

# User Guide TGUK

## Trapeze UK Support Community



www.trapezegroup.com

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## 1 Welcome to Community

Welcome to the Trapeze UK Support Community, a place where you can easily find solutions and ask questions.

Once Trapeze Customer Care have enabled your Community access, you will receive an email detailing your user name, and a link asking you to change your password at first login.

Should you experience any issues with any of the functionality listed in this document, this could be a browser issue. To achieve the best look and functionality, Google Chrome is recommended, so please just do check your browser settings prior to logging a Case in terms of the community functionality.

Once you have logged into Community, you will see the following screen. From here, you can navigate to all aspects of the Community site.

Trapeze Search	Nebinars Service Ca	italogue		Search Communit *	
		orme to the Trapeze UK Sup place where you can easily find solution			
	O) TR	ne NOVUS FX/RT E Tues 21st Nov, 3pm Register Nov			
		<			
	1	Thanks for visiting the Trapeze UK Su	oport Community.		
You can post a discussion questi collaboration.     You can raise a support request Resources is the place to access Click Webinars to view to access	on by clicking the 'Ack Th with Trapeze Customer G product documentation, in re of webinar presentation etails by clicking your nam etails by clicking your nam	te in the upper right, and choosing 'My Settings'.	utton.	nd commers. They are a great forum for	
Contact Trapeze Sug	oport	Novus-RT	Novus-FX	Novus LTS	
Gareth Lyon	1 Point	NOVUS RT	NOVUS FX	NOVUS LTS	
Community Tester	1 Point		ARCAN		
Gareth Lyon	1 Point		De L	1200	
Ashwin Mishra	1 Point	Novus DR	Routewise	PASS	
Tamara Wright	1				

## 2 How to log a support case

To log a case, select 'Contact Trapeze Support' from the home page.



Complete the form as required. The fields marked with an asterisk are mandatory fields, so these must be completed or you will be prompted to complete them. You can add attachments to Cases – simply press the 'Add Attachment' link and proceed accordingly. Once all details are correct, hit the 'Submit' button.

Q
•
•

To cancel, simply select the Home icon.



**Note** – In the first field labelled Product (Community), you need to type the name of the product that you wish to raise a case against. The list of products that are enabled for your account are shown in the table at the top of the page. For example –

↑ My Cases	Resources	Webinars	Service Catalogue
Here is the list of	your Products	If you start t	typing name of your desired Asset in the "Assets" field below, you will be able to link it to the this Case
PRODUCT NAM	1E		STATUS
NOVUS RT: Ma	intenance		On Maintenance

You can also submit a Case via the various other tabs through the 'Create Case' link, as per screenshot below from the My Open Cases page:



...or even through the 'Contact Support' option from your profile.



Once you hit 'Submit' on a Case, you will be taken to a summary page.

New

You can make additional Case comments by clicking the 'New' button in the 'Case Comments' section of the case.

Case Comments (0)

## 2.1 How to view your support cases

To view your open support cases, click on the 'My Cases' link from the top menu. The following screen will display both 'My Cases' (cases that are raised against your user account) and 'My Site Cases' (all cases raised against your business account).

	<b>Tip</b> - Click on <b>viev</b>	<b>v all</b> to change column ordering.	
	G	Question or issue?	
	Ask The Community	Contact Trape	ze Support
MY CASES (TGUK C	CUSTOMERS)		
CASE NUMBER	SUBJECT	STATUS	ASSET
01004050	Test Case: Please ignore	Pending Trapeze	NOVUS RT: Maintenance
View All			
MY SITE CASES (TO	GUK CUSTOMERS)		
CASE NUMBER	SUBJECT	STATUS	ASSET
01004050	Test Case: Please ignore	Pending Trapeze	NOVUS RT: Maintenance
00994759	TEST Case	Pending Trapeze	NOVUS RT: Maintenance
00991240	test	Closed	NOVUS RT: Maintenance
00988035	Test case - check for stealth	Closed	NOVUS RT: Maintenance
00980497	test 2	Closed	NOVUS RT: Maintenance
00980495	GL test 1	Closed	NOVUS RT: Maintenance
00953035	Testing the survey feedback	Closed	NOVUS-DRM

From here you can see all currently open and closed cases against your account, and using the 'Contact Trapeze Support' button at the top of the page, you can raise a new support case.

You can change the column ordering by clicking the 'view all' button, at the bottom of each list. From there you can click on the header of the column that you wish to order.

