



User Guide TGUK

Trapeze UK Support Community



Author	Gareth Lyon
Filename	Trapeze UK Support Community – User Guide
Date	25 October 2017
Prepared for	Trapeze Group (UK) Ltd

Table of Contents

1	Welcome to Community.....	3
2	How to log a support case	4
2.1	How to view your support cases	6
3	Search function	8
4	Ask the Community	9
5	Resources	10
6	Webinars	11
7	Services Catalogue.....	12
8	Your profile	13
8.1	My Profile.....	13
8.2	My Settings	13
8.3	My Account	13
8.4	Contact Support.....	13
8.5	Logout.....	13



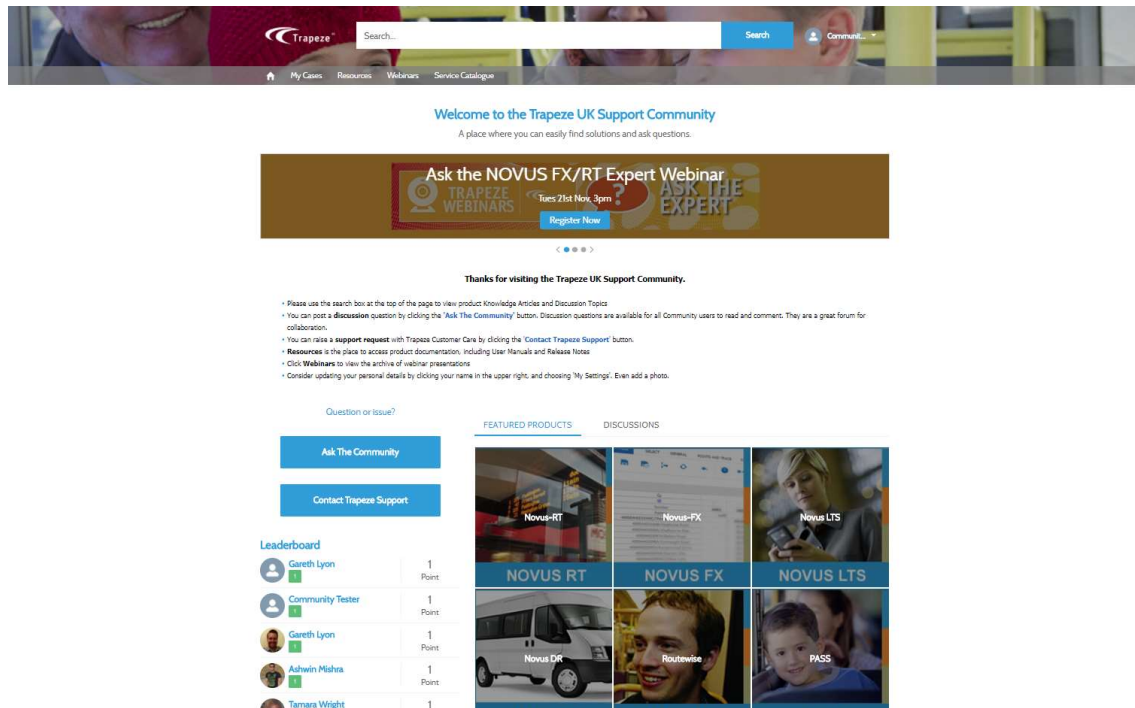
1 Welcome to Community

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.



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.

Contact Customer Support

Product(Community) *

Subject *

Description *

Priority *

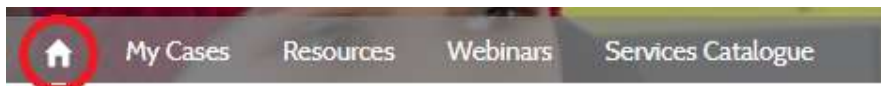
Client Reference

Key Item

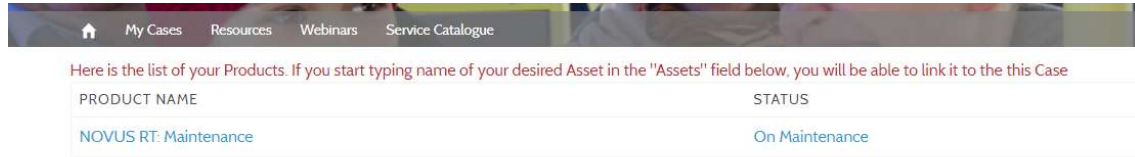
 [Add Attachment](#)

