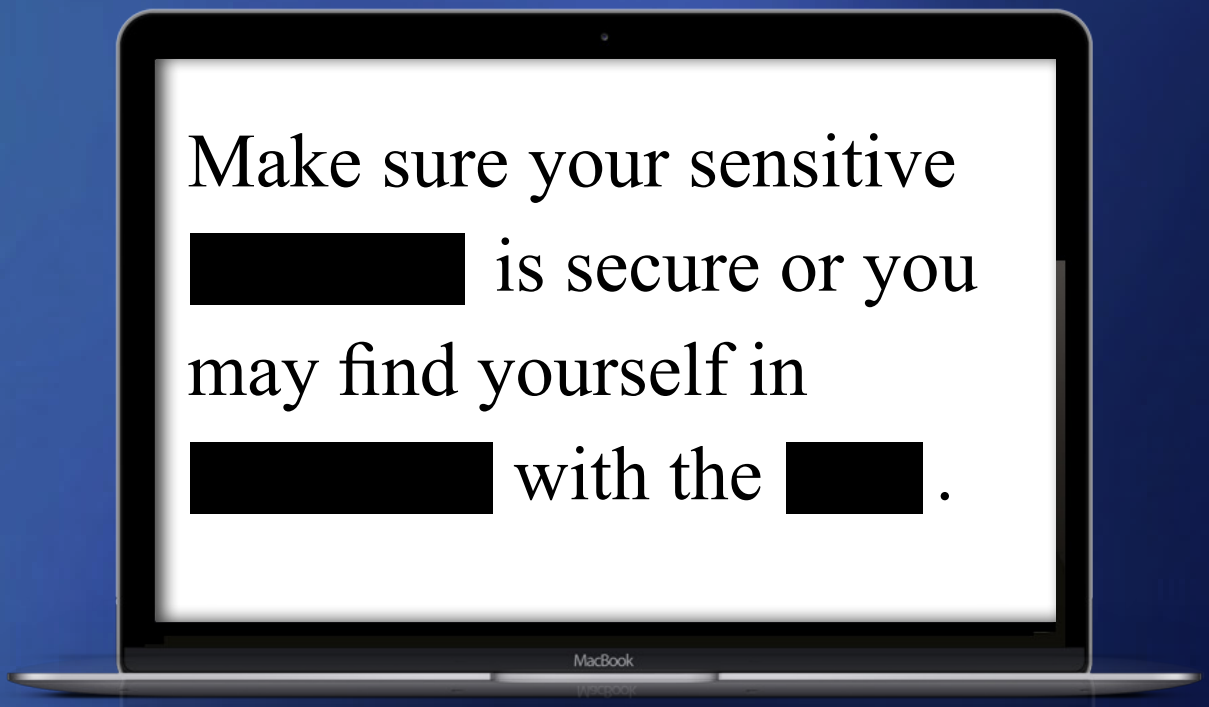
e-REDACT
Redact. Review. Release.

Support Procedure



Redact. Review. Release.

e-Redact is a fast and effective document redaction software,
keeping confidential information hidden.

Contents

Confidentiality Notice

This is a Footprint Solutions Limited confidential document that contains information of competitive and strategic value to Footprint Solutions Limited and is provided solely for internal use within the recipient company or their nominated representatives. The recipients agree to maintain such information in confidence. Failure to comply constitutes a breach of contract with Footprint Solutions Limited.

This document may not be included as part of any non-disclosure agreement for any reason unless permission to do so is granted in writing by a duly authorised officer of Footprint Solutions Limited.

This document contains 10 pages.

Copyright © 2025 Footprint Solutions Limited. All rights reserved.

