

SportingPulse Remote Support



www.sportzware.com
www.sportingpulse.com

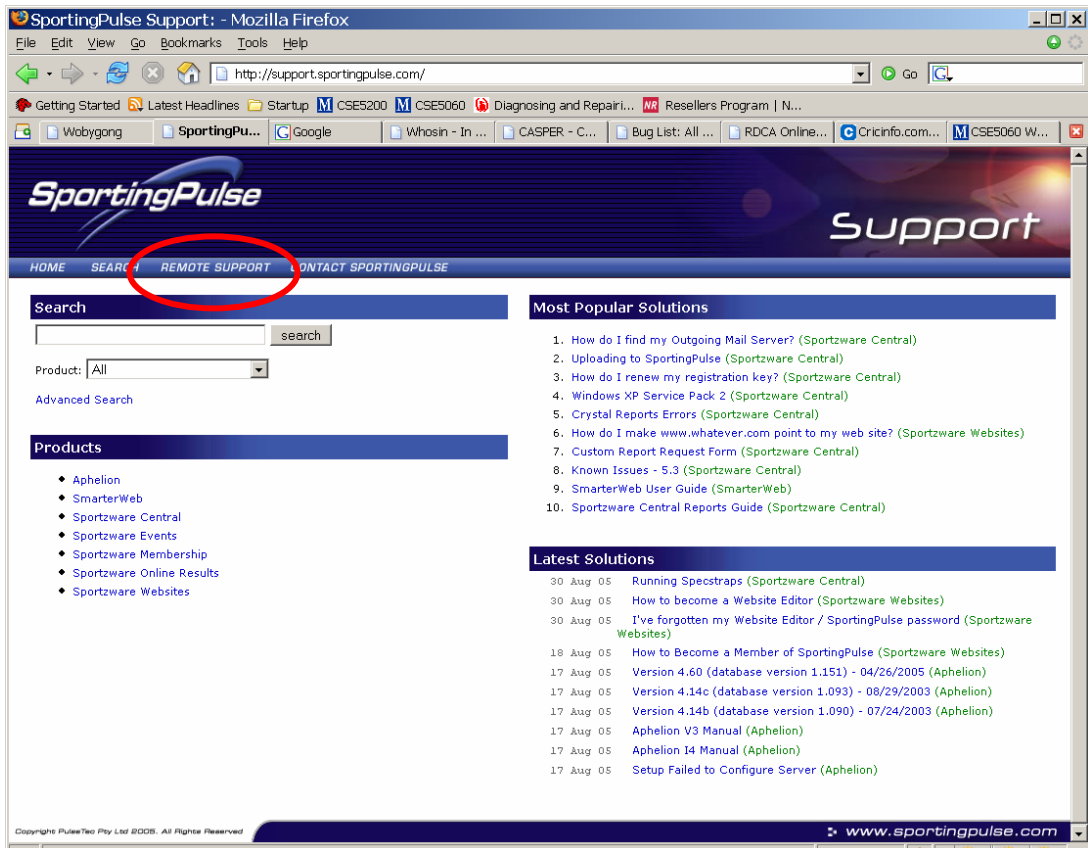
functionality, sporting communities,
world class internet solutions, fixtures,
memberships, competition management,
communications, match statistics,
results processing, associations.

