



STARLIMS

Customer Support System

User Guide

Printing Instructions

This document has been formatted to print on US Standard Letter (8.5" x 11"). To print on European A4 paper (8.27" x 11.69"), change the margins to Top/Bottom 1.35" and Right/Left to 1.25".

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Basics

What's In This Guide

This guide will: briefly discuss the types of support requests, show how to access the new support system, describe each support channel, explain the basics of the help center, outline how to make requests for assistance via each channel, illustrate how to check the status of your open requests, and lastly review the various notifications you might receive.

Setting Up Your Account

Once we activate your account, you will receive a verification email from the system (<https://support.starlims.com>) that will look similar to the image below.

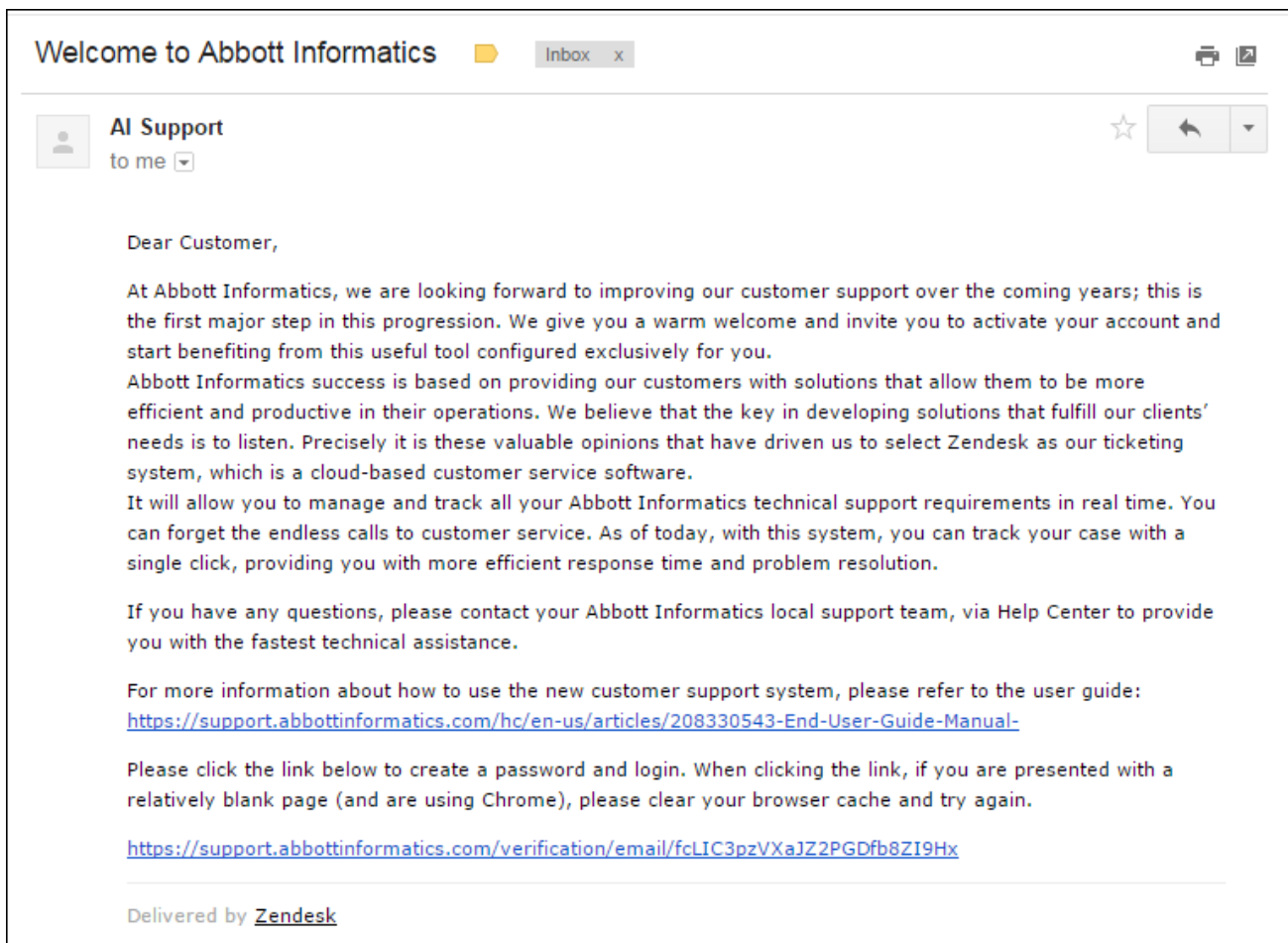


Figure 1 - Account Verification Email

Please click the link to verify your email address. The system will display a page that allows you to verify your name and create a password. Once you have done so, please click the “Set password” button.

Choose your secret password

You'll use this password to sign in to Abbott Informatics.