Service Level Agreement Information

The core hours of support for the solution (excluding Bank Holidays) are:

Monday	09:00 to17:00
Tuesday	09:00 to17:00
Wednesday	09:00 to17:00
Thursday	09:00 to17:00
Friday	09:00 to17:00
Saturday	Closed
Sunday	Closed

Core Hours Service Levels:

		IMPACT		
		HIGH	MID	LOW
URGENCY	HIGH	1	2	3
	MID	2	3	4
	LOW	3	4	5

Priority 1 = 1 Hour Response

Priority 2 = 2 Hour Response

Priority 3 = 3 Hour Response

Priority 4 = 5 Hour Response

Priority 5 = 6 Hour Response

Please note that there is currently no out of hours support for the solution. The support email queues are monitored outside of core hours but responses for all issues are not guaranteed.

Additional support agreements could be established on the account if necessary but these would incur additional support fees.

Logging calls and creating support tickets

All incidents must be reported using our incident management system. Calls may be logged by the following means:

1) Directly via our switch board on 01565 873 918

2) Via the online support portal which is located at http://support.footprint-solutions.co.uk

3) Via email at support@footprint-solutions.co.uk

Logging calls via Online Support Portal

Figure 1 details the default landing page for the site.

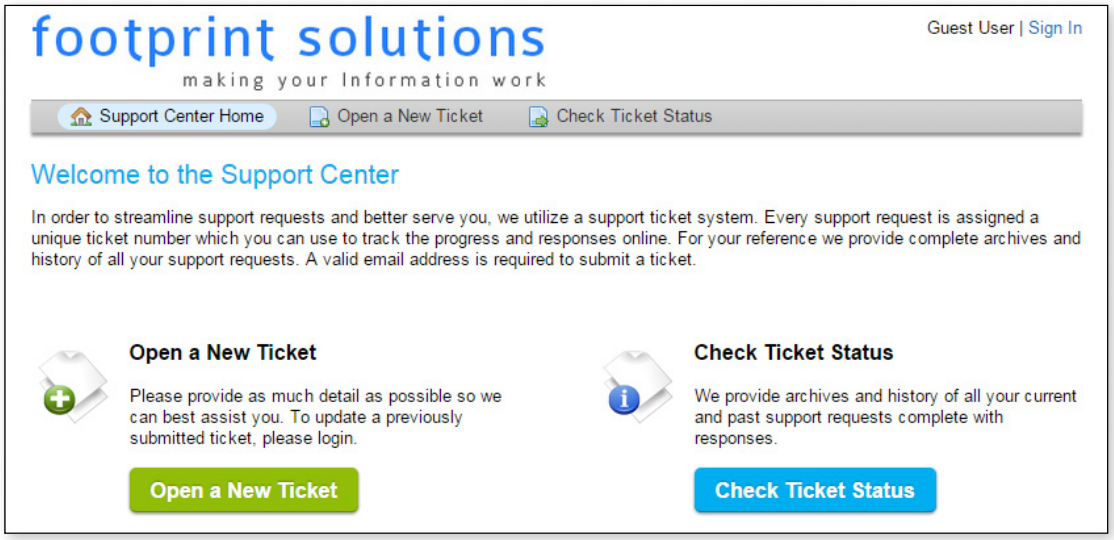


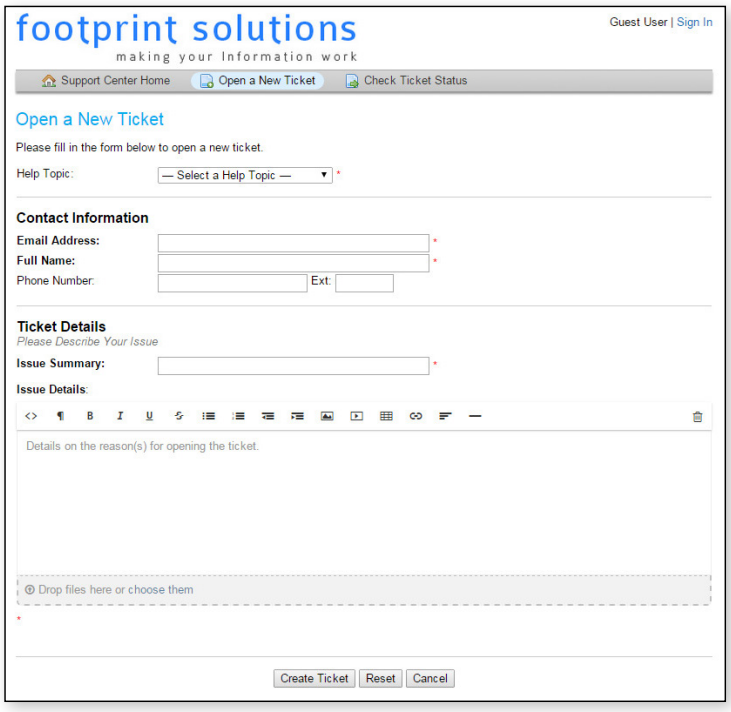
Figure 1

Creating Support Tickets

There are 2 methods to open a new support ticket, by the 2 buttons (Figure 2 and 3):

Figure 2

Figure 3 On the top bar



When these are pressed a screen appears to enable the support ticket to be created (Figure 4):

Figure 4

The Help Topic (Figure 5) enables the ticket creator to select help topics which detail the general issue:

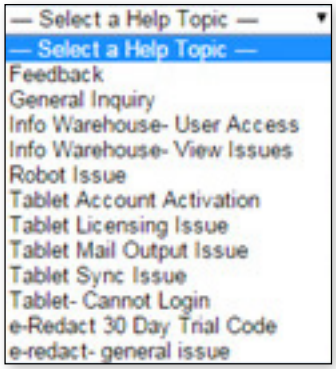


Figure 5

The contact details, including email address, name and issue summary are entered by the creator of the ticket. Files, such as error logs or screen images may be dropped into the lower section of the screen or you may choose them. Additional details may be added under the Issue Details.

Once the ticket has been created the creator will receive a confirmation on screen (Figure 6).

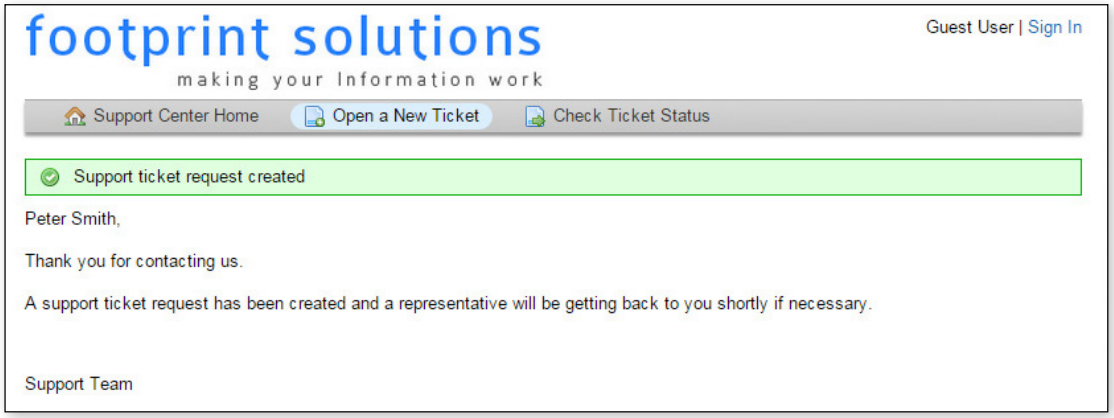


Figure 6

A mail is then sent to the creators email address.
The contents would look similar to the mail below (Figure 7):