SportingPulse
grasso

1. Open a web browser and go to: support.sportingpulse.com



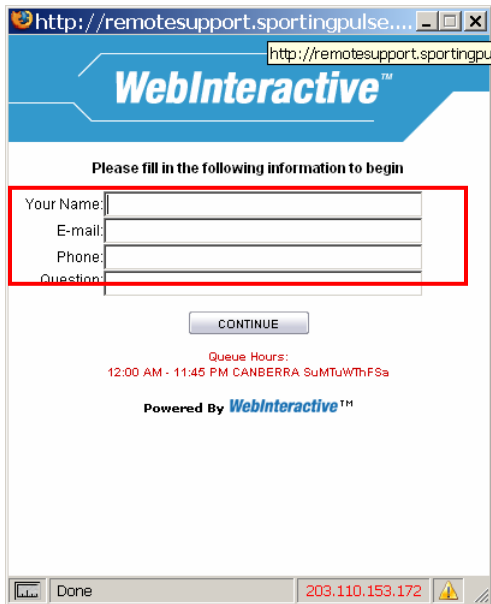
2. Click on the 'Remote Support' link



3. Click on the 'Join Queue' to initiate the Remote Support process

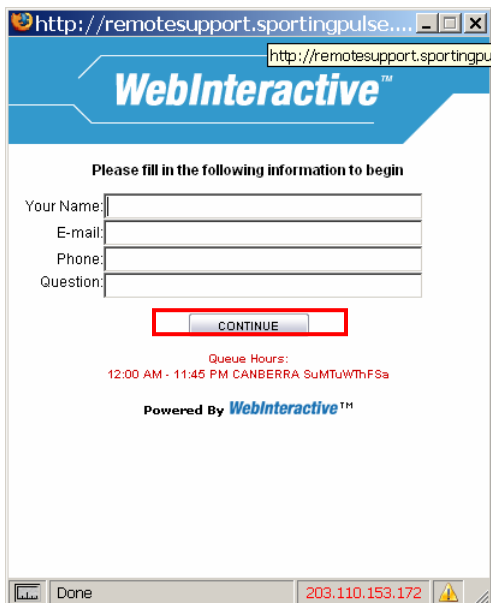
Queue	Status	Action
SportingPulse	Open	Join Queue

4. Enter 'Your Name', 'E-Mail', and 'Phone'



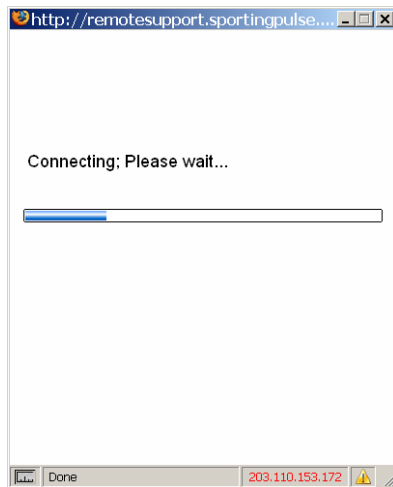
A screenshot of a web browser window displaying the 'WebInteractive' support page. The browser's address bar shows 'http://remotesupport.sportingpulse...'. The page has a blue header with the 'WebInteractive' logo. Below the header, the text 'Please fill in the following information to begin' is centered. A red rectangular box highlights four input fields: 'Your Name:', 'E-mail:', 'Phone:', and 'Question:'. Below these fields is a 'CONTINUE' button. Further down, the 'Queue Hours' are listed as '12:00 AM - 11:45 PM CANBERRA SuMTuWThFSa', and the page is 'Powered By WebInteractive™'. The browser's status bar at the bottom shows 'Done' and the IP address '203.110.153.172'.

5. Click on the Continue button



A screenshot of the same 'WebInteractive' support page as in the previous image. In this version, the 'CONTINUE' button is highlighted with a red rectangular box. The input fields for 'Your Name', 'E-mail', 'Phone', and 'Question' are no longer highlighted. The rest of the page content, including the 'Queue Hours' and 'Powered By WebInteractive™' text, remains the same. The browser's status bar at the bottom still shows 'Done' and the IP address '203.110.153.172'.

