

Reporting Issues & Errors To Universal Software Solutions, Inc.

Anytime you need to report an issue or error with any of **Universal Software Solutions** software packages, please take a moment and include some details with your report. The following is an outline of what we'll need to investigate your error or *issue in a timely manner.

Investigate:

1. Try it again! Be sure that it wasn't a "one time" occurrence. Follow the steps you took before the error message came up to see if it happens again. **NOTE: If you received the grayed out screen with the diagonal slashes, you must close the application and re-open it.**
2. Try the same steps on a different account. This will tell us if the problem is "account specific" or if it's a global problem within our software.
3. Try it on another computer. If you still get the error on a different computer then this rules out the possibility of the problem being computer specific and we'll have a better idea of how to proceed. ** It may be a network situation.

Please include the answers to the above questions. Let us know that you've recreated it, tried it on another account and a different computer. We'll ask these questions anyway and this will save valuable time in coming to a suitable solution to your issue.

Create a screen capture:

To create a screen capture of your error please follow these steps.

1. Once you see the error message, move it to the side to see if it's hiding any important information such as account number or any lists, etc.
2. With the message still on your monitor, press and hold the "Shift" button. While holding the shift button press the "Print Screen" button, generally located to the right of the F12 button on your keyboard.
3. Open up a new "Word" document or other word processing application. Then press and hold the "Shift" button. While holding the shift button press the "Insert" button, generally located under the Print Screen button on your keyboard.

You should now see a picture of what was on your monitor including the error message.

Add some details to the document:

1. Outline what you were doing or trying to accomplish when the error message was raised. ie: *"I was trying to add account notes and when I pressed the save button this error came up."* Just a couple lines to tell us what you were doing and the steps you took to create the error.
2. Include an "Account Number" and/or a "Claim Number". With this information we can investigate further.

Any information you can add to the document will help us to determine the solution and get your software working correctly. Save the document to a known location so you can attach it to an e-mail.

* Universal Software cannot advise our clients on procedural issues or answer billing questions.

** If the situation has been determined to be a network issue, we will advise you to contact your IT department or other IT professional.

E-mail the document as an attachment to: support@universalss.com

Please DO NOT fax screen captures, we will be unable to read them.

Addressing Your Issues

Universal Software Solutions will address your issue when it is properly received and assign a "priority" to it. **A, B** or **C**.

"**A**" is a critical malfunction and you are unable to use your software. Critical business processes are impacted and no workaround exists. These, we will address immediately.

"**B**" is something that may be wrong but not hindering the ability to bill. The user is able to run the application but usability is limited or the user has experienced continual or repeated problems. These we try to address within 24 to 48 hours. This does not indicate that the issue is fixable within that time but we'll address it and assign it to someone here.

"**C**" is an enhancement request or a request for custom changes or additions. These we take under advisement and put on a list of enhancement ideas. If the requested change is needed immediately, it becomes a billable service and will be addressed as soon as possible after the proper paperwork is completed.

Once your issue has been received and entered into our Tracking System, you will be advised of your Issue number for future reference.