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 left of your screen:

The following page will display:

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:

To log a support request, click 'Support' and select 'Support Requests':

Select 'Lodge Ticket':
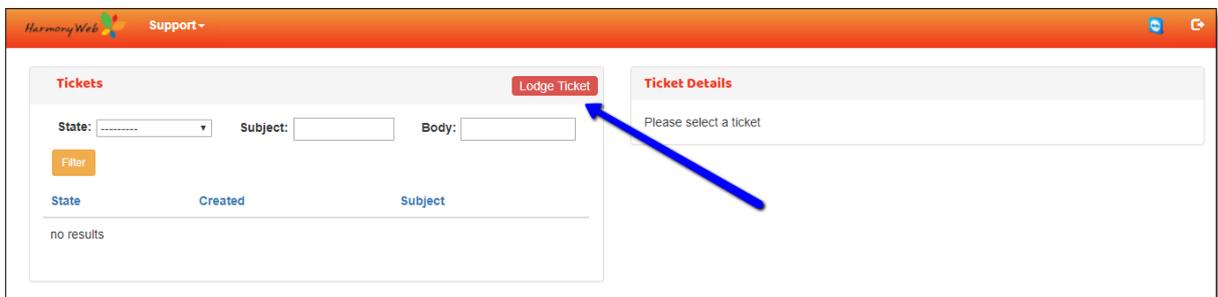
Give your ticket a subject, and then an explanation of what you need help with. To receive the best possible guidance, please try to give as many details as you can in regards to your query. You are also able to attach an image, if you feel a screenshot will help you to better explain your query.

Once complete, select 'Submit':
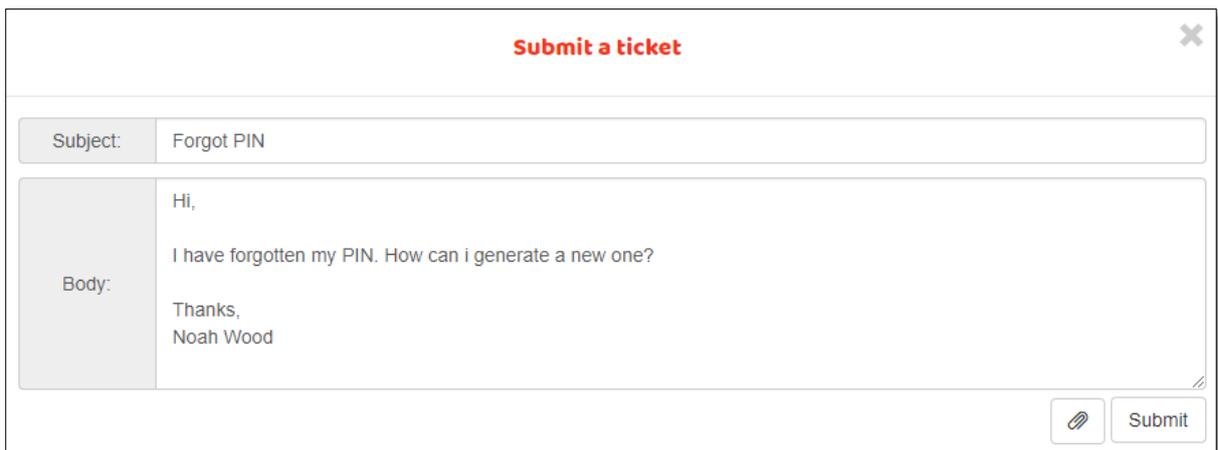
The request will then be sent to the Harmony Software Educator Support Team.

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:
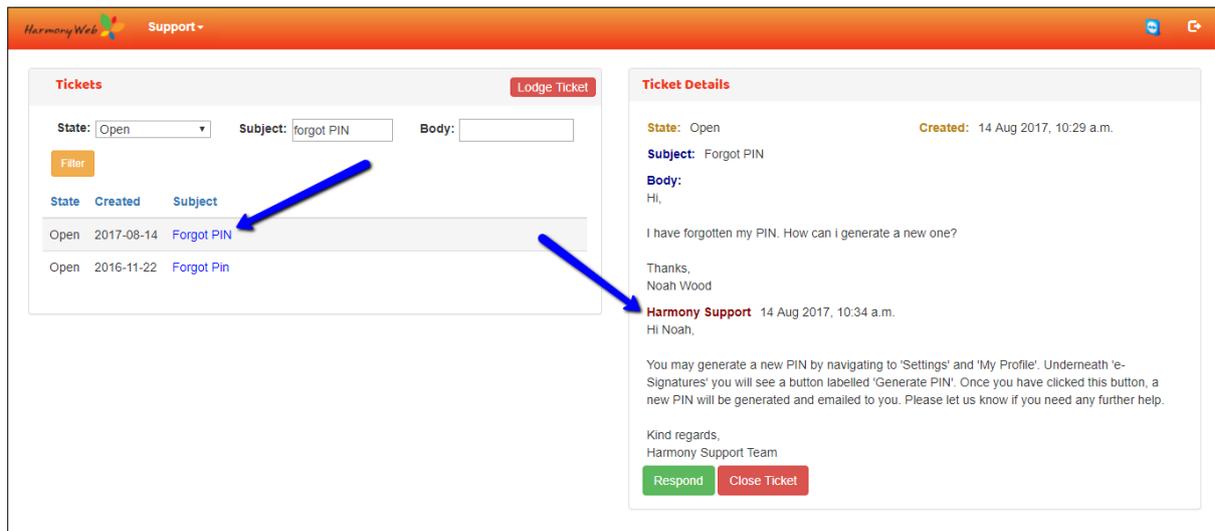
If you need further help, you may click the 'Respond' button to send a follow up question. If your question is in regards to an unrelated topic, you may choose to create a brand new entry.

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