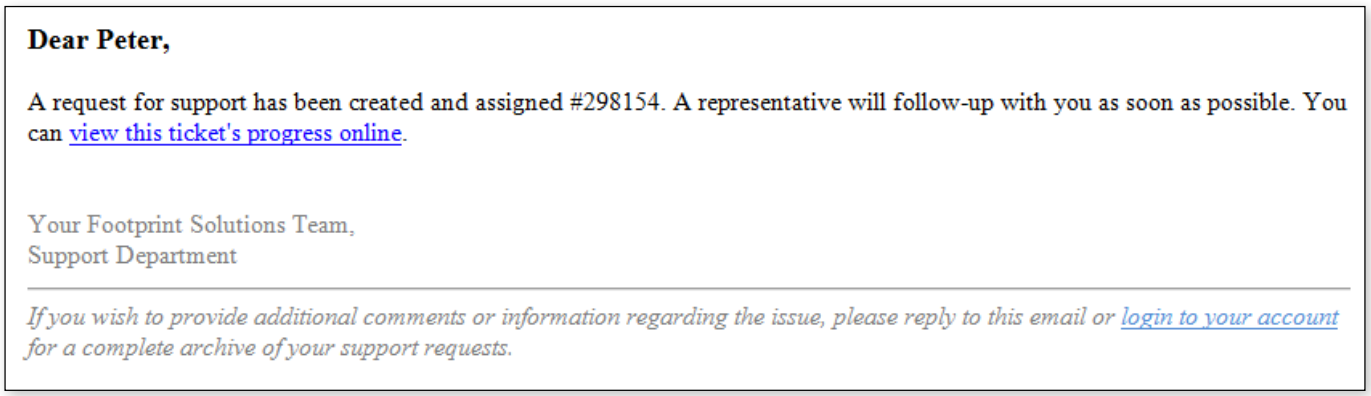


Figure 7

From here the progress of the ticket can be followed by the hyperlink (Figure 8)

