



# Raising a Support Call Online

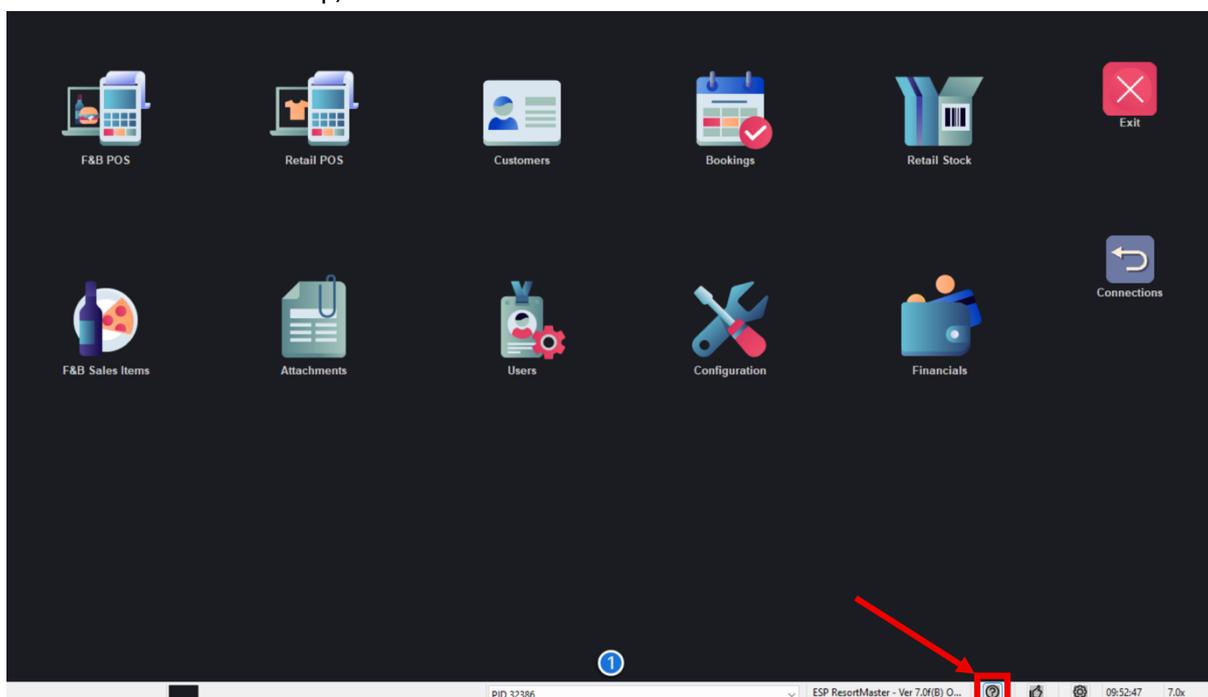
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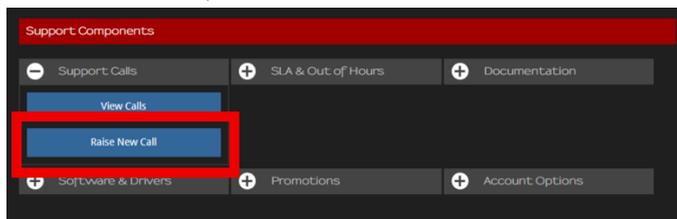
## Raising your Call

1. From the main ESP desktop, select the  icon at the bottom of the screen.



2. From the page now loaded, scroll down to the bottom of the screen. Select 'Support Calls'. From this menu you can view current and past calls or raise a new call.

3. To raise a new call, select 'Raise New Call'.



4. Enter the details for the call you are raising, select submit and we will contact you.

The screenshot shows the call form with the following fields and values:

- Name** - OK: Fred Bloggs
- Email** \*: fred.bloggs@email.com
- Contact number** - OK: 01234 567890
- Subject** - OK: Refunding a deposit
- Description** \*: I would like some assistance in how to refund a deposit via the Retail POS.

A **SUBMIT** button is located at the bottom right of the form.