Your name

Your password

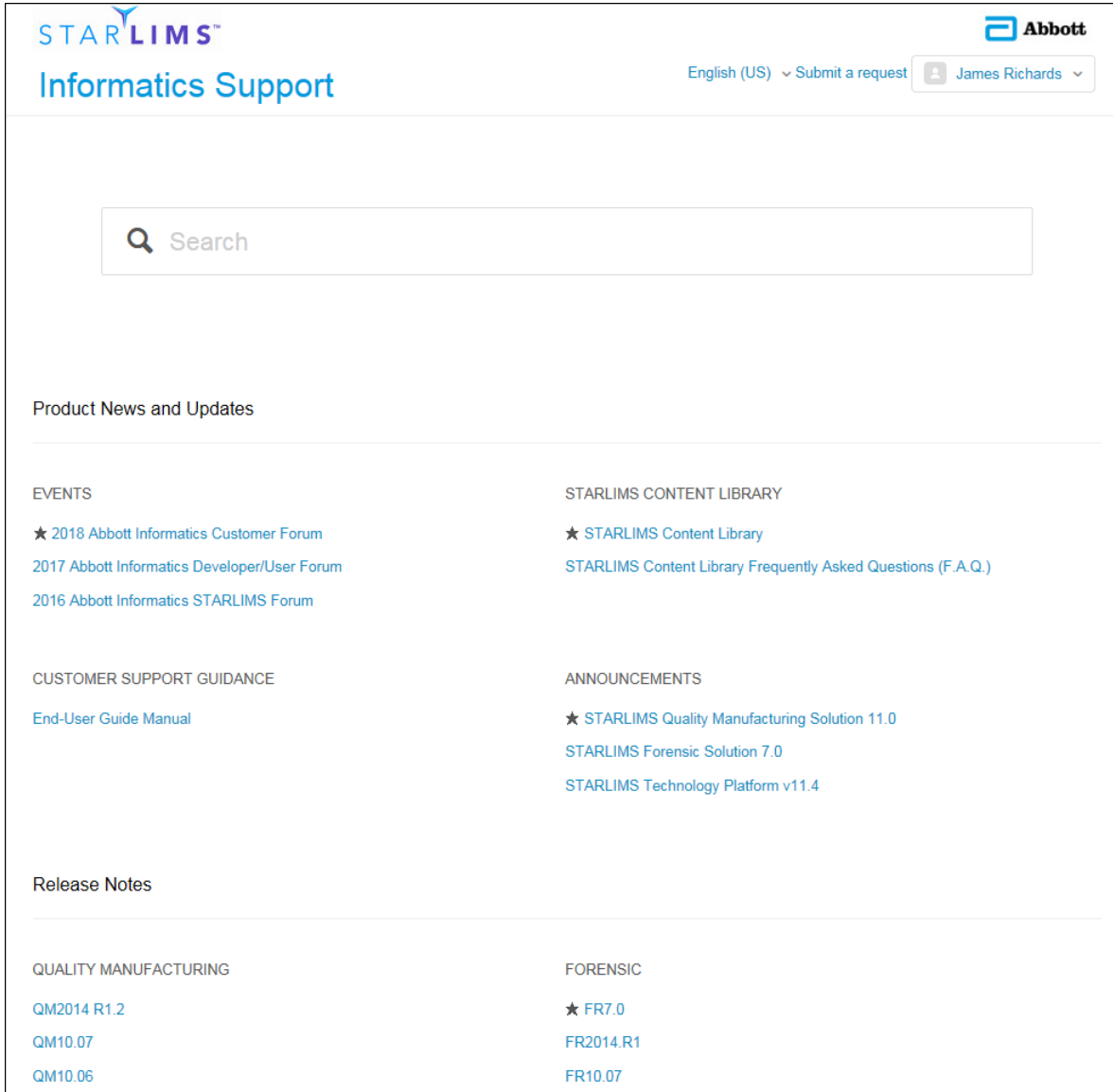
Password requirements:

- must be different than the previous 5 passwords
- must be at least 6 characters
- must be different from email address
- must include letters in mixed case and numbers
- must include a character that is not a letter or number

Set password

Figure 2 - Set Password

Once you have verified your email address, the system will take you to the Help Center portal (see image below). The help center will be discussed in more detail a bit later.



The screenshot shows the STARLIMS Informatics Support Help Center Portal. At the top left is the STARLIMS logo. To the right is the Abbott logo. Below the logo is the text "Informatics Support". In the top right corner, there is a language selector set to "English (US)", a "Submit a request" button, and a user profile for "James Richards". A large search bar with a magnifying glass icon and the word "Search" is centered below the header. Underneath the search bar is a section titled "Product News and Updates". This section is divided into two columns. The left column has a sub-header "EVENTS" and lists three items: "★ 2018 Abbott Informatics Customer Forum", "2017 Abbott Informatics Developer/User Forum", and "2016 Abbott Informatics STARLIMS Forum". Below this is a sub-header "CUSTOMER SUPPORT GUIDANCE" with one item: "End-User Guide Manual". The right column has a sub-header "STARLIMS CONTENT LIBRARY" and lists three items: "★ STARLIMS Content Library", "STARLIMS Content Library Frequently Asked Questions (F.A.Q.)", and "ANNOUNCEMENTS". Below this is a sub-header "ANNOUNCEMENTS" and lists three items: "★ STARLIMS Quality Manufacturing Solution 11.0", "STARLIMS Forensic Solution 7.0", and "STARLIMS Technology Platform v11.4". At the bottom of the page is a section titled "Release Notes", which is also divided into two columns. The left column has a sub-header "QUALITY MANUFACTURING" and lists three items: "QM2014 R1.2", "QM10.07", and "QM10.06". The right column has a sub-header "FORENSIC" and lists three items: "★ FR7.0", "FR2014.R1", and "FR10.07".

Figure 3 - Help Center Portal

Support Channels

The new STARLIMS customer support system (CSS) provides various support channels: help center (web form), email and phone. We have come to the realization that customer service is not a “one size fits all” solution, and different people prefer different methods of support. You, our clients, both want and expect to have the ability to contact us for support in more than one way. One of our goals is to ensure the customer support experience you receive is consistent regardless of the method you choose.

Beyond direct support channels, the new CSS offers a Help Center. The help center offers a Knowledge Base (KB) that allows you to seek answers to common questions, view company announcements, and keep track of product releases.

