

triSearch®

Training Guide

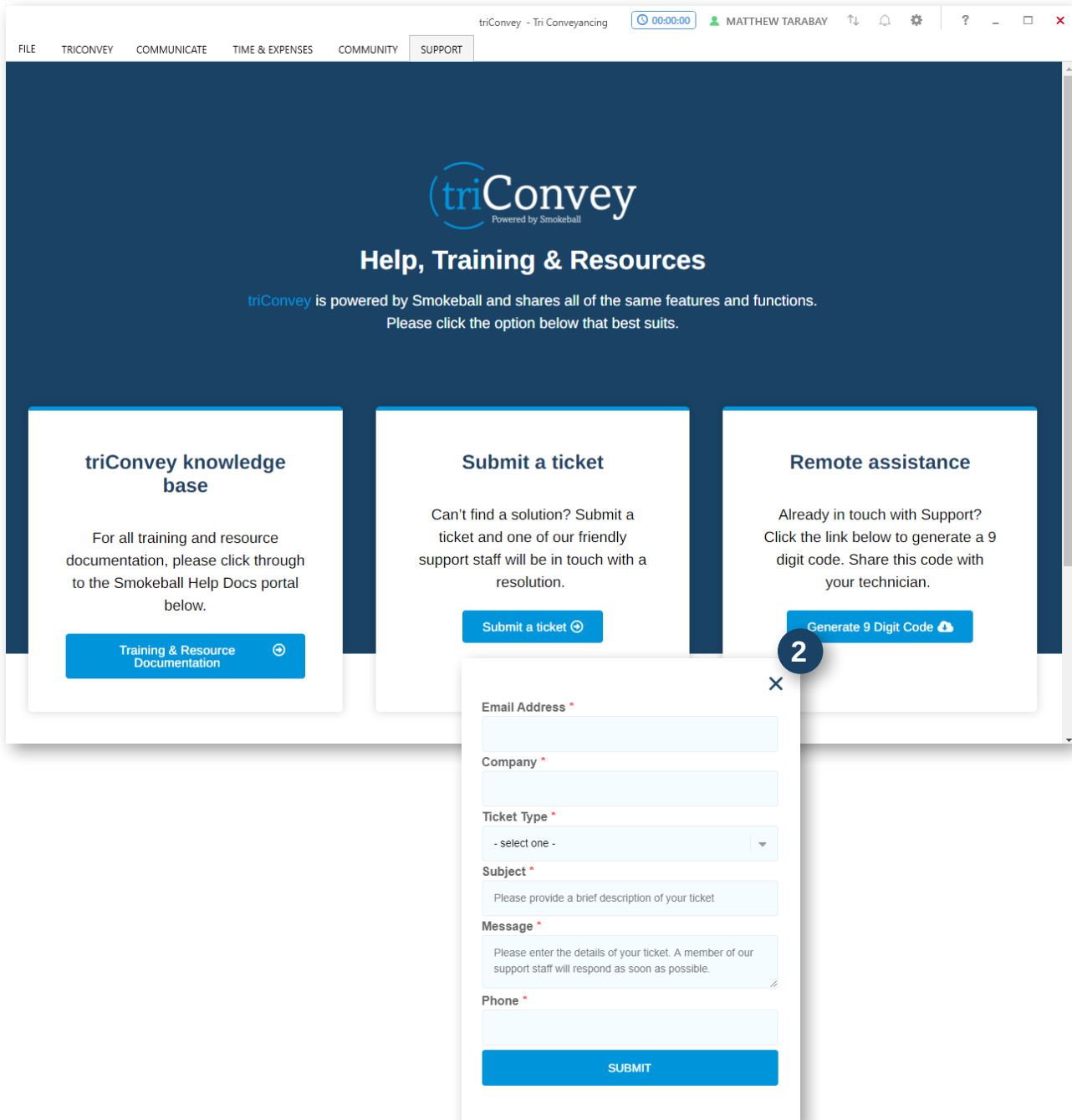
ACCESSING SUPPORT

- How to access the Support services

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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.

The screenshot displays the triConvey software interface. At the top, the user's name 'Colin John Mcmillan & Anne Maree Mcmillan' and matter details '21/0214- VP - NSW - SALE - Sale - Grace Dutton - Apartment 48, 104 Miller Street, Pyrmont NSW | 48/SP63903' are visible. Below this, there are buttons for 'OPEN', 'VP', 'Newcastle', and 'VP TEST'. The main navigation bar includes 'FILE', 'MATTER', 'EMAILS', 'MEMOS', 'EVENTS', 'TASKS', 'TRISEARCH', 'COMMUNICATE', 'ACTIVITY', and 'TIME & EXPENSES'. The 'TRISEARCH' tab is selected and highlighted with a blue box and a '1' in a circle. Underneath, there are three sub-tabs: 'New Search', 'PEXA', and 'Fee Summary'. The 'New Search' sub-tab is also highlighted with a blue box and a '1' in a circle. Below the sub-tabs is a table with columns 'Last Updated' and 'Description'. The table contains three rows of search history. On the right side, the 'iSupport' form is open. It has three tabs: 'Ask For Help', 'In Progress', and 'Chase'. The 'Ask For Help' tab is selected. The form includes fields for 'Your name *' and 'Matter', a text area for 'Please provide a detailed description of your problem *' with an example text, and a section for 'How can we contact you? *' with three radio buttons: 'iSupport', 'Phone', and 'Email'. A 'Submit' button is at the bottom right of the form. A blue box with a '2' in a circle highlights the 'iSupport' icon in the bottom right corner of the software interface.

Last Updated	Description
17/05/2022	InfoTrack: NSW Enquiry - City of Sydney Council - 48/SP63903
5/04/2022	Verification of Identity: Remote - Colin McMillan
29/11/2021	NSW: Title Search - 48/SP63903