Submit

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 –

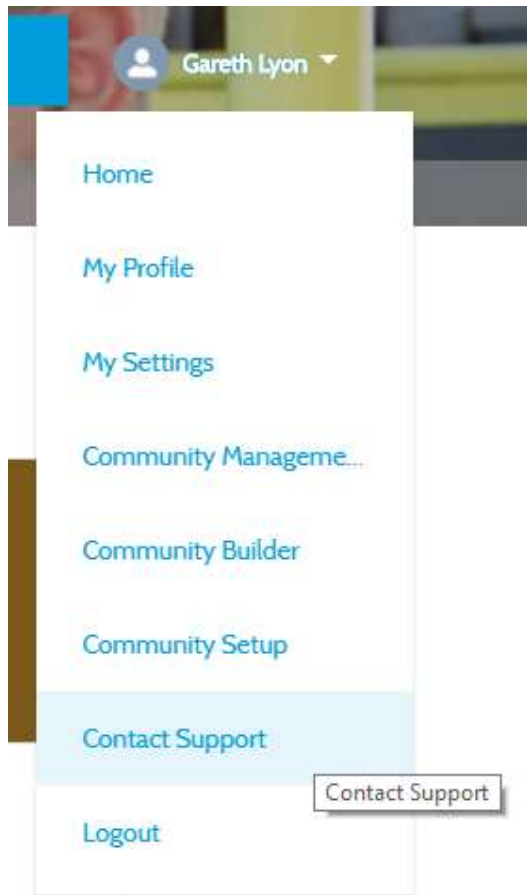


PRODUCT NAME	STATUS
NOVUS RT: Maintenance	On Maintenance

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.



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



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).

Tip - Click on [view all](#) to change column ordering.

Question or issue?

Ask The Community

Contact Trapeze Support

MY CASES (TGUK CUSTOMERS)

CASE NUMBER	SUBJECT	STATUS	ASSET
01004050	Test Case: Please ignore	Pending Trapeze	NOVUS RT: Maintenance

[View All](#)

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

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.



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

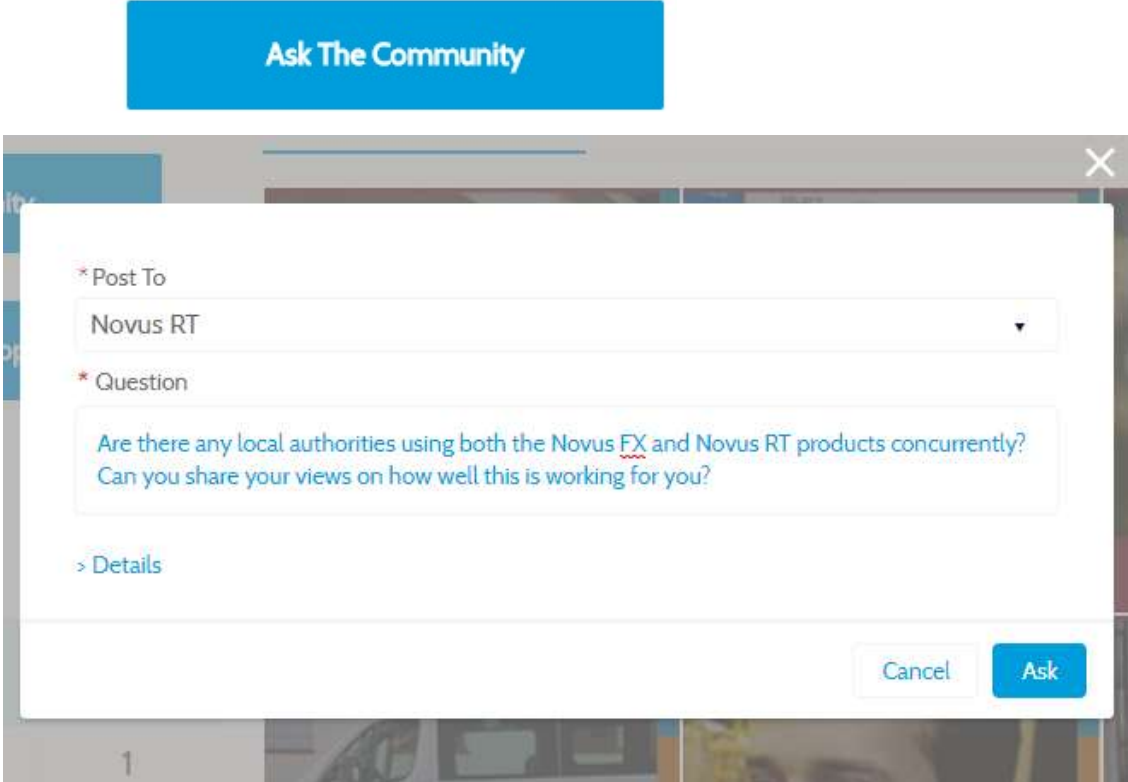
A screenshot of the search results page. On the left is a sidebar with "SEARCH RESULTS" and filters for "All", "Discussions", "Articles", and "Cases". The main content area shows results for "Route". Under "Discussions", there is one result: "Can Nocus FX used for Bus Routing?" by Amy Ballard, dated 19 July 2017. Under "Articles", there are four results, all sorted by relevance. The first article is "NFX v5.0 - Multi Route Maintenance" (ID: 000003546), the second is "NFX v5.0 - Editing a Route" (ID: 000003541), the third is "NRT v5.0 - Understanding the Tasks page" (ID: 000003548), and the fourth is "NRT v5.0 - Recent Items" (ID: 000003555). Under "Cases", there is one result.

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 Community

* Post To
Novus RT

* Question
Are there any local authorities using both the Novus FX and Novus RT products concurrently?
Can you share your views on how well this is working for you?

