

# Real Vision Software

SUPPORT PANEL



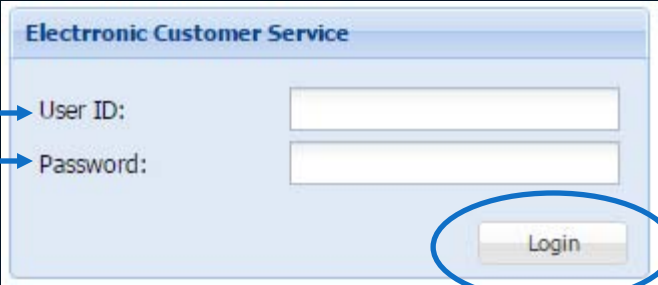
# LOGIN

First, go to [www.rviprod.com](http://www.rviprod.com).

Enter your User ID and Password.

Then click the Login button.

If you do not have your User ID or Password, please contact our support at 318-449-4579 or email [support@realvisionsoftware.com](mailto:support@realvisionsoftware.com)



The image shows a screenshot of a web form titled "Electronic Customer Service". The form contains two input fields: "User ID:" and "Password:". Below these fields is a "Login" button, which is circled in blue. Two blue arrows point to the "User ID:" and "Password:" labels.

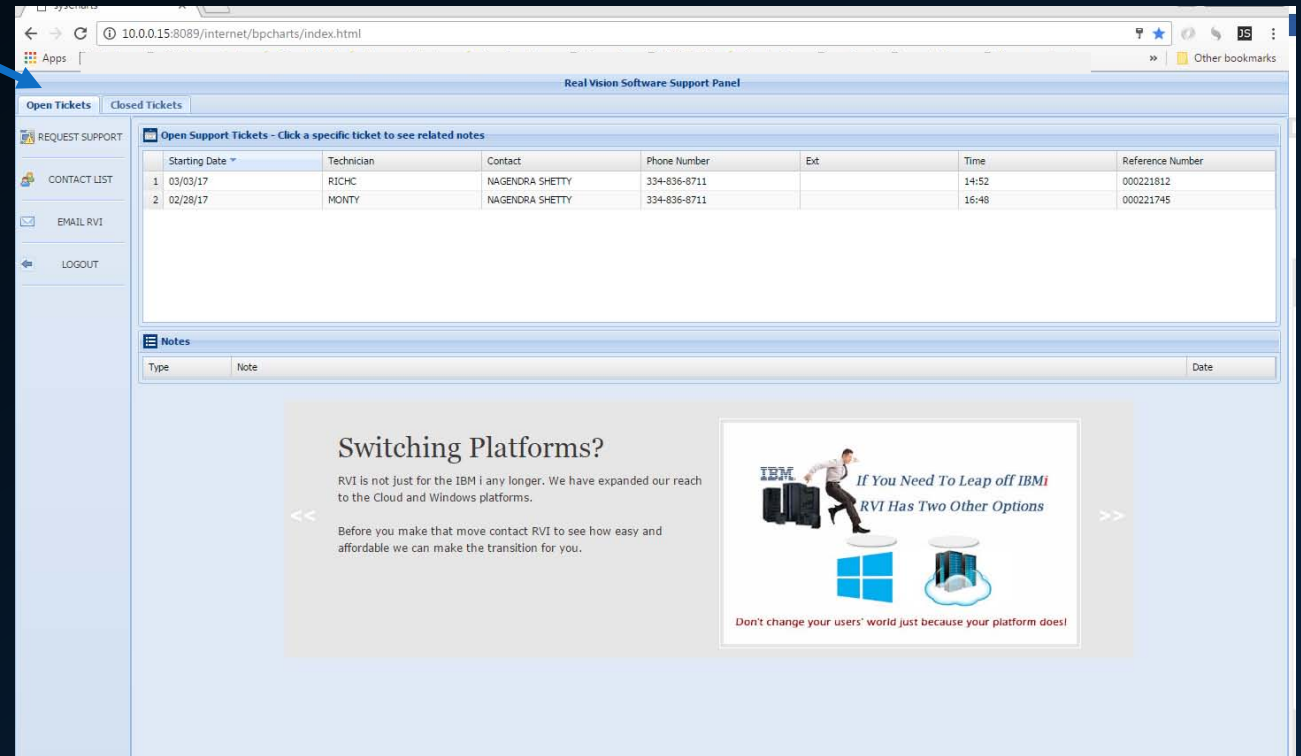
Electronic Customer Service	
User ID:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="Login"/>	

# HOME SCREEN

The home screen or open tickets tab is where you can see the support tickets that are currently opened within your company. You can also click on a specific ticket and see that tickets related notes and information.

