

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. Please note that Universal Software Solutions cannot advise its clients on procedural issues or answer billing questions. 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! Did this issue or error occur more than once? To check, follow the steps you took before the error message came up to see if the issue or error 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. If the situation has been determined to be a network issue, we will advise you to contact your IT department or other IT professional.*

***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 and by having the answers available 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 messages 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. For example, "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 **Claim Number**. With this information we can investigate further.*

Any information you can add to the document will help us to quickly 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.

Addressing Your Issues:

Universal Software Solutions believes all issues are important but some may have a higher priority than others which is why we assign a **priority** to it – **A**, **B** or **C**.

***A** – An issue assigned an **A** is a critical malfunction and you are unable to use your software. Critical business processes are impacted and no workaround exists. These issues will be addressed immediately.*

***B** – An issue assigned a **B** is an issue that notes something is 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 38 hours. This does not indicate that the issue is fixable within this time but we will address it and assign it to a CSR.*

***C** – An issue assigned a **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 Issue Tracking System you will be advised of your issue number for future reference.

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

***Please do not fax screen captures as we may be unable to read them if they come through too dark.**