Types of Requests

In the new CSS, requests will be classified into one of several categories: Issue, Question and Enhancement. On the following pages, we describe each ticket type and the information you should provide for each.

Note: If you're submitting tickets via the Help Center (vs. email or voice) you will have the ability to select the request type and the required fields will automatically be listed. When using the other channels, the support agent is responsible for classifying the request type and subsequently following up with you if the necessary information has not been provided.

Request Type: Issue

When do I use it?

First, what is an issue? A software issue is an error, flaw, failure, or fault in a program that causes it to produce an incorrect or unexpected result, or to behave in unintended ways. In STARLIMS, this could be as simple as an error message that pops up, or more complicated such as a calculation that's giving the incorrect result given a specific set of inputs. Some issues may be quite complex, such as a series of steps that, when executed in the same order with the certain inputs, results in the system behaving in an unintended fashion. Just because the system doesn't do something you might want it to do, or in the same way as you imagine, doesn't necessarily mean it's an issue. In some cases, the design might not be optimal in your eyes, in which case we would welcome an enhancement request so we can further evaluate the design and make improvements for future versions of our product.

What information should I provide?

- CC: If you want someone else to be aware of the ticket or provide feedback about it.
- Subject: Short, concise, yet describes the main issue
- Description: A short description of the issue that's occurring
- Severity
- Date of event
- Steps to reproduce
- Expected result
- Severity
- Environment
- Your Ticket Reference: Any [optional] internal ticket reference you might have
- Attachments (we love log files)

Note: You can CC only users that have a Zendesk account. You are allowed to add up to 20 end-users as CCs on a ticket.

*Note: If Environment is **Production** and the customers are using regulated products (i.e. Clinical, Public Health), the question "Does your system handle diagnostic data?" shows up and is auto-populated with "Yes". Otherwise the question will not show up on the screen.*

If the defaulted answer to question "Does your system handle diagnostic data?" is not correct, please make sure you adjust it by selecting the correct value. For example, you might be using a regulated product, but not for diagnostic purposes, i.e. as a biorepository, for research use only, etc.

Request Type: Question

When do I use it?

If you have a general question related to one of our products.

What information should I provide?

- CC: If you want someone else to be aware of the ticket or provide feedback about it.
- Subject: Short, concise, yet describes the question
- Description: A more thorough description of the question you have
- Attachments



Request Type: Enhancement

When do I use it?

If you have a new feature you would like to suggest. While we accept enhancement requests via the support channel, the actual follow-up and actions are not necessarily executed by support, it depends on the complexity of the enhancement.

Once the support agent triages the enhancement ticket (i.e., ensures the information is complete and accurate), you will be communicated if the feature will be added to the product backlog. If so, based on the priority, it can take some time for this feature to be implemented.

If you would like to make a request for specialized functionality (which would be implemented via professional services), please let us know in the ticket and we'll ensure the appropriate services team is notified.

What information should I provide?

- CC: If you want someone else to be aware of the ticket or provide feedback about it.
- Subject: Short, concise, yet describes the enhancement
- Description: A thorough, detailed description of the new feature
- Attachments

Request Type: License Key Request

When do I use it?

If you need to activate your STARLIMS product or any of the special components such as Advanced Analytics or Data Innovations.

What information should I provide?

- CC: If you want someone else to be aware of the ticket or provide feedback about it.
- Subject: Short, concise, yet describes the request
- Description: A detailed description of the new license key request
- License type
- Attachments

Note: If the selected license type is 'Starlims' two more fields need to be filled out: Environment and Installation key.

Accessing the New Customer Support System (CSS)

Requirements

You need only two things to access the new system. A supported browser and an internet connection. The Help Center is tested with the browsers listed below. Older browsers can still be used, but newer features may not look or work as intended.

It is recommend that you always use the current version of a browser. Most browsers provide an option for automatic updates.

Google Chrome	Latest two versions
Mozilla Firefox	Latest two versions
Apple Safari	Latest two versions
Microsoft Internet Explorer	Latest version only

Note: Microsoft Edge is not supported.

Access

In order to access CSS, open your browser and navigate to: <https://support.starlims.com>. When the page loads, you will be presented with the Help Center.

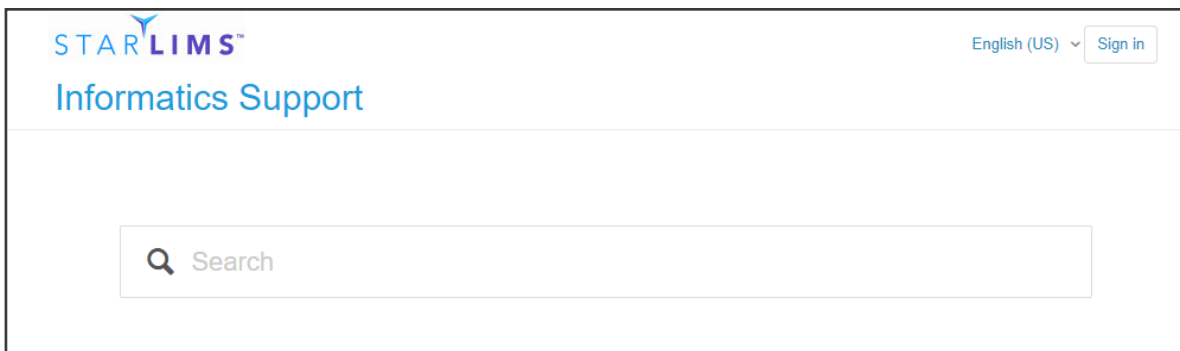


Figure 4 - Help Center

On the main help center page, the content is restricted. You can anonymously view the user guide only. In order to access announcements, release notes, knowledge base articles or to submit a request for assistance you must sign in. To login, click the “Sign in” button at the top of the page. Once you login, you will have access to browse the Knowledge Base articles or submit a request for assistance.