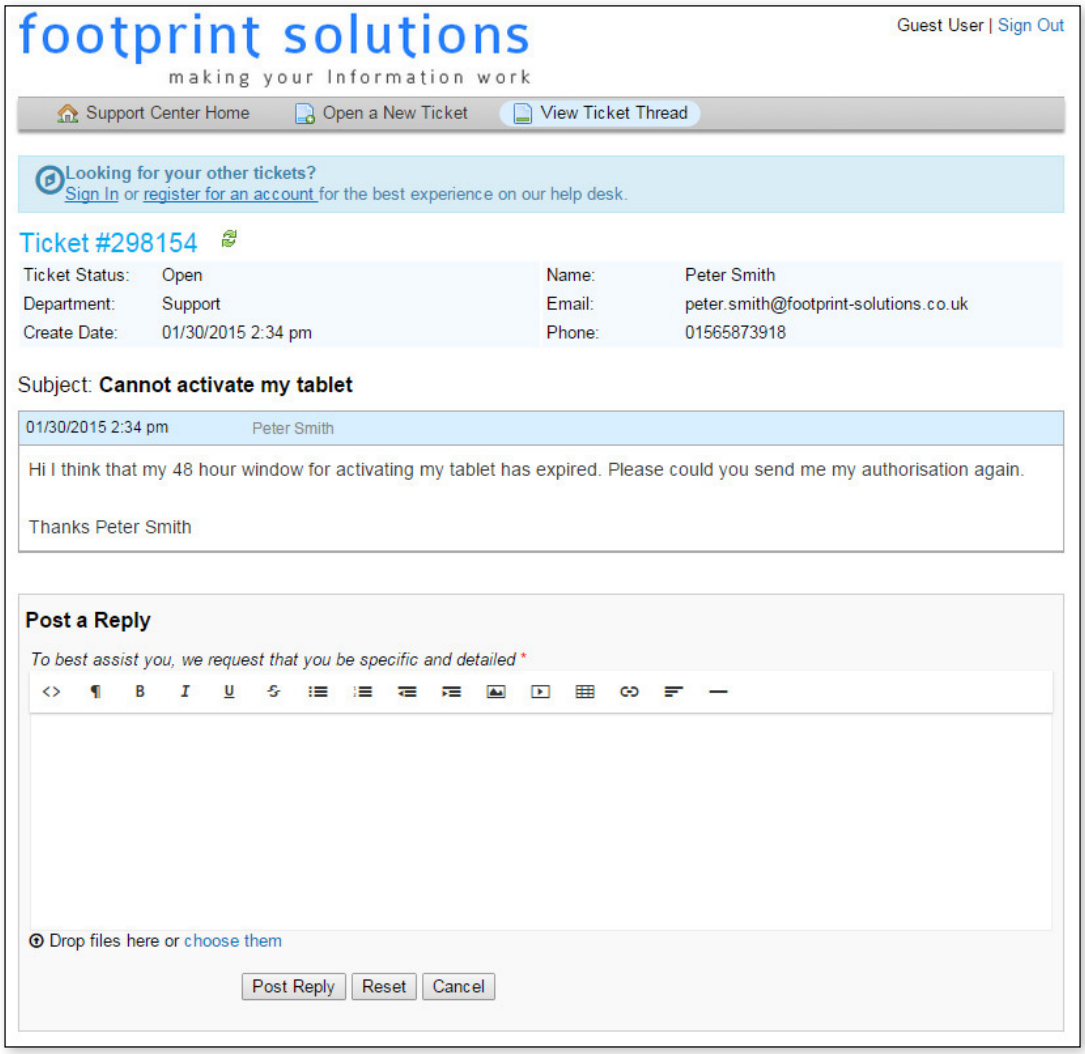


Figure 8

From here the thread may be monitored. This ticket has been queued to the Footprint Support Team- any response may then be seen.

Note that an account could be opened which would enable all tickets to be reviewed over a period of time.

This is achieved by clicking the link provided in the bar containing "Looking for your other tickets".

It is recommended to open an account as all ticket history may be seen.

There is also a benefit in that any responses are displayed in one place.

Otherwise a thread has to be monitored in the creators mail box.

Assuming we open an account (a one off operation) we would see the screen below (Figure 9)

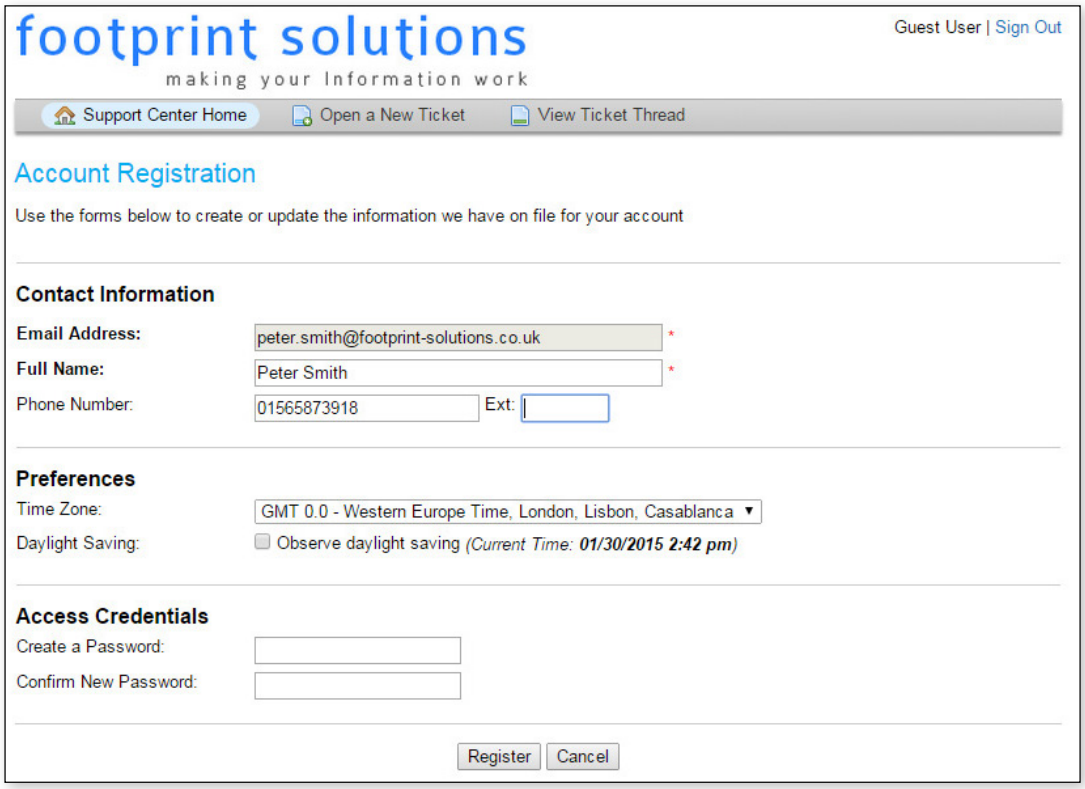


Figure 9

Once the account has been created all tickets opened/closed may be reviewed.

