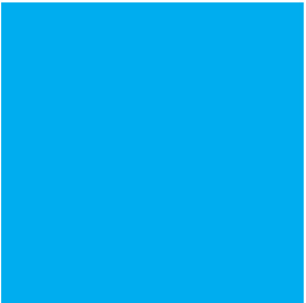
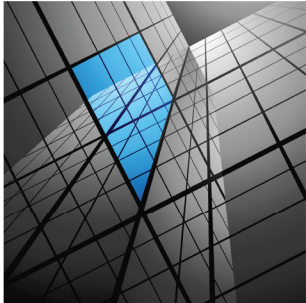


Service Works Client Portal





Self Service Support Case Management

To complement the help desk support provided by our Client Support team, Service Works' new Client Portal includes online self-service support, offering the ability to log and track QFM and P3rform support requests, at any time, from any location. This ensures optimum levels of communication between you and Service Works' Support Centre.

Provided below is guidance for logging, viewing and managing your support cases via the portal.

Accessing the Client Portal

Service Works' client portal can be found at <http://www.swg.com/customer-area/>

To access the portal, log in using using the unique username and password that you have been provided with via e-mail. Please note, these are your own personal login details and should not be shared with anyone else.

If you have forgotten your access details, you can request a password reminder via the link provided on the login screen.

All users will be required to reset their passwords every 3 months to ensure data security.

Service Works' Client Portal provides a comprehensive range of online resources to help supplement your understanding of the QFM and P3rform product suites.

Please log in below using your unique login and password.

[New User? Sign Up](#)

You are now logged out.

Username
johnxjones

Password
.....

Remember Me

[Lost your password?](#)

[← Back to SWG](#)

If you have not been set up with access to the portal, you can request this by e-mailing info@swg.com or speaking with your Account Manager.



Finding a Resolution to Your Support Query

The resolution to your query may be found within the FAQ library within the portal. This can be accessed via the menu to the left of the screen. The FAQ library is fully searchable by keyword; alternatively the FAQs can be quickly categorised by product, using the buttons to the right.

Client Portal

FAQs

Providing Solutions to Frequently Asked Questions about QFM and P3rform

Search for a FAQ

Search FAQs...

You can use the search above to find a FAQ you are looking for or you can filter using the filter options below.

Filter

All P3rform QFM QFM Desktop QFM Web

Log a support request

PPP Penalty Payment Calculation - The penalty deduction report does not appear to include the holiday dates when calculating deduction days. The dates in the QFM calendar are correct, so why does the report show the wrong data?

I am unable to run existing reports held on the User Reports screen, as the execute (E) button is not enabled.

I am unable to create a new report in the QFM User Reports screen, as the 'Add' button is disabled.

Unwanted duplicate events are automatically created, each with a different Work Type.

Error Message "Overflow Error 6" when adding data in the Event screen.

Error Message in Crystal Reports: "Failed to open the connection. Details: ADO Error Code:

Links to individual FAQs can be easily shared with colleagues by clicking on the 'Link to this FAQ' button at the foot of the FAQ. This will open a new window which displays a unique URL for the FAQ and its accompanying resolution, which can be copied and shared via e-mail.

Error Message "Error 13 Type Mismatch" when logging on or navigating to a screen.

Problem

When logging on to QFM or navigating to a particular screen, you may receive an error message that is similar to the following:

"Error 13 Type Mismatch".

Cause

This is caused by the expected column types (on the client machine installation) and the actual column types (on the database) being different. The screen being loaded issues the error, rather than an actual comparison between the client and database versions.

For this reason the error is *sometimes* caused when attempting to use a client and database whose versions don't match.

Resolution

Check that the version of QFM installed on the client machine and the database version are the same.

[Link to this FAQ](#)



Logging a Support Case

You can quickly and easily log a support request or licence renewal from the dashboard.

Simply fill in all the required fields (indicated with a *). Please provide any relevant supporting details about your query, such as reference numbers or the steps needed to replicate an issue. You can also add attachments (up to 4MB in size), using the button at the foot of the form.

If you are responsible for managing multiple FM contracts, you will have the ability to specify which contract you wish to log the case for (if you do not manage multiple contracts, this field will not be displayed).

Once you have added all of the required information, click Send. Your request is immediately sent to Service Works' Support Centre, who will respond to the request promptly and within the terms of your Support and Maintenance Agreement.

New case

First Name *

Last Name *

Email *

Phone *

Contract Name *

QFM system type *

Support request summary *

Upcoming Licence Expiry

Support request description *

How do I arrange a licence renewal please? The attached licence expiry message appears when I log into [QFM](#).

Please provide details of the request and outline the steps needed to replicate the issue. Please add any other supporting information which may be relevant, such as reference numbers.

Add attachment licence expiry message.docx

Send >

* = Required fields



Viewing and Managing Support Cases via the Portal

You can view cases that you have logged via the portal by clicking on 'Your Support Requests' from the left-hand menu. Each case is assigned with a unique case reference which should be quoted when e-mailing or telephoning Service Works' Support Centre.

All open cases are displayed in addition to cases closed within the past 6 months. You have the ability to sort by any of the column headings on the 'Your Support Requests' by simply clicking on them.

Please note that **information is displayed in real time, in the UTC time zone** (as opposed to the local time on your computer).

