

How To Lodge A Support Request

When lodging a new ticket or reporting a Hardware or Software issue to Damstra Technology (service@damstratechnology.com) the following **5 key pieces of information** are required, so that our Support Team can investigate the events & help to resolve the problem as accurately & as efficiently as possible.

1 - Which Service Was Affected?

Is the Support Request for a Damstra Terminal? Or a Damstra Web Page? Or a Damstra App? Damstra Technology's products & services span a wide range of different hardware & software. Understanding which platform is involved with the issue is important & ensures that a quick resolution is found.

Example – “We’re having an issue with one of our Log In Terminals.”

2 - Where Did This Take Place?

Which device was impacted by the issue? (Or which Damstra Web Page URL, or which area of a Damstra App?) Damstra Hardware will be labelled with a “DT” Serial Number, found attached to a silver DT sticker, or blue plate. In addition, Log In / Log Out Terminals will also display an Identifier Name at the bottom left corner of the display.

Example – “ACME Paints Brisbane, in the main foyer, the one on the left. DT7331. ADMIN01.”

3 - What Happened?

A brief explanation of what the issue is, as experienced first-hand / or as described by someone who was involved. Some details & specifics about the event would be helpful to our Support Team.

Example – “Stickers aren’t printing out properly.”

4 - When Did This Happen?

On what date & at approximately what time did this problem begin, or take place? The date is required, followed by the rough time or a timeframe when this problem occurred.

Example – “It happened this morning, around 7am.”

5 - Who Was Involved?

The affected user's First Name & Last name, or their Damstra ID number (found on their Damstra ID Card, or Fob). (Users reporting a problem with a Web Page or a Mobile App should provide their registered email or username). At least one example user is required, though including all of the affected users' details would be helpful.

Example – “John Smith ID 1234, and Rebecca Gray ID 5678 were affected, among a few others.”

*“ We’re having an issue with one of our Touch Screen Terminals.
ACME Paints Brisbane, in the main foyer, the one on the left. DT7331. ADMIN01.
Stickers aren’t printing out properly.
It happened this morning, around 7am.
John Smith ID 1234, and Rebecca Gray ID 5678 were affected, among a few others. ”*