Note: The search functionality is also restricted until you successfully login.

Users with access to Knowledge Base only, will not be able to submit requests via Help Center, email or phone.

The Help Center

The help center is the portal for the Customer Support System (CSS). From here, you can not only browse announcements, but search our knowledge base (KB) for answers to common problems.

You can browse the various categories by clicking on the appropriate header. For example, if you click on “General Questions”, it will expand and list all the articles currently under the FAQ section.

The screenshot displays the STARLIMS Help Center interface. At the top, there is a header for 'General Questions'. Below this, a section titled 'KNOWLEDGE BASE & FAQ' contains a list of six articles, each preceded by a star icon: 'STARLIMS Console stopped working after upgrade', 'Support for TLS v1.2', 'Redirect to HTTPS relative errors (Page not found)', 'SL Response Time', 'MSSQL: Collecting Data in case of performance issues', and 'Printing Issue Related to Adobe Automatic Updates'. A link 'See all 221 articles' is positioned below the list. The 'Reference Documents' section follows, featuring two columns of links. The left column, under 'USER GUIDES', includes 'FR 7.0 Training Documents', 'V11.1 Getting Started Guide', 'Daily Maintenance Guide Recommendations', and 'A Simple Guide to Data Archiving in STARLIMS'. The right column, under 'STARLIMS USER MANUALS', includes 'Environmental Product User's Manuals', 'Forensic User's Manuals', and 'Quality Manufacturing User's Manuals'.

Figure 5 - Browsing the Help Center

Once you find an article you're interested in, click the article and it will be displayed.