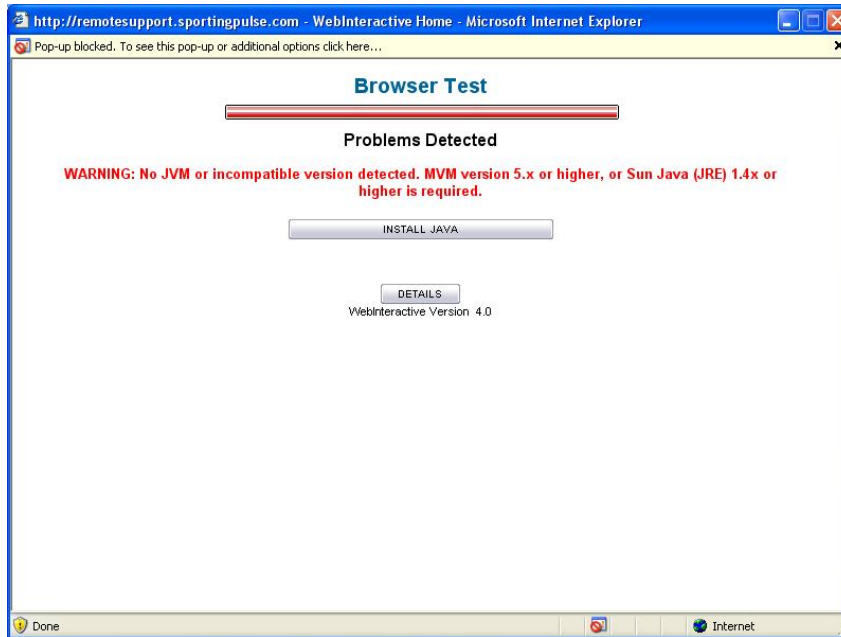
6. You will now be presented with the following screen



7. If this is the first time you have used our Remote Support tool on the computer you are accessing it from, a browser test will be performed to ensure that that all the required components are installed.



8. The most common problem is that the Java is not installed on the computer and you will be presented with the following screen:



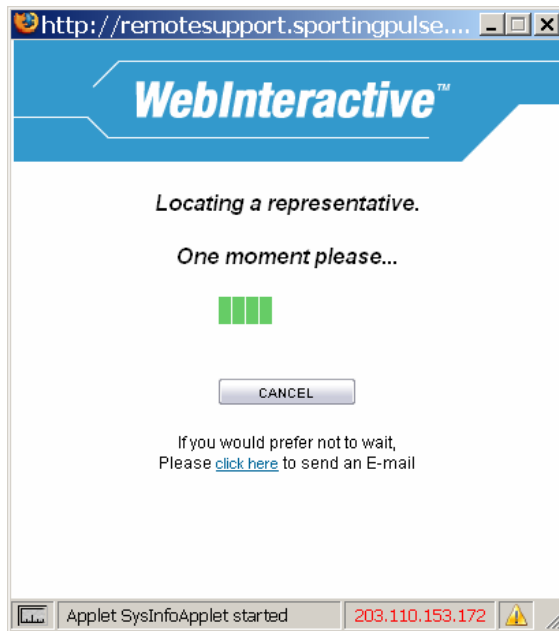
For further information on Java go to the SportingPulse Support Site (support.sportingpulse.com), click on the Remote Support link and follow the instructions regarding the installation of JAVA.

Once Java is installed begin go back to Step 3.

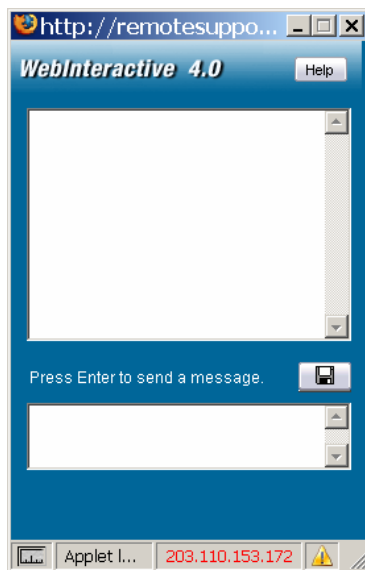
9. You will also be presented with a Security Warning screen requesting you to accept a security certificate. Click on the Yes button to proceed or the No button if you wish to cancel.



