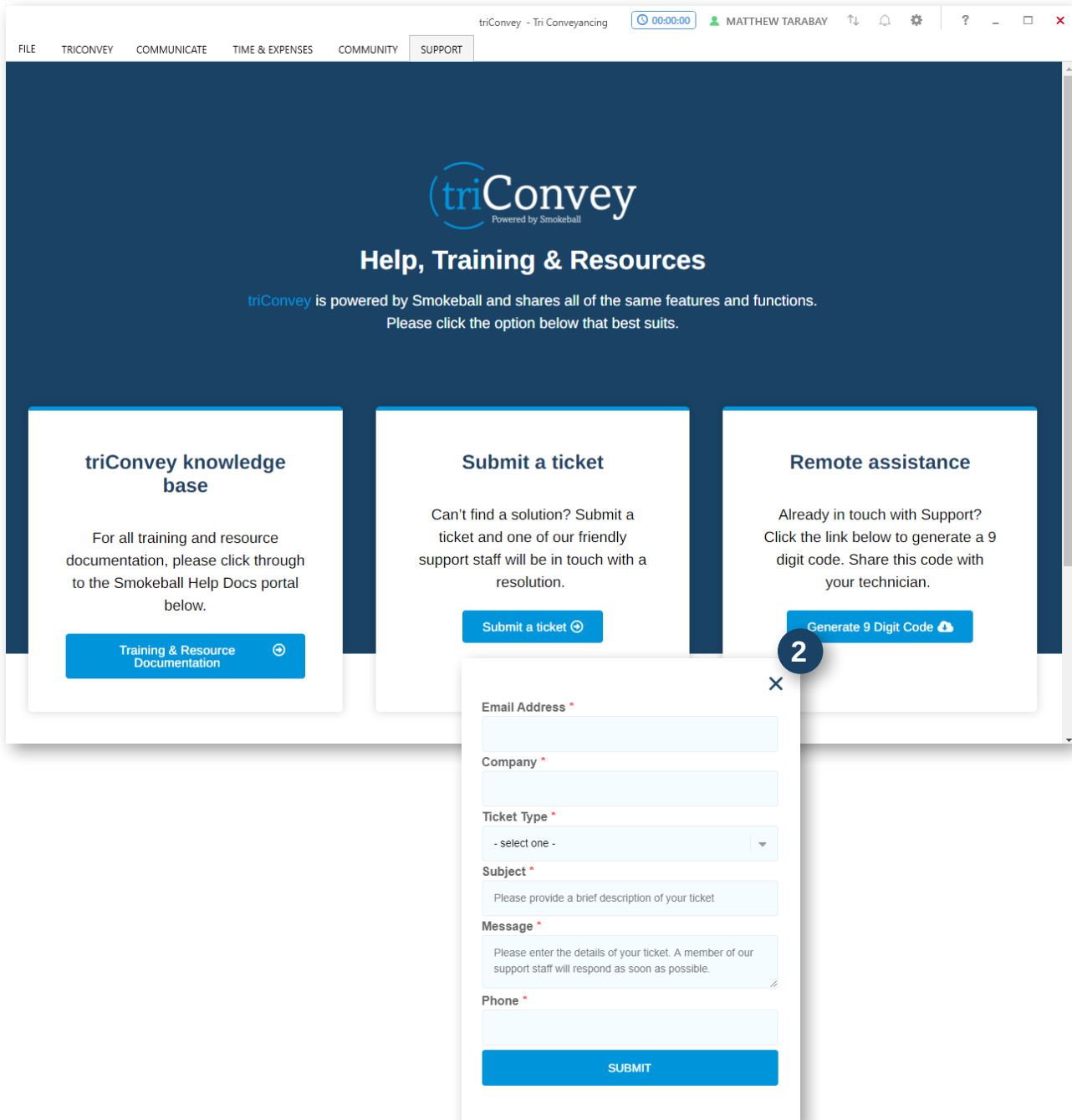# triSearch®

Training Guide

ACCESSING SUPPORT

- How to access the Support services

Locate Support from triConvey Software

1. Select the 'Support' tab from the top of the triConvey dashboard.
2. Select 'triConvey knowledge base' to gain access to the extensive range of resources designed to provide easy self-help solutions. Select 'Submit a ticket' to lodge a Support enquiry. NOTE: This is our recommended method for the quickest solution to any help needed.
3. NOTE: The final button 'Remote assistance' will be needed to provide your Support assistant with an access code to share screen during enquiry resolutions.

Locate Support through triSearch Search

1. Open the triSearch Search website, by selecting 'New Search' under the triSearch tab, within a matter.
2. Select the iSupport bubble in the bottom right corner.
3. To lodge a Support request, select the 'Ask For Help' tab and follow the prompts.
4. To track your outstanding and completed searches, select the 'In Progress' tab.
5. Request our team to chase your certificates from the 'Chase' tab and follow the prompts.