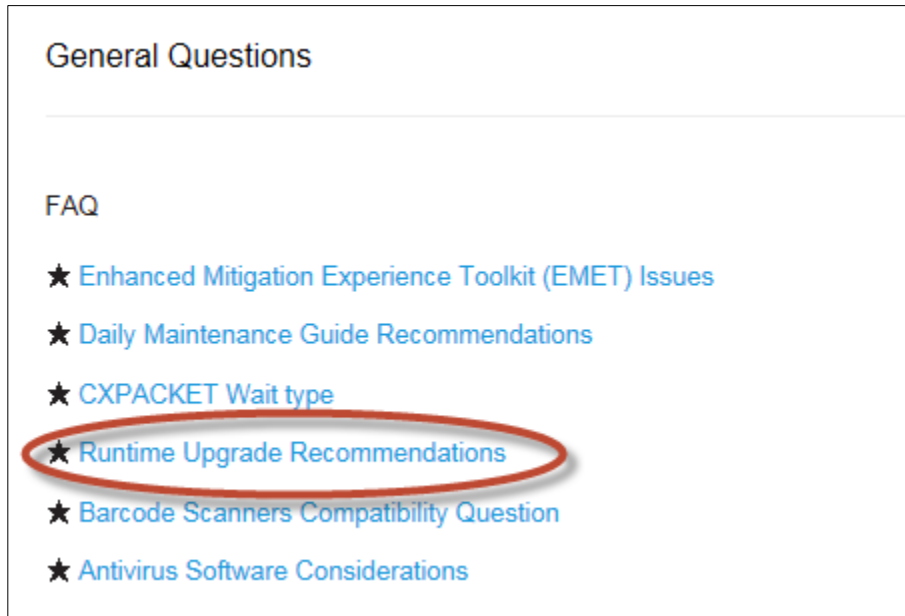


Figure 6 - Inserting an Article

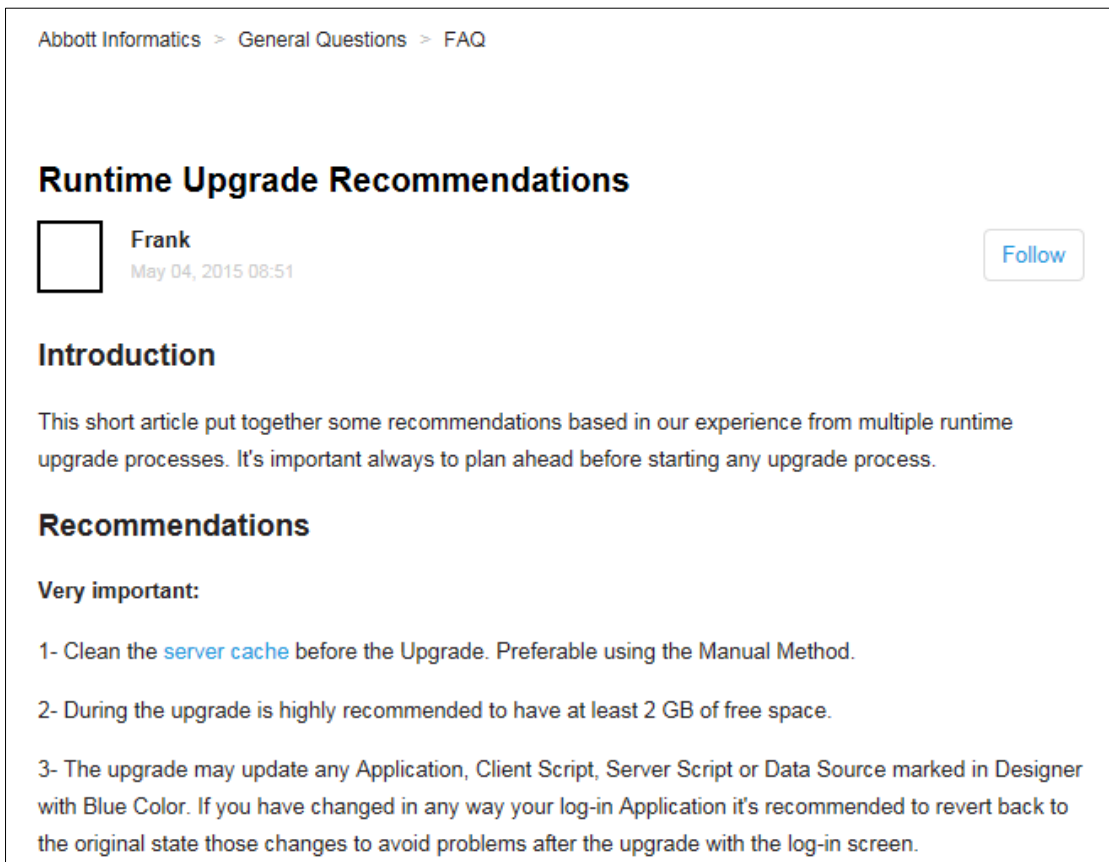


Figure 7 - Knowledge Base Article

You can follow articles and sections by clicking the blue “Follow” button at the top of the screen (this will send you email notifications if any updates or comments are added to articles/sections). Lastly, you can provide us feedback on the articles themselves, by indicating if you felt it was helpful (or not).

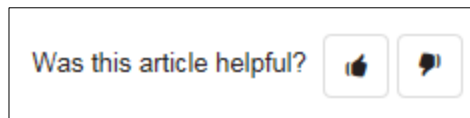


Figure 8 - Was this Article Helpful

Submitting Requests

Via the Help Center (*the preferred method*)

We highly recommend submitting requests via the Help Center for several reasons:

- The KB might provide you the answer to your question immediately
- The web interface has required information to help us reduce the number of questions in terms of resolving you specific issue
- Provide you with the fastest technical assistance from our support members

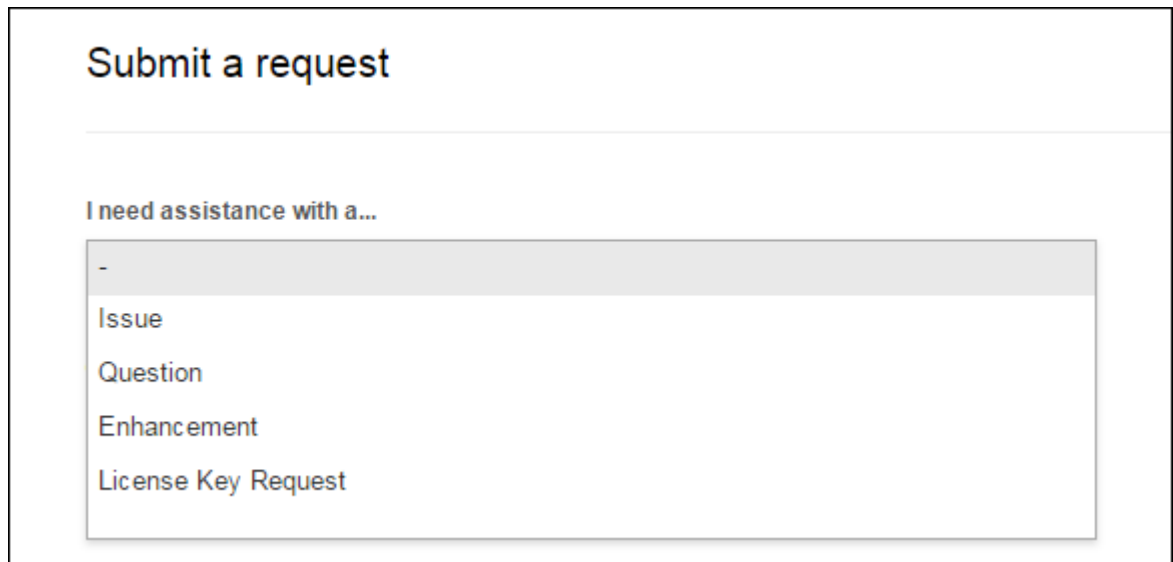
In order to make requests for assistance via the help center:

1. Go to the CSS URL: <https://support.starlims.com> and login
2. Click the “Submit a request” link



Figure 9 - Submit a Request (Help Center)

3. The system will then ask what you need assistance with (e.g., issue, question, enhancement, license key request)



The screenshot shows a web form titled "Submit a request". Below the title is a horizontal line. Underneath, the text "I need assistance with a..." is followed by a dropdown menu. The dropdown menu is currently open, showing a list of options: a hyphen "-", "Issue", "Question", "Enhancement", and "License Key Request".

Figure 10 - Selecting a Request Type

4. After selecting a request type, the system will automatically display a series of fields that need to be completed based on request type.

Note: If the user belongs to multiple organizations, the following field displayed on the interface is the "Organization" field. The user must select the organization on behalf of which the ticket will be submitted.

5. If 'Issue' request type is selected the Business Impact (Severity) of the issue needs to be provided.

The following are the standard Severity definitions for issues submitted to STARLIMS Customer Support. Since it is not possible to define every possible condition or technical situation, these definitions can only provide guidance.

Severity	Description
Urgent	Failure of essential applications or components in the production environment where no workaround is available. The customer cannot conduct core business because one or more of the following is true: <ul style="list-style-type: none"> ○ System is unavailable, ○ Data is lost, corrupted ○ Security is compromised ○ Business/financial operations cannot be completed ○ Good laboratory practice operations cannot be completed; legal/regulatory implications
High	Failure of essential applications or components in the production environment where a potential workaround is available. Customer's business operations are severely impaired, but still functioning.
Normal	Failure of applications or components in any environment (production, development or test) that are not essential to daily operations. A potential workaround or degraded mode of operation is available.
Low	A superficial defect that does not impact the customer's ability to carry out business components in any environment (production, development or test). May include defects in user interface, grammatical errors, or other minor cosmetic or usability issues.

