

littlepay

Support Centre

User Guides

Version 1.0
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General Introduction to the Guide

Introduction

This user guide is designed to explain and facilitate understanding of the Littlepay Support Centre. This support centre offers users the option to create and track support tickets for all different types of incidents and questions. It is assumed the reader has been granted access by the Littlepay Operations Team.

Scope and Objective

The scope of this guide is in the use of the support centre and methodologies in raising support tickets with the Littlepay Operations team. This is in terms of viewing open support tickets, seeing updates and monitoring the progress of support tickets, searching FAQs to help diagnose issues quickly and effectively.

Distribution

This guide will be made available to Littlepay staff and merchants who use the Littlepay service.

Support

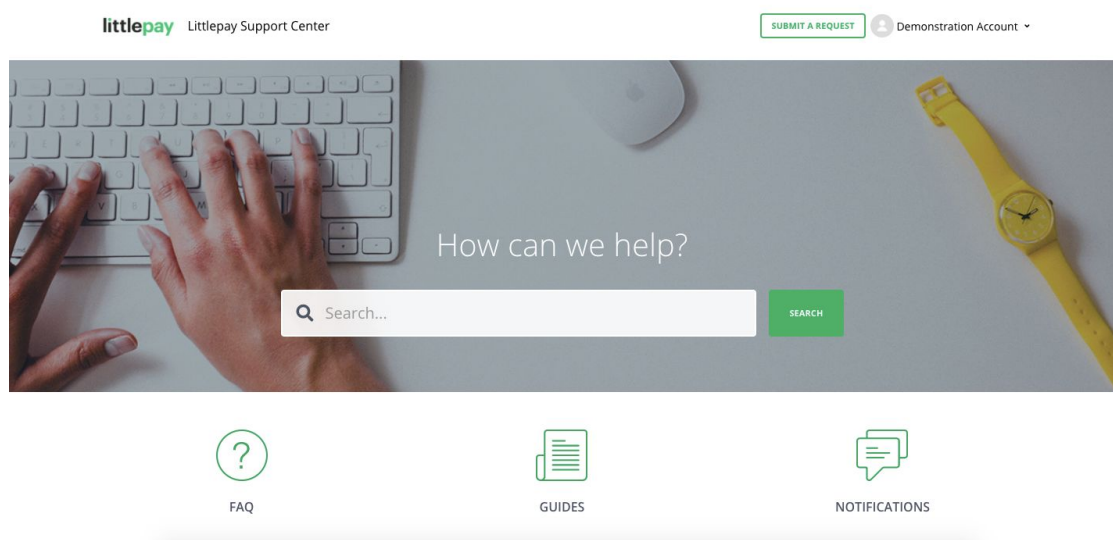
If any questions are not answered in this document, please contact Littlepay on support@littlepay.com who will assist you.

Littlepay Support Centre Home page

When a user has logged into the Support Centre, they will be allowed to access different sections. This includes:

- FAQs
- User guides
- Notifications
- Release notes
- Submitting a Support Ticket
- Looking up open and closed tickets

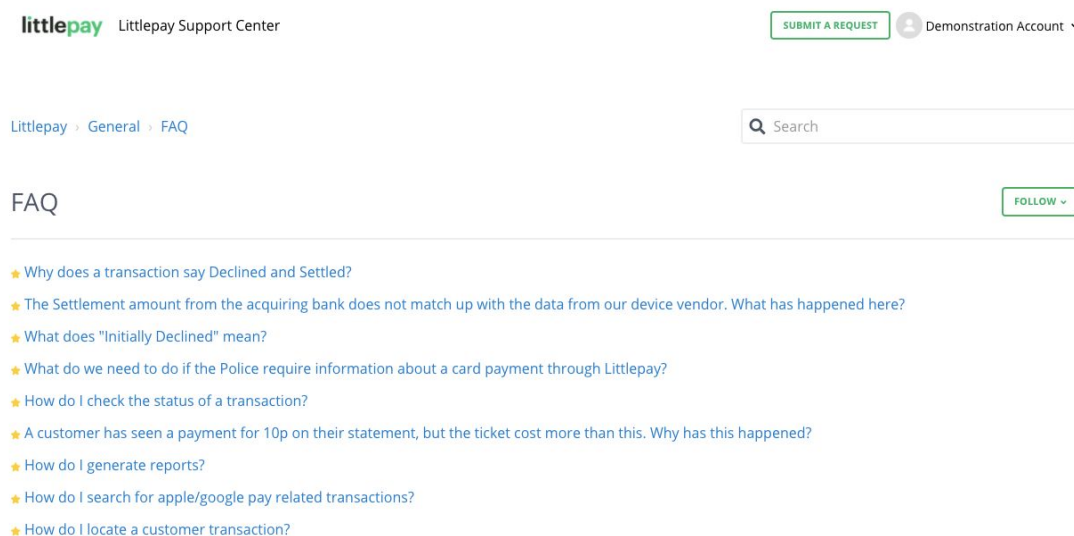
Each of these functions will be made available to each user account.



User Guides & FAQs

The Littlepay Support Centre home page has been designed to help you get answers to your queries without the need to raise them with us.

If you have any questions regarding the merchant portal, or how transactions are processed, please check the User Guides and list of FAQs first to find answers to any questions. If you don't find your answers there, then please raise a request with us.



