)[Host Resolved](#)[Completed](#)[Void](#)

New Ticket: YOUR COMPANY HERE - 10110

[Back to Support Center](#)[Save and Add Attachment](#)[Save](#)

Contact Name:

Phone:

Email:

Status:

Category:

Priority Level:

Description:

Status

Select status of the support ticket from the dropdown box. The status will most likely be "Open" since you are asking a new question that has yet to be resolved.

Category

Select the category this question falls under from the dropdown box.

Priority Level

Select the issue's priority level from the dropdown box.

Description

Enter a detailed description of the issue you are having.

*Note: Please include customer name and/or number if referring to a specific customer.

Add Note

A representative will respond to your question in the notes section below which you will be notified of via email. If you need to communicate information back to the representative, add a note in response. Edit fields by clicking the space beneath each header.

Notes

Notes

+ Add Note

Note	Modified ▾	Modified By	Type	Expiration	
Add note here.	7/21/2016 11:00 AM		Critical	7/31/2016 12:00 AM	×

Enter Note

Enter the note in the white space under the "Note" header.

Notes

Notes

+ Add Note

Note	Modified ▾	Modified By	Type	Expiration	
Add note here.	7/21/2016 11:00 AM		Critical	7/31/2016 12:00 AM	×

Type

Select the note type from the dropdown box.

Notes

Notes

+ Add Note

Note	Modified ▾	Modified By	Type	Expiration	
Add note here.	7/21/2016 11:00 AM		Critical	7/31/2016 12:00 AM	×

Standard

This is an internal note at the system level.

Critical

This is an internal note at the site level that will appear every time you open the Support Ticked Details Page

Expiration

"Expiration" only applies to critical notes. Select the date and time you would like the note to expire. The note will no longer appear everytime you open the Support Ticket Details Page after this date.

Notes

Notes

+ Add Note

Note	Modified ▾	Modified By	Type	Expiration	
Add note here.	7/21/2016 11:00 AM		Critical	7/31/2016 12:00 AM	×

Save

Click "Save" to submit the support ticket without an attachment.

New Ticket: YOUR COMPANY HERE - 10110

[Back to Support Center](#)

[Save and Add Attachment](#)

[Save](#)

Contact Name:

Status:

Save and Add Attachment

If you would like to add an an attachment from your documents to the support ticket, such as a screenshot of the issue you are encountering, click "Save and Add Attachment".

New Ticket: YOUR COMPANY HERE - 10110

[Back to Support Center](#)

[Save and Add Attachment](#)

[Save](#)

Contact Name:

Status:

Select File

Click "Select files..." on the left side of the screen and select the file(s) you wish to add from your documents. The added file(s) will appear in a list below.

New Attachment: Ticket - 5200

*Max File Size 5MB

[Cancel](#)

[Save](#)

Select files...

add note.png

Save

Click save in the upper right corner to submit the attachment(s) to the support center.

New Attachment: Ticket - 5200

*Max File Size 5MB

Cancel

Save

Select files...

add note.png

The Support Ticket Details page will appear.

Support Ticket Details Page

To view and edit information about a support ticket click the blue "#" hyperlink to the left of the ticket.

Support Center

Help Live Assist New Support Ticket

Open Host Resolved Completed Void

#	Created (EST) ^	Priority	Estimate	Category	Requested	Description
5200	7/21/2016 12:33 PM	Medium		Accounting	Barbie Savani	This is a test.

1 of 1 items

If the ticket has any status besides "Void" you can edit fields as you wish (see new support ticket fields), and save to resubmit the changes.

Edit Ticket - 5200

Cancel Save and Add Attachment Save

Contact Name: Barbie Savani

Phone: (216) 978-3038 ext.

Email: barbie.savani@richmond.edu

Status: Open

Category: Accounting

Priority Level: Medium

Description: This is a test.

Notes Attachments

Support Center Tabs

The "Open", "Host Resolved", "Completed", and "Void" tabs sort your support tickets based on their status.

Support Center

Open	Host Resolved	Completed	Void
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Open

Open support tickets are issues that have not yet been resolved.

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Open	Host Resolved	Completed	Void			
#	Created (EST) ^	Priority	Estimate	Category	Requested	Description
5200	7/21/2016 12:33 PM	Medium		Accounting	Barbie Savani	This is a test.

Host Resolved

If support was able to resolve your question/issue, the ticket's status will be changed to "Host Resolved" and will appear in this tab. If you feel the problem is still not fully resolved, you can change the ticket's status back to "open" and add a new note for further assistance.

Open	Host Resolved	Completed	Void			
#	Created (EST) ^	Priority	Estimate	Category	Requested	Description
1780	11/21/2014 4:05 PM	Medium		Appointments	Brad Default	TEST

Completed

Completed Support tickets will appear in this tab.

Open	Host Resolved	Completed	Void			
#	Created (EST) ^	Priority	Estimate	Category	Requested	Description
2213	4/8/2015 9:05 AM	Medium		Setup	Rebecca Hall	Two times I have tried to add a new user and received the error in the attached screen shot.

If support has fully resolved your issue, change the status to "Completed".

Voided

Voided support tickets appear in this tab.

Support Center

[Help](#)[Live Assist](#)[New Support Ticket](#)

Open	Host Resolved	Completed	Void				
#	Created (EST)	Priority	Estimate	Category	Requested	Description	
3168	9/30/2015 8:36 AM	Medium		Batch Upload	Brad Solomon	TEST	

If you submitted a support ticket that you no longer need answered you can void this ticket by changing the status to "Void". Voided support tickets can no longer be edited.

Help

Click this link to view the AlarmBiller [manual?????](#)

Support Center

[Help](#)[Live Assist](#)[New Support Ticket](#)

Open	Host Resolved	Completed	Void				
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