Button options:

- Request Support
- Review your company's contacts (create, edit, and delete)
- E-mail RVI directly



Real Vision Software Support Panel

Open Tickets | Closed Tickets

REQUEST SUPPORT

CONTACT LIST

EMAIL RVI

LOGOUT

Open Support Tickets - Click a specific ticket to see related notes

Starting Date	Technician	Contact	Phone Number	Ext	Time	Reference Number
03/03/17	RICH	NAGENDRA SHETTY	334-836-8711		14:52	000221812
02/28/17	MONTY	NAGENDRA SHETTY	334-836-8711		16:48	000221745

Notes

Type | Note | Date

Switching Platforms?

RVI is not just for the IBM i any longer. We have expanded our reach to the Cloud and Windows platforms.

Before you make that move contact RVI to see how easy and affordable we can make the transition for you.

IBM | If You Need To Leap off IBM | RVI Has Two Other Options

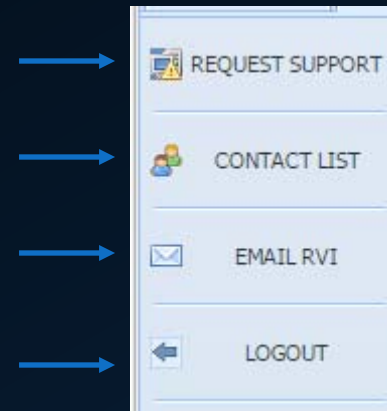
Don't change your users' world just because your platform does!

# HOME SCREEN BUTTONS

These buttons are located on the home screen in the toolbar on the left side.

Button options:

- Request Support
- Review your company's contacts (create, edit, and delete)
- E-mail RVI directly



# REQUEST SUPPORT

When selecting the request support button on the home screen this window will open. It allows you to open a new support ticket.

By filling out the forms information:

- Contact information
- Problem details

Device: \$00121968

Company Information

Company Name: SW REGIONAL ELECTRIC

Company Number: 000000202

Device ID: \$00121968

Contact Information

Contact Name:

Phone Number:

E-Mail:

Extension:

Issue Information

Problem Details

CEST - CUSTOMER ENTERED SUPPORT TICKET

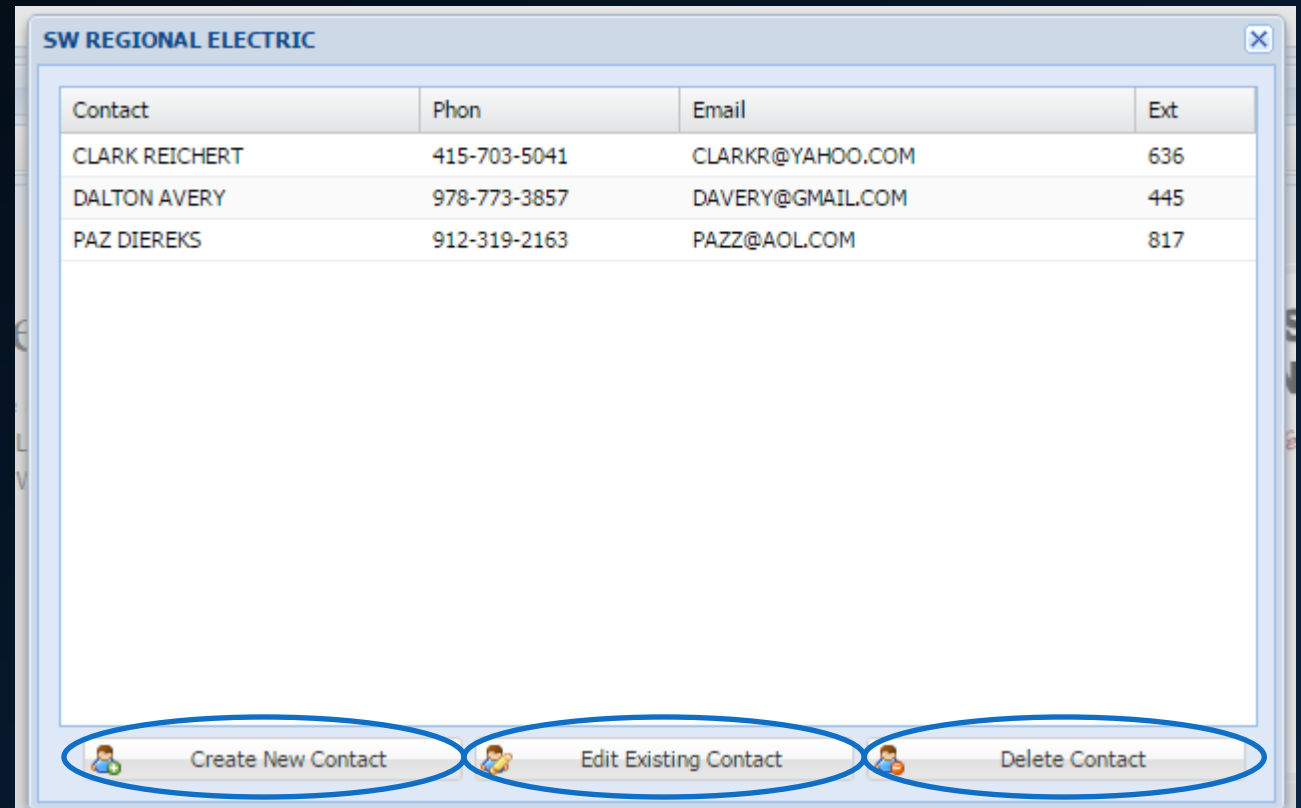
Submit

# CONTACT LIST

When selecting the contact list button on the home screen this window will open. The contact list allows you to see your company's current contacts in grid form.

It also offers you the options to:

- Create New Contact
- Edit Existing Contact
- Delete Contact



Contact	Phon	Email	Ext
CLARK REICHERT	415-703-5041	CLARKR@YAHOO.COM	636
DALTON AVERY	978-773-3857	DAVERY@GMAIL.COM	445
PAZ DIEREKS	912-319-2163	PAZZ@AOL.COM	817

# ADD A CONTACT

This window opens once you have selected the Create New Contact button.

It prompts you to input these fields:

- First & Last Name
- E-mail address
- Phone Number
- Extension

Once you fill out these fields, click Add Contact. The window will close and the contact will have been added in the grid that remained open.

SW REGIONAL ELECTRIC

Enter New Contact Information

Name: First & Last

Email: Email

Phone Number: 1234567890

Extension: Ext

Add Contact

# EDIT A CONTACT

This window opens once you have selected the Edit Existing Contact button.

It allows you to edit the contacts:

- E-mail address
- Phone Number
- Extension

Once you have edited the fields that needed to be updated, you can click update contact. Now the window will close and the updated contact information will be shown in the grid that remained open.

SW REGIONAL ELECTRIC


Edit Contact Information

Name:

Email:

Phone Number:

Ext:

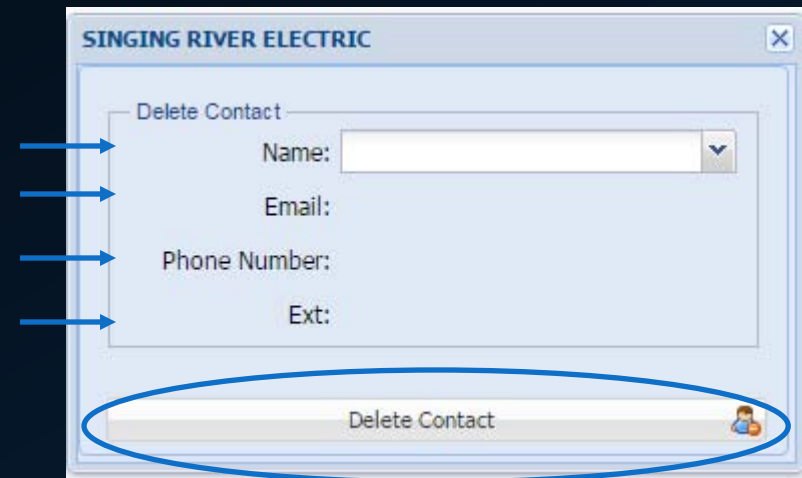
Update Contact 



# DELETE A CONTACT

This window opens once you have selected the Delete Contact button.

The window has the contact names listed in a dropdown menu. Once you have selected the contact you wish to delete, you can click Delete Contact. Now the window will close and the name has been removed from the list shown in the grid that remained open.