	CASE ↓ ∨	SUBJECT V	STATUS V	ASSET 🗸 🗸	DATE/TIME OPE 🗸	DATE/TIME CLO $\lor$		
1	01004050	Test Case: Please ignore	Pending Trapeze	NOVUS RT: Maintenance	10/31/2017 3:35 PM		w	*
2	00994759	TEST Case	Pending Trapeze	NOVUS RT: Maintenance	7/12/2017 5:15 PM		w	
3	00991240	test	Closed	NOVUS RT: Maintenance	6/1/2017 4:43 PM	6/2/2017 2:37 PM	w	
4	00988035	Test case - check for stealth	Closed	NOVUS RT: Maintenance	4/27/2017 3:02 PM	4/27/2017 3:04 PM	w	
5	00980497	test 2	Closed	NOVUS RT: Maintenance	2/1/2017 5:58 PM	2/2/2017 1:13 PM	w	
6	00980495	GL test 1	Closed	NOVUS RT: Maintenance	2/1/2017 5:57 PM	2/2/2017 1:14 PM	w	
7	00953035	Testing the survey feedback	Closed	NOVUS-DRM	7/7/2016 8:30 PM	7/7/2016 8:30 PM	w	
8	00950783	Testing the survey feedback	Closed	NOVUS-DRM	6/24/2016 12:57 PM	7/7/2016 8:29 PM	w	
9	00924313	location codes	Closed	FleetMaster: Maintenance	2/2/2016 4:14 PM	7/26/2017 12:16 PM	v	

Once you have decided on an order, you can click back on the 'My Cases' button on the top navigation bar, and the new case order will have applied.

## 3 Search function

At the top of the Community portal, you will find the search bar.

CTrapeze Search the Community	Search 🖉 Gareth Lyon 🔻

Enter key words of your choice to return all available results in the **Discussions, Articles** and **Cases** sections of Community.

Discussions			
1 Result			
Top Questions 🔻			
Cop Norus EV used for Bus Politing?			
Novus FX - Amy Ballard - 19 July 2017 at 14:24	<b>⊙</b> 7	nda 1	@ 1
Articles			
4 Results - Sorted by Relevance 🛩			
NFX v5.0 - Multi <mark>Route</mark> Maintenance			
000003546 • Last Modified 29-Aug-2017 19:01 Multi Route Maintenance The Multi-Route Maintenance tool is useful if you have maintenance			
NFX v5.0 - Editing a Route 000003541 · Last Modified 25-Sep-201715:39			
Editing a Route To edit an existing route, follow the steps below: 1. Search for the required			
NRT v5.0 - Understanding the Tasks page			
NRT v5.0 - Recent Items 000003555 - Last Modified 25-Sep-2017 15:38			
Recent Items As you navigate through Novus RT and perform tasks, a record of Recently Used			
Caree			
	1 Result         Top Questions ▼         Can Nocus FX used for Bus Routing? Novus FX - Amy Ballard - 19 July 2017 at 14-24         Articles 4 Results - Sorted by Relevance ▼         NFX v5.0 - Multi Route Maintenance 000003546 - Last Modified 29-Aug-2017 19:01 Multi Route Maintenance The Multi-Route Maintenance tool is useful if you have maintenance         NFX v5.0 - Editing a Route 000003541 - Last Modified 25-Sep-2017 15:39 Editing a Route To edit an existing route, follow the steps below: 1. Search for the required         NRT v5.0 - Understanding the Tasks page 000003548 - Last Modified 25-Sep-2017 15:38 Understanding the Tasks page Having logged into Novus RT, the Tasks page is displayed. Here         NRT v5.0 - Recent Items 000003555 - Last Modified 25-Sep-2017 15:38	1 Result         Top Questions *         Can Nocus FX used for Bus Routing? Novus FX · Amy Ballard · 19 July 2017 at 14:24         Articles         4 Results · Sorted by Relevance *         NFX v5.0 - Multi Route Maintenance 000003546 · Last Modified 29-Aug-2017 19:01 Multi Route Maintenance The Multi-Route Maintenance tool is useful if you have maintenance         NFX v5.0 - Editing a Route 000003541 · Last Modified 25-Sep-2017 15:39 Editing a Route To edit an existing route, follow the steps below: 1. Search for the required         NRT v5.0 - Understanding the Tasks page 000003543 · Last Modified 25-Sep-2017 15:38 Understanding the Tasks page Having logged into Norus RT, the Tasks page is displayed. Here         NRT v5.0 - Recent Items 00003555 · Last Modified 25-Sep-2017 15:38 Recent Items As you navigate through Norus RT and perform tasks, a record of Recently Used         Cases	1 Result         Top Questions ▼         Can Nocus FX used for Bus Routing?         Novus FX - Amy Ballard - 19 July 2017 at 14:24         ● 7         Matter Particles         4 Results - Sorted by Relevance *         NFX v5 0 - Multi Routle Maintenance         000003546 - Last Modified 29-Aug-201719:01         Multi Routle Maintenance The Multi-Routle Maintenance tool is useful if you have maintenance         NFX v5 0 - Editing a Routle         000003546 + Last Modified 25-Sep-201715:39         Editing a Routle         000003541 - Last Modified 25-Sep-201715:39         Editing a Routle         000003548 + Last Modified 25-Sep-201715:38         Understanding the Tasks page         000003555 + Last Modified 25-Sep-201715:38         Recent Items         000003555 + Last Modified 25-Sep-201715:38         Recent Items As you navigate through Novus RT and perform tasks, a record of Recently Used         Cases

This is a great way of searching the extensive knowledge base for your Trapeze product.