STARLIMS reserves the right to reclassify the severity level if we reasonably believe the classification is incorrect. STARLIMS support members may also increase the severity level if the situation is deemed to be more urgent than originally reported.

Submit a request

I need assistance with a...

Question ▾

CC


Add emails

Subject*

Description*

Please try to be as specific as possible when describing your request. If applicable, please include steps to reproduce, expected results, etc. If there is an error message, please do not forget to attach it.

Attachments

 Add file or drop files here

Submit

Figure 11 - Question Request Fields

6. Complete the fields (those with an asterisk are required).
7. Add CC's to your request (optional).
8. Add any attachments (optional).

Note: You may only uploads files that are <= 50 MB

Once all information has been provided, click the “Submit” button and you will be automatically taken to your requests page. From the requests page you can keep track of the status of all the requests from your organization, respond to requests awaiting your reply, add additional information to any non-resolved ticket, and provide feedback on resolved tickets.

Note: Users with full access in Zendesk, can view all tickets that have been created by the organization. This setting can be disabled at your request.

In order to be able to comment on tickets submitted by another member of your organization you must be CC'd on the tickets.

My activities

Requests | Following

My requests | Requests I'm CC'd on

Search requests Status: Any

ID	SUBJECT	CREATED	LAST ACTIVITY	STATUS
1944	How do I change the status of a user?	1 minute ago	1 minute ago	OPEN
1943	I can't login to STARLIMS	7 minutes ago	7 minutes ago	OPEN

Figure 12 - My Requests

Note: A user can add CC's to existing requests from “My Activities” in Help Center. End-users will need to include a comment in order to submit the added CCs.

9. The system will also send you an email notification that the ticket has been created.

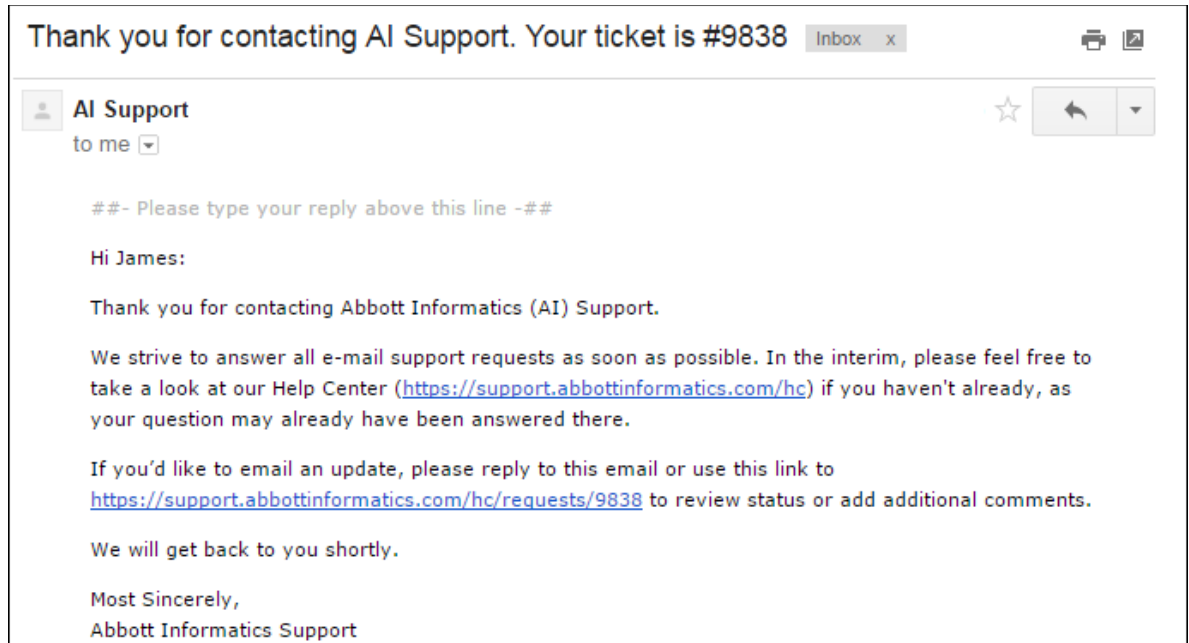


Figure 13 - Ticket Creation Email (Help Center)

10. You will receive updates as the support agent progresses in resolving your request.

Note: The system will send notifications when the ticket is created, the agent requires your input or updates the ticket, when the request is resolved and before closing the request.

Via Email

In order to make requests for assistance via email:

1. Using your desired email client, create a new email and address it to: support@starlims.zendesk.com.
2. Enter a subject that is concise, yet accurately reflects the issue.
3. Provide a detailed description of the issue or question.

Note: The more information you provide, the less likely our agents will need to contact you for more details (and slow down the process of solving your request).

4. When the email is received, a ticket will be created and you will be notified of the ticket number.
5. An agent will be assigned to work on and solve your request.

Note: Please make sure when submitting requests via email, you use the email address you are register within the system, otherwise the system you'll not acknowledge your requests and the requests will be added to a suspended list of tickets that is not monitored on daily basis.