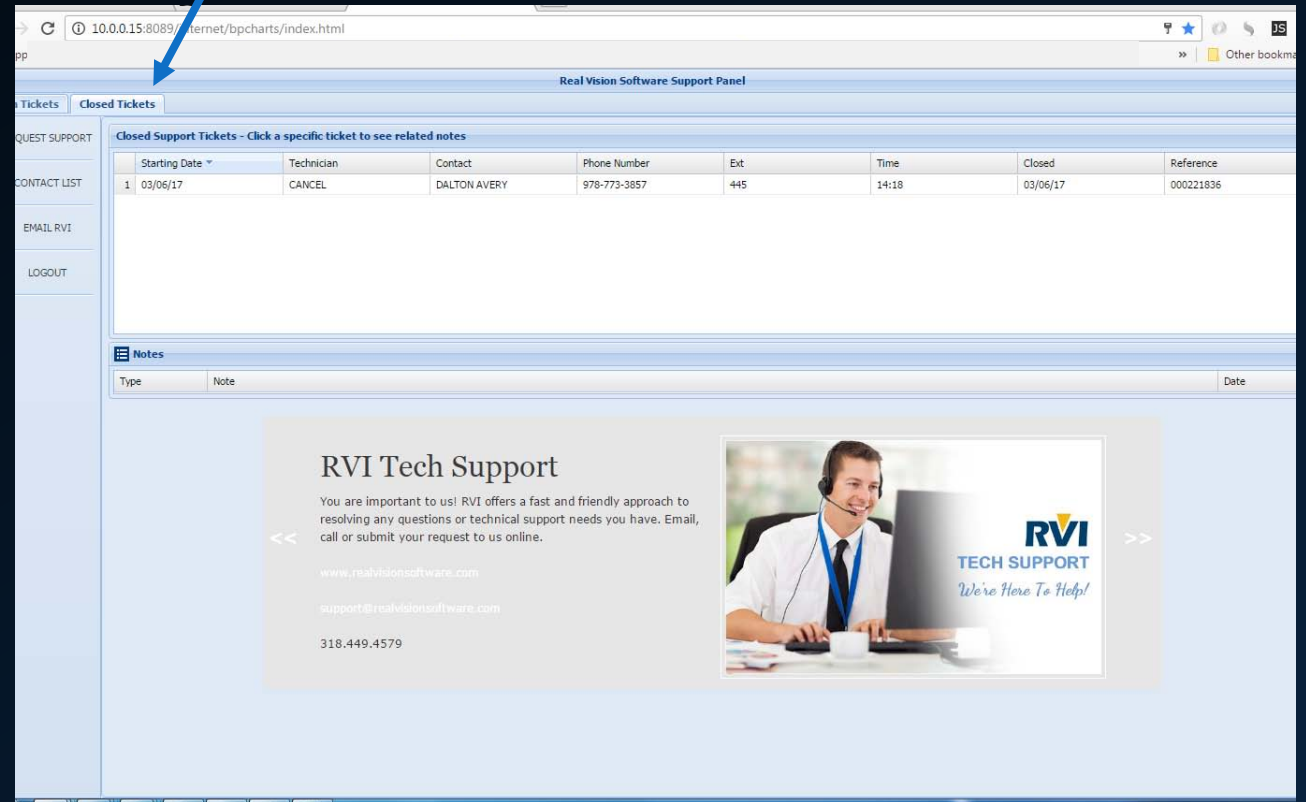


# CLOSED TAB

When selecting the Closed Tab you can see support tickets that have already been worked through and completed.

The Closed Tab is identical to the Open tab / home screen. The only difference is these tickets are completed.

Click on a specific closed ticket to see related notes and information for that ticket.



Real Vision Software Support Panel

Tickets Closed Tickets

QUEST SUPPORT

CONTACT LIST

EMAIL RVI

LOGOUT

Closed Support Tickets - Click a specific ticket to see related notes

Starting Date	Technician	Contact	Phone Number	Ext	Time	Closed	Reference
03/06/17	CANCEL	DALTON AVERY	978-773-3857	445	14:18	03/06/17	000221836

Notes

Type	Note	Date
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RVI Tech Support

You are important to us! RVI offers a fast and friendly approach to resolving any questions or technical support needs you have. Email, call or submit your request to us online.

[www.realvisionsoftware.com](http://www.realvisionsoftware.com)

[support@realvisionsoftware.com](mailto:support@realvisionsoftware.com)

318.449.4579



RVI  
TECH SUPPORT  
We're Here To Help!