## 4 Ask the Community

From the Community homepage, you can post a discussion question by clicking the 'Ask The Community' button. Discussion questions are available for all Community users to read and comment. They are a great forum for collaboration.

Ask The Commu	hity
* Post To	
Novus RT	•
* Question	
Are there any local authorities using bo Can you share your views on how well	oth the Novus FX and Novus RT products concurrently? this is working for you?
> Details	
	Cancel
1000	

**Note** – Trapeze monitor all discussion posts within Community, and hold the right to remove any customer comments as required. Please ensure that you do not post any sensitive information (usernames/passwords etc) that could potentially compromise your system security.

## 5 Resources

From the top menu, you will find the Resources link -



From here, you can download documentation for your Trapeze product, including user manuals, release notes and help guides.



Click on a link to download your required documentation

#### Novus RT

User Manual (v5) User Manual (v2.5) Release notes (vX)

#### Novus FX

User Manual (v5) User Manual (v2.5) Release notes (vX)

## 6 Webinars

From the top menu, click on the Webinars link -



Within this area of the Community portal, you will find an archive of our webinar presentations, across various product areas.



Ask the NOVUS Publish Expert (Q4) Ask the NOVUS FX/NOVUS RT Expert (Q3) Ask the NOVUS FX Expert (Q2) Ask the NOVUS Publish Expert (Q3) What's New in NOVUS RT Situation Console

DRAMS: Transaction Data Rules DRAMS: Using Allocations in DRAMScan DRAMS: HMRC W3 Reporting DRAMS: User Admin and Security DRAMS: Getting Involved with Aha!

Trapeze Hosting Service

"Talking App" Webinar Highlights "Talking App" with Gloucestershire County Council

Managed Schools Scheduling

Fleetmaster Technician's Tablet

## 7 Services Catalogue

From the top menu, click on the Services Catalogue link -



This will open a new tab in your web browser, and direct you to the external Trapeze Services website. This catalogue offers a single home for information regarding all the services we offer.

Trapeze <sup>®</sup> your Trapeze Services	HOME	DATA PU		TWRITING		LOPMENT	SUPPORT & ICT	TRAINI
YOUR TRAPEZE SERV	/ICES					FILTER		
Welcome to the Trapeze client services c offer.	atalogue! This catalogu	ue offers a sin <mark>g</mark> le	home for information	regarding all	the services we	All Services	٣	
How to use this catalogue: The easiest catalogue to show all training services for	or local authorities, rele					All Custome	ers V	
so you can search for all services on spec	cific <mark>top</mark> ics.					All Products	s <b>v</b>	
Can't see what you're looking for? Whi do let us know. And of course, if you hav	anarana manarika sa kasari			l a particular s	ervice then please	SUBMIT		
do let us know. And of course, if you hav	anarana manarika sa kasari		ouch!		ervice then please	TAGS		
do let us know. And of course, if you hav	e any questions then p	olease do get in to	ouch!		ervice then please		ИЕNT (1) APPS (1)	
do let us know. And of course, if you hav	e any questions then p	olease do get in to	ouch!		ervice then please	TAGS		
do let us know. And of course, if you hav DATA PUBLICITY REP SOFTWARE DEVELOPMENT SERVICE REGISTRATION & DAT/	e any questions then p PORT WRITING	SUPPORT (	ouch!	ING	ervice then please	TAGS	5 (2) BESPOKE (6)	
do let us know. And of course, if you hav DATA PUBLICITY REP SOFTWARE DEVELOPMENT	e any questions then p PORT WRITING	SUPPORT (	SIRI Connection Mon	ING	ervice then please	TAGS ADVANCE! ARCHIVING	G (2) BESPOKE (6)	2)

## 8 Your profile

## 8.1 My Profile

My Profile presents you with some system data Trapeze UK holds. If any of this information is incorrect, please contact Trapeze support via the method show in section 2 of this document

## 8.2 My Settings

You can change your Community password by clicking on My Settings. This area also allows you to toggle your Community notification settings

## 8.3 My Account

My Account shows your company detail. If any of this information is incorrect, please contact Trapeze support via the method show in section 2 of this document

## 8.4 Contact Support

Contact Support directs you through to the support case creation page

### 8.5 Logout

To log out of the Community website