Via Phone

In order to make requests for assistance via phone, please select the correct number based on your region:

Region	Support Phone Number
Americas	+1 (954) 580-3623
APAC	+852 58088820
France	+33 9 77 55 68 22
Germany	+49 2302 915 245
Israel	+972 9 372 0043
Netherlands	+31 72 5118100
UK	+44 1749 200147
Spain	+34 518 888 106
Japan	+81-3-4578-9955

1. Dial the appropriate number from the list above
2. The system will answer your call and attempt to locate an available agent

Note: The system will ask you to leave a voicemail if there are no agents available or if you are calling after business hours. In the event you leave a voicemail, the system will automatically create a ticket and an agent will be with you shortly.

3. An agent will answer your call and attempt to solve your request
4. After the call is complete, a ticket will be created and the agent will wrap up the ticket

Checking the Status of My Requests

You can check the status of your requests by using the Help Center. To do so...

1. Go to the CSS URL: <https://support.starlims.com> and login.
2. Click your name at the top of the screen and select “My activities”

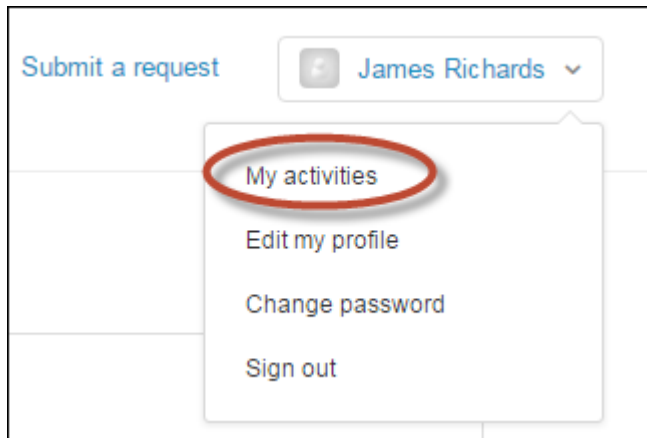


Figure 14 - My Activities

3. The requests page will load.

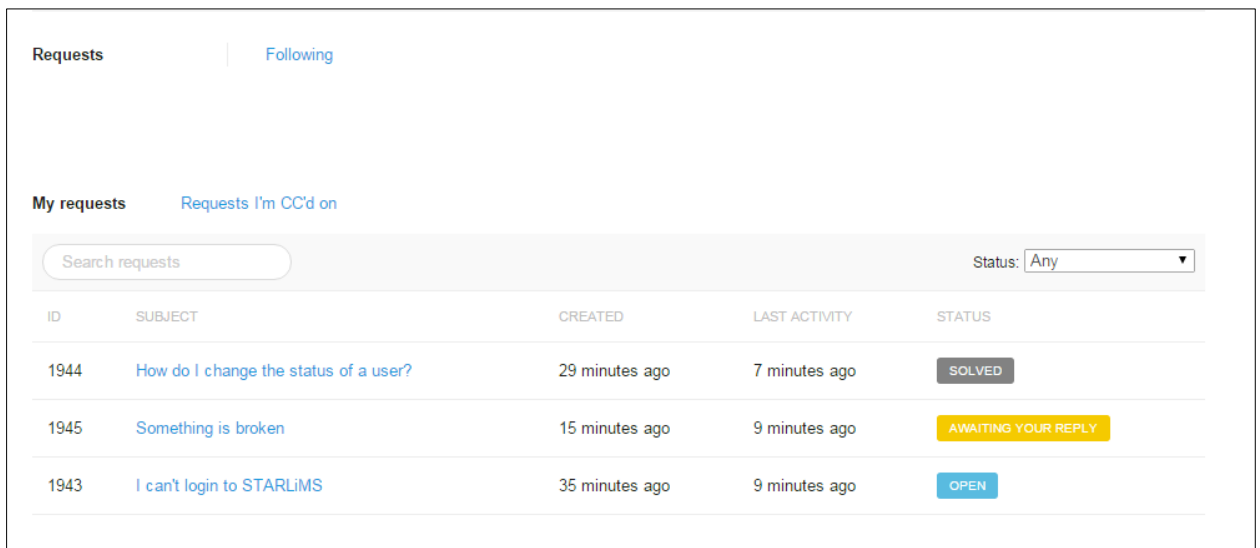


Figure 15 – Requests

4. On this page, you can view the ticket id, subject, date the request was created and when the last activity occurred and the status of the ticket.

Note: The last activity could include STARLIMS internal communications regarding your ticket. In this case, you would not receive any email notifications (so don't be alarmed if you see recent activity, but have not heard anything – this just means we're collaborating on your issue).

5. Over time, the number of requests you submit will accumulate since tickets are not deleted. For this reason, the requests page provides you with the ability to search through your requests or filter your requests by status.

Email Notifications

You will receive different kinds of notifications via email (we've attempted to minimize the number). Below are examples of each along with a short description of what each means.

Ticket Creation Notification

Although the message will vary slightly based on the support channel you're using, any time a ticket is created you will receive an email notification from the system. This email will contain the ticket number associated with your request as well as a link to access your ticket in the help center.