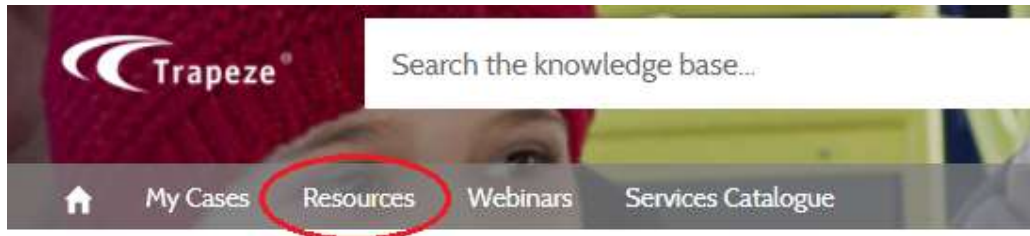
> Details

Cancel Ask

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.



Novus RT

- [User Manual \(v5\)](#)
- [User Manual \(v2.5\)](#)
- [Release notes \(vX\)](#)

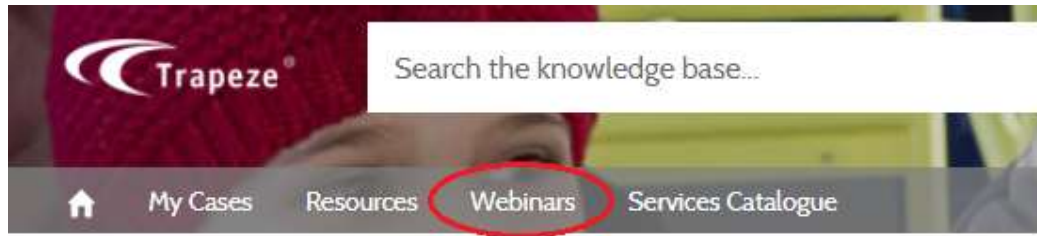
Novus FX

- [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](#)

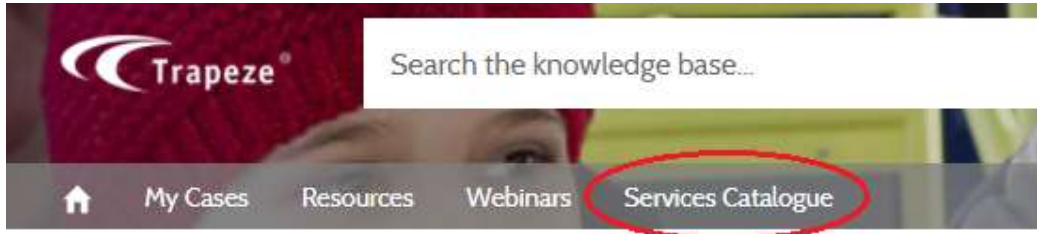
["Talking App" Webinar Highlights](#)
["Talking App" with Gloucestershire County Council](#)

[Managed Schools Scheduling](#)

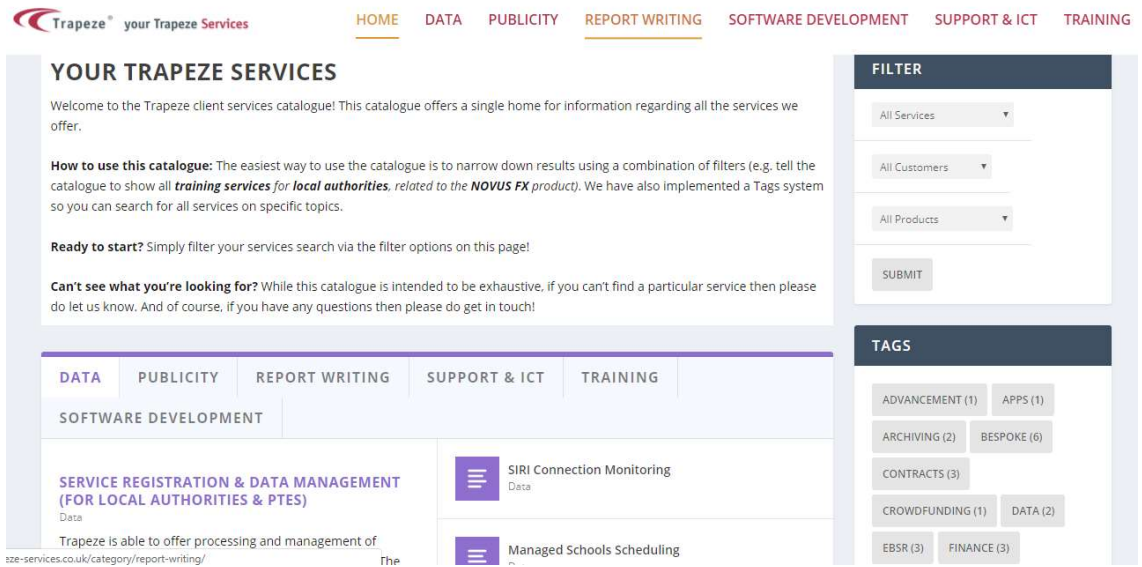
[Fleetmaster Technician's Tablet](#)

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.



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

