

Crystal Clear - How to (1) report an issue & (2) determine the priority

1. Report the issue. Firstly, take a screenshot of it



Windows



- a) To copy/capture the current window, hold down **ALT + Print Scrn** (This is located to the right of the F12 key) at the same time.
- b) Create a new e-mail, **Paste** the screen shot(s) & address it to support@crystaltec.com.au



Mac



- a) To capture a region of the screen, press **Command-Shift-4**, then click and drag the cursor to capture the relevant area. When you lift your finger from the mouse button, a snapshot is saved as a jpg file on your desktop as "picture1", "picture2" etc...
- b) Create a new e-mail, attach your screenshot(s) & address it to support@crystaltec.com.au

If you are unable to e-mail a screenshot, write down any error message & call us on **66808883**

Describe clearly and concisely:

1. **How** the issue is affecting your work
2. **Who** is the best person to contact & what phone extension (if applicable)
3. **What** is the priority level to get it sorted (1, 2, or 3)

2. Determine the Priority for our response

Crystal fast rapid response when you need it, scheduled work costs least.

Service hours are calculated as below:

Priority	Description	*Period	Rates	
			Plan	No Plan
1	Critical Impact e.g. Mission-critical system down Response Time within: 2 hrs (CrystalCare Premier) 6 hrs (CrystalCare Prepaid)	Business Hours	1.5	2 x
		After Hours	2.5 x	3 x
2	Limited Impact e.g. system functioning but damaged Response Time within: 6 hrs (CrystalCare Premier) 8 hrs (CrystalCare Prepaid)	Business Hours	1.25 x	1.5 x
		After Hours	2 x	2.5 x
3	Scheduled / Minimum Impact e.g. Pre-arranged work booked minimum 3 days in advance	Business Hours	1 x	1 x
		After Hours	1.5 x	2 x

* **Bus Hrs** = Mon-Fri 9:30am – 5:30pm **After Hrs** = Mon-Fri after 5:30pm, Weekends & Public Holidays

- All work is charged in 15 minutes blocks i.e. 25 minutes will be charged as 30 minutes.
- Phone support – first 5 minutes are free, on-going support calls for same issue will be charged for.
- Cancellations: Must be confirmed 1 hour before scheduled time to avoid being charged.