A mail is sent to authorise the account (Figure 10)

Figure 10

The mail contains a hyperlink to the ticket (Figure 11). Once this is clicked the account is opened.

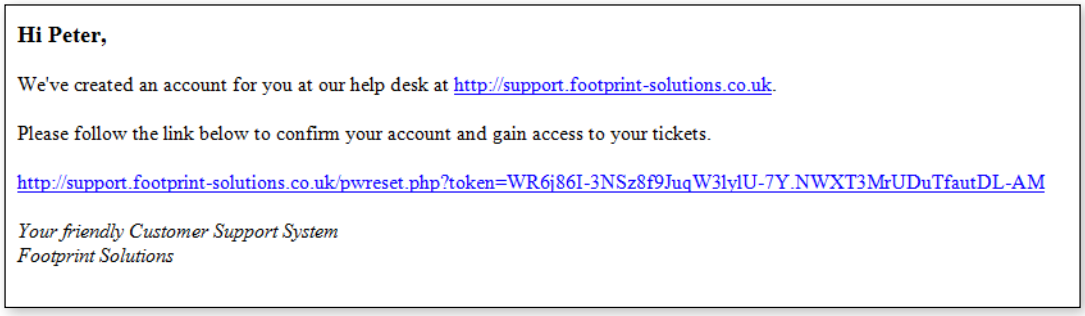


Figure 11

The view below (Figure 12) details the ticket history:

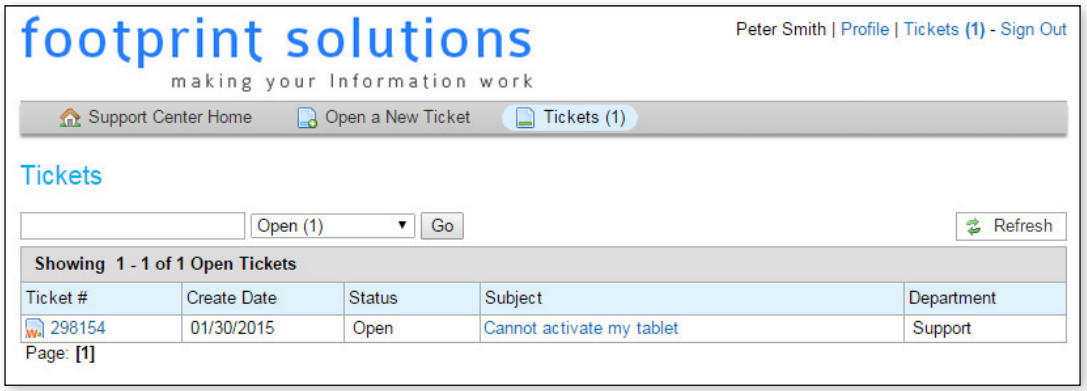


Figure 12

Any response from the Footprint Support team is recorded in the history of the ticket.
Each update is automatically sent to the creator (Figure 13):

Figure 13

The call may be updated via the portal or by replying to this message. The portal maintains the full history of the support ticket (Figure 14). In this scenario the client contacted by phone to close the call. A confirmation was sent by the Footprint support Team. **Note that the client could reopen the ticket, if required.**

Figure 14

e-Redact training resources

There is a host of training resources available to all e-Redact users including online videos, a brochure and an installation guide at www.e-Redact.co.uk/help

Help

For any further help or if you have any sales enquires, please email sales@e-redact.co.uk

Alternatively, contact the office on 01565 873 918