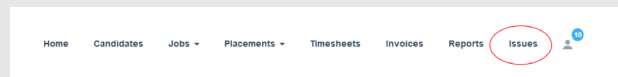


How to raise an issue with Retinue

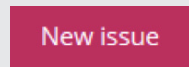
The issues tracker allows you to log issues on the Retinue system. The tracker means issues are date and time stamped and are directed to the relevant team member within Retinue quickly and efficiently

Communications and updates in regard to an issue can be tracked via the logged ticket allowing you to track the progress in real time.

1. To log an issue, on your toolbar select the issue tab. This will take you to the issue tracker section



2. Select New Issue



3. Enter details of the issue including:

- a. Issue type: Select relevant type from drop down. Please refer to issue definitions if unsure what to select
- b. Issue title: Brief summary
- c. Description: Outline full details of the issue
- d. Attachments: Provide any additional documentation in relation to the issue

4. Select 'Save' once all details have been completed

New issue

Issue type
Rate Adjustments

Issue title
Incorrect rate on job ref PG54X

Description
Charge rate on job is currently £15.50. This is incorrect charge rate should be £12.50.

Attachments
Drop files here

Save Cancel

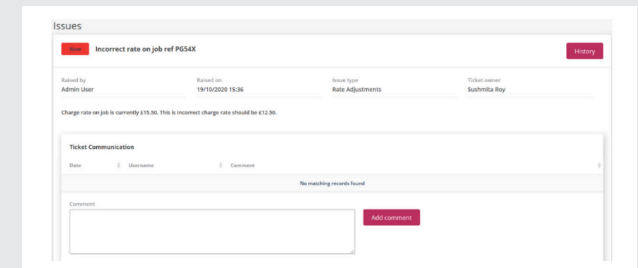
NOTE: Please ensure when logging your issue full details are provided. This will ensure there are no delays and will help the Retinue team resolve the issue effectively and efficiently

5. Once your issue has been saved a ticket is generated with a unique number

NOTE: Please ensure when logging your issue full details are provided. This will ensure there are no delays and will help the Retinue team resolve the issue effectively and efficiently

Issue Number	Status	Issue type	Issue title	Issue owner	Date raised	Date resolved	Raised by	Employer	Agency
0001950	Open	Rate Adjustments	Incorrect rate on job ref PG54X	Sushmita Roy	19/10/2020 15:36		Admin User	Demo Client	

6. You can click the issue number of your ticket at any time to review and track your ticket in more detail



Note: For any issues logged the Retinue team will communicate to you regarding progress or additional information required under 'Ticket Communication'. You can also use the 'Ticket Communication' section to send correspondents to the Retinue team at any time

7. Your ticket will be updated to resolved once the issue has been responded to and all actions to resolve the issue have been completed
8. If you believe the issue has not been resolved you can re-open an existing ticket by selecting 'Re-open'