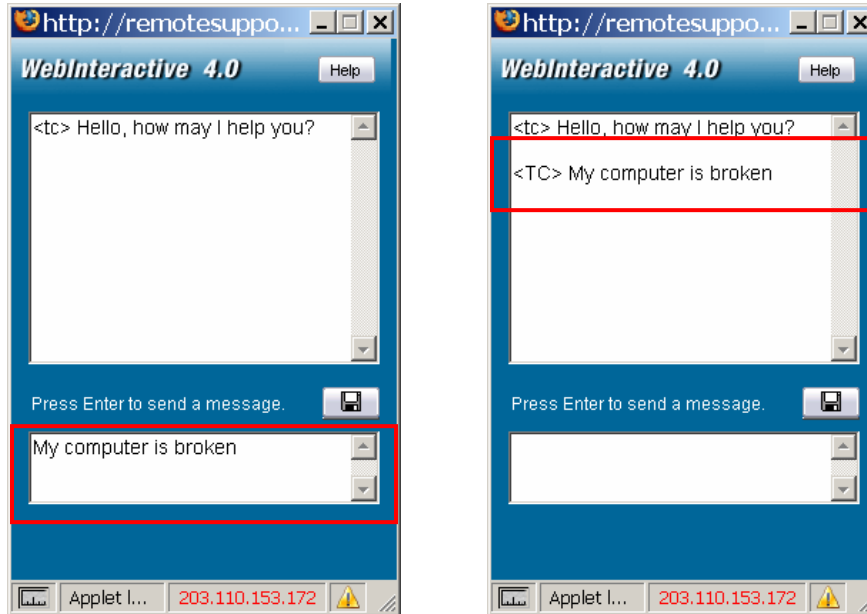
10. The 'Connecting: Please wait screen' will continue to appear until the remote support connection has been made, when you will be presented with this screen:



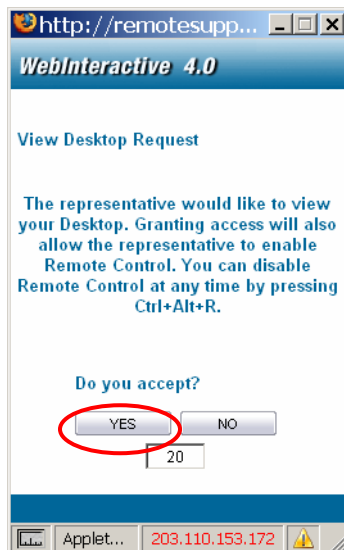
11. Once the SportingPulse Support Representative accepts your remote support request you will be presented with the following screen:



12. You can communicate with the support representative by entering text in the message box and clicking on the 'Enter' (or 'Return') key.



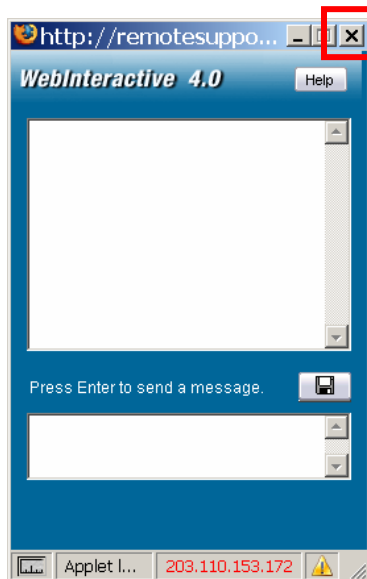
13. In order for the SportingPulse Support Representative to obtain control of your computer for the purpose of assisting with your support issue you will be prompted to provide permission for them to gain access. Click on the Yes button to give your permission or the No button to deny access.



14. You will most likely see the screen flash a couple of times and then the SportingPulse Support Representative will take control of your computer and assist with resolving your Support issue.

15. If you wish to communicate with the SportingPulse Support Representative while they are accessing your computer you can do so by using the chat console as exhibited in Step 10.

16. To close the Remote Support session, simply click on the 'x' in the top right hand corner of the chat console.



If you have any queries about connecting to SportingPulse's Remote Support tool, then please contact the SportingPulse Support desk on any of the following details:

Phone (Australia): 1300 13 99 70
Phone (New Zealand): 0800 808 202
Phone: +61 3 9872 5277
Email: support@sportingpulse.com