

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:

Noah Wood Child Care - Processing	g + Accounts+	Support 🔹 -
Home		
DASHBOARD		
Children e-Signature		
Child Fir V Child Su V Guardia	a v Guardia C YTD Abs CCB Eli	- Multichil Guardia Timeshe

The following page will display:

Harmony Web Support -			۵	G
	Tip Sheets a	and Videos		
Harmony for Educators	e-Signatures	Accounts		

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:

Harmony Web Y Support -					e 0
		Tip Sheets	and Videos		
Getting Started	Processing	Changing Your Password	Forgotten Password	Viewing Your Fee Schedule	Viewing Parent/Guardians
Viewing Children	(b) The Dashboard	Timesheets	Viewing Your Payment Advice		

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



Harmony Web	Support-			0	G
	Support Requests	Tip Sheets and	l Videos		
Har Ed	mony for ucators	e-Signatures	Accounts		

Select 'Lodge Ticket':

mony Web 🥊	Support -			2	
Tickets			Lodge Ticket Details		
State:	▼ Subject:	Body:	Please select a ticket		
Filter					
State	Created	Subject			
no results					

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':

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

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:



Harmony Web Support -	6 G
Tickets Lodge Ticket	Ticket Details
State: Open Subject: forgot PIN Body: Filter	State: Open Created: 14 Aug 2017, 10:29 a.m. Subject: Forgot PIN Body:
State Created Subject	HI,
Open 2017-08-14 Forgot PIN	I have forgotten my PIN. How can i generate a new one?
Open 2016-11-22 Forgot Pin	Thanks, Noah Wood
	Hi Noah,
	You may generate a new PIN by navigating to 'Settings' and 'My Profile'. Underneath 'e- Signatures' you will see a button labelled 'Generate PIN'. Once you have clicked this button, a new PIN will be generated and emailed to you. Please let us know if you need any further help.
	Kind regards, Harmony Support Team
	Respond Close licket

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:

icket Details	
State: Open	Created: 14 Aug 2017, 10:29 a.m.
Subject: Forgot PIN	
Body: Hi,	
I have forgotten my PIN. How can i gene	erate a new one?
Thanks, Noah Wood	
Harmony Support 14 Aug 2017, 10:34 Hi Noah,	4 a.m.
You may generate a new PIN by naviga Signatures' you will see a button labelle new PIN will be generated and email	ting to 'Settings' and 'My Profile'. Underneath 'e- d 'Generate PIN'. Once you have clicked this button, a to you. Please let us know if you need any further help.
Kind regards, Harmony Support Team	
Respond Close Ticket	