



GETTING TECHNICAL SUPPORT

To get technical support, check technical support levels and follow steps.

Availability

PTI help desk is available 8:00 AM – 5:00 PM

Response Time

Next business day response

** If the next business day falls on a non-working day, response would be on the next working day.*

Technical Support Levels

LEVEL 1 Data Centric on entry related technical support

Description	Getting Support	Required Information
Support involving data centric issues such as; <ul style="list-style-type: none"> - Unable to login - Username & password corrections - Questionnaire corrections - Learning Module Issues - Exam Result Issues 	Send an email to support@onlinemetrics.net	<ul style="list-style-type: none"> - Description of situation - Name and Designation

LEVEL 2 Software error or exception

Description	Getting Support	Required Information
Support involving Online Metrics error; <ul style="list-style-type: none"> - Script Errors - Website cannot display the page 	Send an email to support@onlinemetrics.net	<ul style="list-style-type: none"> - Description of situation - Name and Designation - Error number and description - Screen capture

LEVEL 3 3rd Party Support, Hardware or Network Problems

Description	Getting Support	Required Information
Support involving internet browser, hardware and operating system errors	Contact vendor for the specific equipment	<ul style="list-style-type: none"> - Description of situation - Invoices and warranty documents

** To improve technical support resolution, please prepare required information and attach to email.*