

Logging Support Requests

The team at Harmony Software is here to support you in using Harmony for Educators. All support requests are logged in our Educator Support Portal.

The Educator Support Portal is located via the **Support** button in the top right of your screen:

SHBOAR	C																
															-		
children e-Sign	ature Parent Fee	edback															
£																	
										Timesheet							
Child ~ Firstname	Child Surname	Guardian	Guardian ~ Surname	CCS ∽ %	Fortnig ~ Hours	CCS ~ YTD Abs	Withheld %	Guardian Balance	~	Balance Date		~ Tu	~ w	~ T	· ~	F. ~	Sa
Katie	Bell	Deborah	Bell					\$0.00 G	4		Y		۲	Y			
Melanie	Butler	Charles	Butler					-\$8,613.60 G	4		Y						
Melanie	Butler	Brendan	Adams					\$0.00 G	4								
Alyssa	Whittle	Casey	Whittle					-\$4,535.90 G	4		Y	Y	Y	Y		Y	
Emilia	Jones	Enzo	Jones					\$0.00 G	4							Y	
Flynn	Whittle	Casey	Whittle					-\$4,535.90 G	4		Y	Y	Y	Y		Y	
Talia	Bell	Deborah	Bell					\$0.00 G	4				Y			Y	

The following page will display:

Harmony Web Support Tip Sheets and Videos	Issues Announcements Common Support Is	sues +	8 G
	Educator	Tip Sheets	
Harmony for Educators	e-Signatures	Accounts	Programming and Practices

The landing page will give you access to built-in learning resources such as Tip Sheets and Training Videos. Simply click on a category to display them:

Gett	ing Started	Gei	neral
Tipsheets	R Videos	Tipsheets	R O Videos
Getting Started (Updated)	The Dashboard	Child Away on Holidays (NEW)	
Nelcome Wizard	Viewing Children	Parent/Guardian Manual.	
	Viewing Parent/Guardians	Uploading a Child Photo	
	Viewing Your Fee Schedule	Booking Change Requests - Educator (Updated)	
		Holiday Period Request (Updated)	
P	rocessing	Sup	oport
Tipsheets	Videos	Tipsheets	Videos
Processing (Updated)	Timesheets	Support Requests	Changing Your Password
	Viewing Your Payment Advice	Saving Harmony Web as a Bookmark - Google Chrome	Forgotten Password





HarmonyWeb Support Tip Sheets and Videos	Issues Announcements Common Support Is:	sues +	8 0
/	Educator 1	Tip Sheets	
Harmony for Educators	e-Signatures	Accounts	Programming and Practices

Select Lodge Ticket

mony Web 📌 🧧	Support -				8	
Tickets			Lodge Ticket	Ticket Details		
State:	▼ Subject:	Body:	×	Please select a ticket		
Filter						
State	Created	Subject				

The following window will then open:

	Submit a ticket	×
Subject:	Forgot PIN	
Body:	Hi, I have forgotten my PIN. How can i generate a new one? Thanks, Noah Wood	1
	Submit	t

Give your ticket a **subject**, and then an **explanation of what you need help with**.

To receive the best possible guidance, please try to give as many details as you can in regards to your query e.g child or parents name and weekending you are referring to, what error you are getting etc.

You are also able to attach an image , if you feel a screenshot will help you to better explain your query.

Once complete, select Submit

The request will then be sent to the Harmony Software Educator Support Team.





Once your request has been responded to, you will receive an email notifying you to check the response via the Support Portal.

You will need to click on the ticket subject to view the response:

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Tickets				Lodge Ticket	Ticket Details		
State: Open	٣	Subject: forgot PIN	Body:		State: Open	Created: 14 Aug 2017, 10:29 a.m.	
Filter					Subject: Forgot PIN		
State Created	Subject				Body: Hi,		
Open 2017-08-14	Forgot PI	-			I have forgotten my PIN. How can i g	generate a new one?	
Open 2016-11-22	Forgot Pir				Thanks, Noah Wood		
					Harmony Support 14 Aug 2017, 10 Hi Noah,	0:34 a.m.	
					Signatures' you will see a button lab	rigating to 'Settlings' and 'My Profile'. Underneath 'e- elled 'Generate PIN'. Once you have clicked this button, a led to you. Please let us know if you need any further help	
					Kind regards, Harmony Support Team		
					Respond Close Ticket		

If you need further help, click the **Respond** button to send a follow up question.

Once you have received a response and no longer require assistance, click the **Close Ticket** button to close your support request:

State: Open	Created: 14 Aug 2017, 10:29 a.m.
Subject: Forgot PIN	
Body: Hi,	
have forgotten my PIN. How can i ge	nerate a new one?
Thanks, Noah Wood	
Harmony Support 14 Aug 2017, 10: Hi Noah,	34 a.m.
Signatures' you will see a button label	ating to 'Settings' and 'My Profile'. Underneath 'e- ied 'Generate PIN'. Once you have clicked this button, a you. Please let us know if you need any further help.
Kind regards, Harmony Support Team	

To search through logged ticket's just apply the filter options and click filter.

Tickets	Lodge Ticket
State: V Subject: B	ody:

If your question is in regards to an unrelated topic, please create a brand new support request.