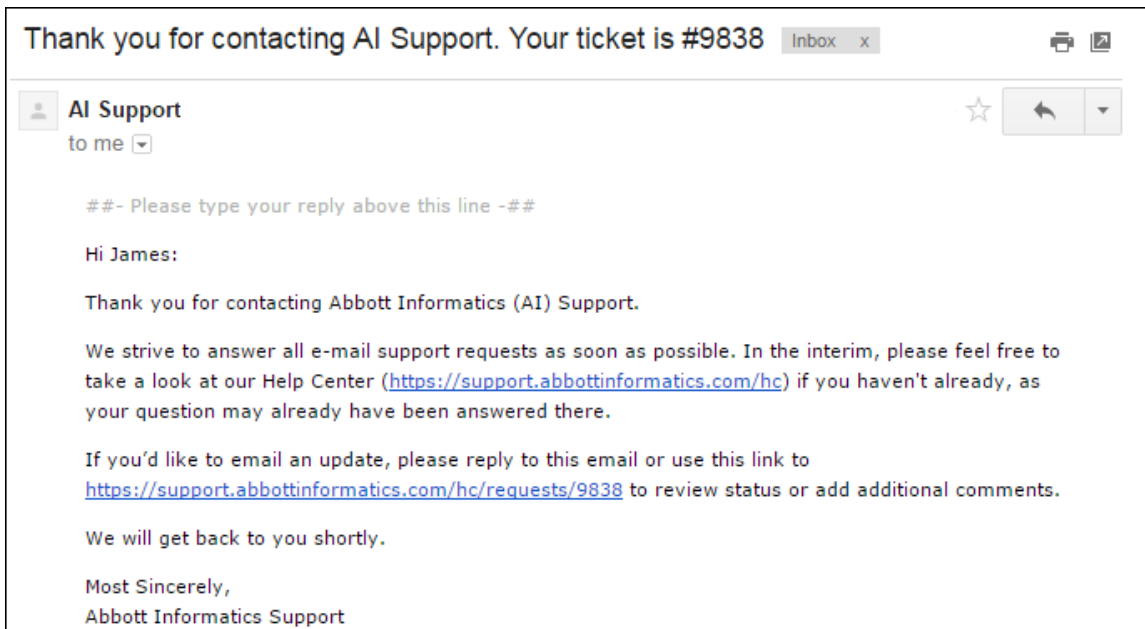


Figure 16 - Ticket Creation Notification

Ticket Updated Notification


When your ticket is updated with a public comment you will receive a notification. You generally receive this notification when the support agent has additional questions. To reply to the agent, simply respond to the email. Your response will be added to the ticket history.

##- Please type your reply above this line -##

Hi James:

Your request ([#9838](#)) has been updated. Please reply to this email or click the link below to add any comments:
<https://support.abbottinformatics.com/hc/requests/9838>

Most Sincerely,
Abbott Informatics Support

 **[Redacted] (Abbott Informatics)**
Feb 16, 13:07 EST

Hi James,

I'm contacting you regarding a ticket you recently submitted.

Could you please provide some additional information regarding the configuration of your workstation and/or laptop?

Please provide the following:
IE Version used:
Operating System Version:

Also, please confirm your STARLIMS instance has been added as a trusted site within IE. This is found under Tools Menu --> Internet Options. From here, please select the security tab, click on "Trusted sites" check mark, click the "Sites" button, then ensure your instance of STARLiMS has been added to the list.

Thanks for your time. If you have any questions, please don't hesitate to let me know.
Once we receive the additional information, we will continue troubleshooting the issue and contact you as soon as possible.

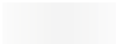

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Figure 17 - Ticket Update Notification

Ticket Solved Notification

When your ticket is marked solved by an agent you will receive a notification. If you don't believe the ticket is solved, simply respond to the email letting us know and it will automatically be re-opened.

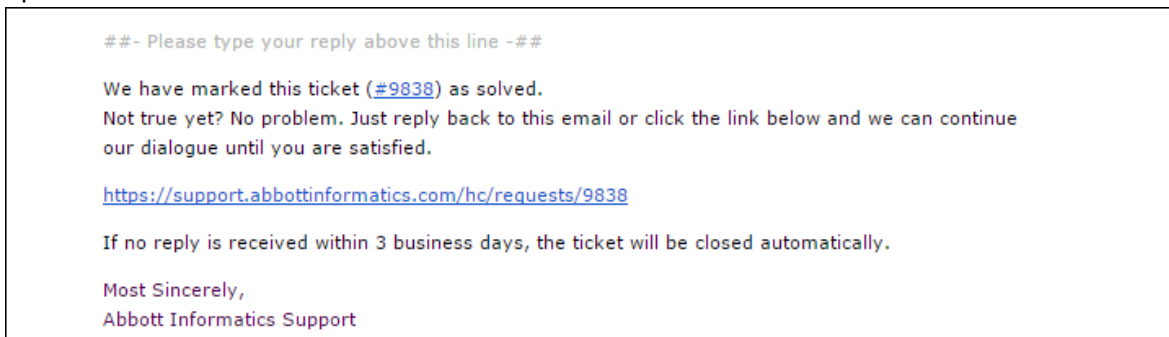


Figure 18 - Ticket Resolved Notification

One day before closing the ticket, the user will receive another notification that the ticket will close the following day.

Pending Feedback Notification

If the agent does not have enough information to fully understand the request, he or she will add a comment requesting additional information and the ticket status will be set to "Awaiting your reply". You will receive periodic notifications for tickets that are awaiting your reply.

Listed below are the intervals the notifications are sent out by request type.

Request Type	Customer Notification Interval
Issue & Question & License Key Request	2 business days
Issue & Question & License Key Request	5 business days
Issue & Question & License Key Request	9 business days
Enhancement	5 business days
Enhancement	10 business days
Enhancement	19 business days

If no response is received after the last notification (9th or 19th business day), the next business day the ticket will automatically be set to solved and within three business day it will be closed.

##- Please type your reply above this line -##

Hi James:

Your support request ([#6](#)) has been pending your feedback for nine days. The status of this ticket has automatically been set to solved and will automatically be closed in three days. If you're still working on providing feedback and would like this ticket to remain open, simply respond to this email and we'll move it back to an open status.

Most Sincerely,
Abbott Informatics Support

Figure 19 - Pending Feedback Notification

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