

# Checklist

- Select the contact method most appropriate to the severity of your support requirement.
- Review your request and ensure that you've provided us with all the required information.
- Do not feel discouraged by the fee structure. EBMS will never charge you without your approval.

## 1. Contact EBMS

How to reach us:

Services	Contact Details	Availability
Helpdesk	<a href="https://support.nimblex.help">https://support.nimblex.help</a>	24/7
Email	<a href="mailto:support@ebms.com.au">support@ebms.com.au</a>	24/7
Phone	1300 721 159	Office Hours

**NOTE:**

- Check with your Authorised Customer Contact(s).
- All services are monitored during Standard Office Hours 9:00 – 17:00 Mon – Fri AEST/AEDT.
- Please do not direct support issues to specific individuals as they might not be in the office if the support issue is urgent.

## 2. Information to be Provided

When raising tickets please provide the following information depending on which of the below is relevant to your ticket:

- Which user experienced the issue?
- What eForm were they looking at? Please provide a URL and detailed screenshots of any error message you received.
- What action(s) did they take? For example: what button did they press, was it on a page load. Highlight the action(s) in screenshots if applicable.
- What was the users expected outcome?
- If the issue is complicated to reproduce, please provide the required steps for us to replicate.

### 3. Severity

Severity Level	Definition	Example
Critical	Critical issue(s) affecting large portion of users	No user able to login to system
Major	Major functionality failure	Error on login page, manual navigation of EForms required
Minor	Minor issues impacting certain user	An error message occurs with no apparent impact to functionality
Enhancement	Quality of life Change Request	New system functionality

**NOTE:**

For a comprehensive definition, response time/resolution time, please refer to Nimblex Support Service Guide.

### 4. Support Request Type & Billing

Support Type	Within Warranty Period	Beyond Warranty Period
Customer Support	Not Billable	Billable
Problem (Bug / Error)	Not Billable	Billable
Technical Support	Billable	Billable
Training	Billable	Billable
Data Fix	Billable	Billable
Change Request	Billable	Billable
New Feature Request	Billable	Billable

**NOTE:**

- EBMS will never charge you without your approval.
- For a comprehensive support billing structure please refer to Nimblex Support Service Guide.
- Default Warranty period is 3 months.

### 5. Escalation

At EBMS, your satisfaction is important to us. To assist with your support tickets,

- Reach out to the EBMS Support Team member who contacted you.
- Reach out to your EBMS Local Account Manager.

**NOTE:**

For more information, please refer to Nimblex Support Service Guide.