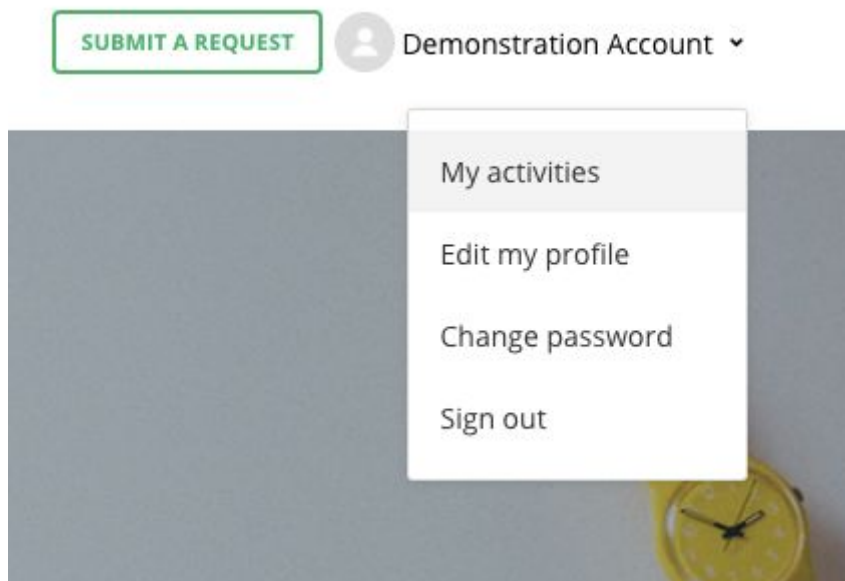
Submit and View Tickets

One of the main functions of the Support Center is to allow users to create tickets for any issue or question and track the progress of these tickets to their conclusion.

To submit a ticket to the Littlepay team, a user can click on the Submit A Request button in the top right corner of the screen, next to their name.

From here the user will be able to fill out all the details required to create a new ticket, including the Ticket Type, Subject, Description, and attach any evidence which might be beneficial for the Littlepay Support team to investigate.

In the below screenshot, a user will be able to personalise their account in the drop-down menu. By clicking on My Activities, they will also be able to view all open and closed tickets they have raised with Littlepay. If they have been granted permission, they will also be able to view all tickets for their organisation.



When submitting a request, the following options will need to be completed

Ticket Type

The Ticket Type field has the following options

- **Incident** - An incident as 'an unplanned interruption to an IT service or reduction in the quality of an IT service. In simple terms, there is a potential issue that needs to be fixed. An example of this type of ticket would be if the merchant portal is not working correctly.
- **Question** - A user requires more information about a transaction to help answer a customer query.
- **Service Request/Task** - A new user account is required for the Merchant Portal

Subject

This will be the subject of the ticket. For example, Debt Recovery, Refunds, User accounts etc.

Description

This is where the user enters all the details they have to help the Littlepay Team to investigate. Please make sure to enter as much information here as possible.

Submit a request

Ticket Type*

Subject*

Description*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments

[Add file](#) or drop files here

SUBMIT

My Activities

From the drop-down list next to the user's name in the top right corner, they can click on My activities, which will take them to a full history of their tickets, and also display tickets from other users in their organisation provided access has been granted.

littlepay Littlepay Support Center

SUBMIT A REQUEST

 Demonstration Account ▾

My activities

Requests

Contributions

Following

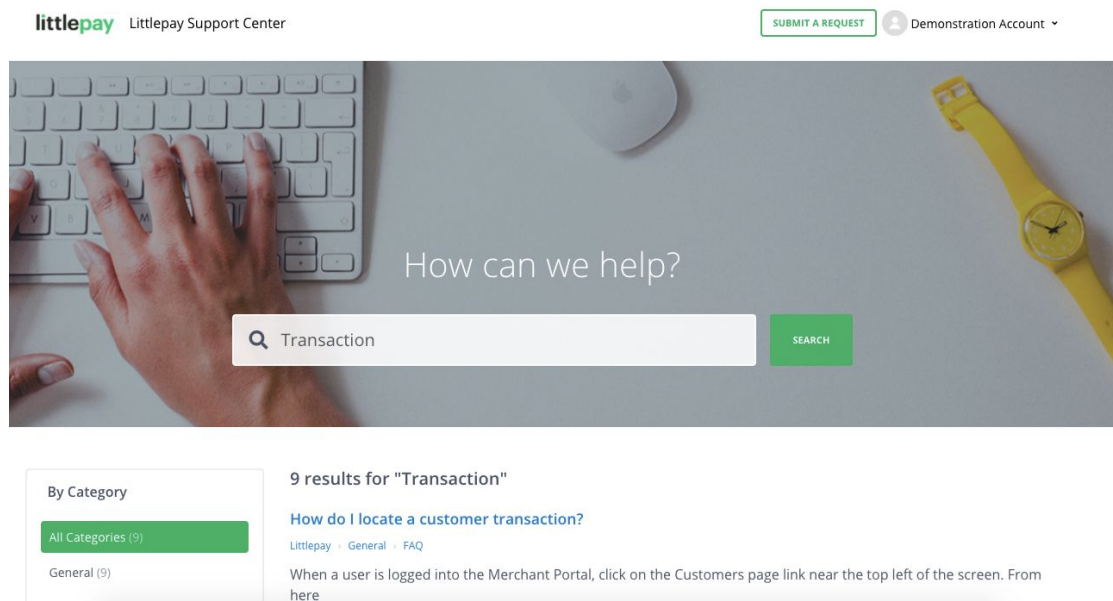
My requests · [Requests I'm CC'd on](#)

STATUS:

ID	SUBJECT	CREATED	LAST ACTIVITY ↕	STATUS

Home Page Search

Also on the Home Page of the portal, a user can use the search function to help find any information they might be looking for. This will search the whole support centre and find any matching articles or guides to help answer their queries. If they are still unable to find the answer they are looking for, please submit a ticket request to the Littlepay Operations Team and they will look into this.



We will continue to improve the support centre by adding more FAQs and other useful articles there. Please leave a comment, if you find any articles useful, or simply have feedback for us to help us improve.