Support request summary	Case reference	Contract name	Latest Update	Status	Support executive
Case: SWG-18155-C0T3 - Upcoming Licence Expiry	SWG-18155-C0T3	ABC Company	9th September 2015 @ 11:50am	Open with Support	Support Support

Via the portal you have the ability to click on the case name, in order to drill down and view details of the case, including:

- Status
- Support agent responsible for managing your case
- The latest update(s) from Service Works' Support Centre

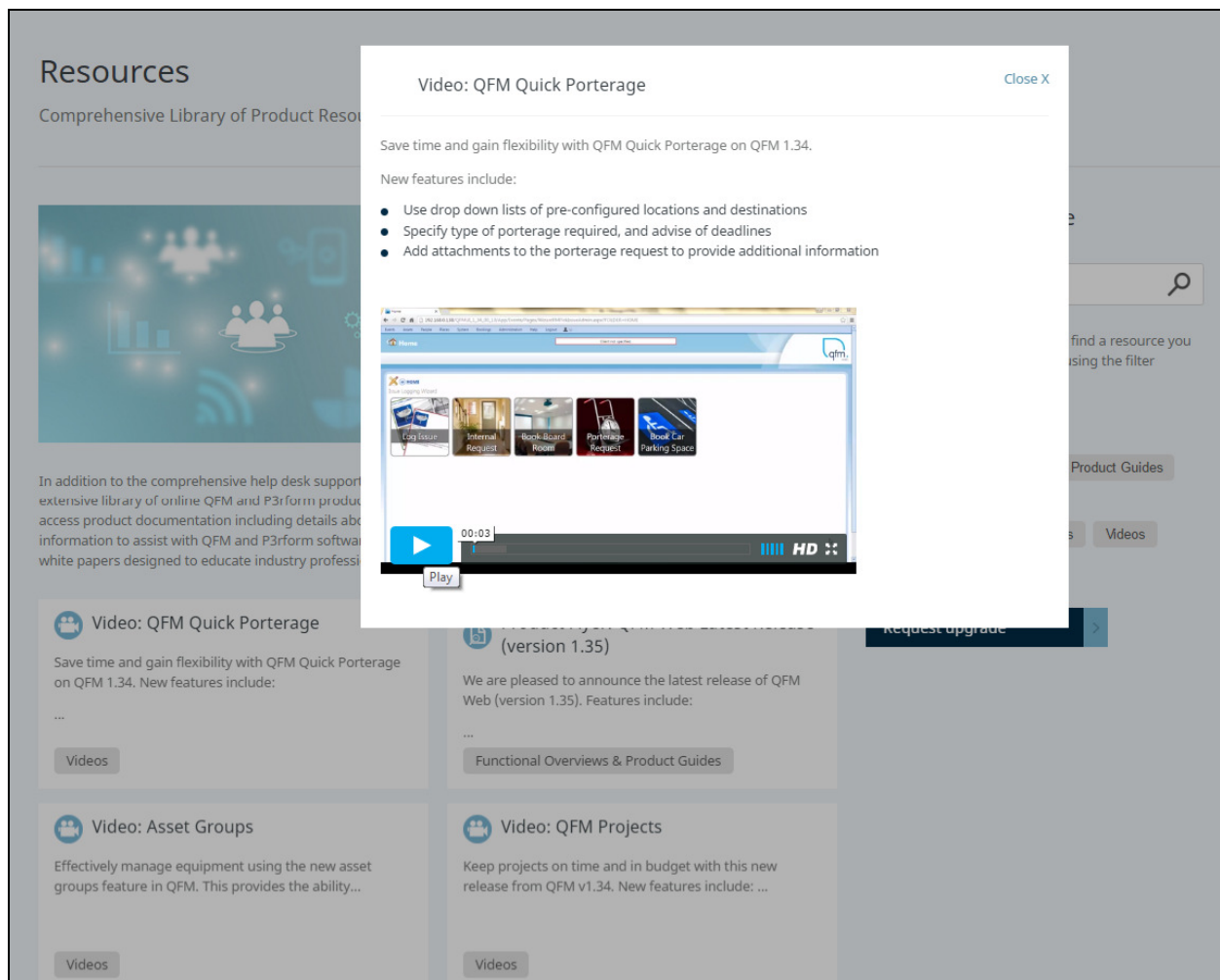
Name	Latest updates
John Jones johnjones@abc.com 02071234567	Natalie Pearse 10th September 2015 @ 8:00am
Contract name: ABC Company	Have spoken to John. Arranged for licence renewal out of business hours on 14/09/2015
QFM system type: QFMWeb	
Case type: License Renewal	
Support Agent: Support Support	

Support request description
How do I arrange a licence renewal please? The attached licence expiry message appears when I log into QFM.

Other Useful Resources Within the Portal

The client portal also offers a range of resources designed to support and enhance your usage of QFM and P3rform. These include:

- A resources library, containing information about new software releases, videos which showcase the latest features, training videos to assist new users in utilising QFM, functional overviews and technical documentation
- Details about Service Works' range of client tailored and online training
- Information about upcoming events, such as user groups and webinars, with links to presentations from recent events
- The latest news from Service Works
- Industry research and white papers published by Service Works



We welcome your feedback on the portal, and any suggestions that you may have for how it could be improved.

Please e-mail your feedback and comments to info@swg.com.