

Support flow

Initial diagnosis and support should always be internal to the institution to ensure the quickest possible resolution.

Usability issues – *How do I set up a collaborative area in PebblePad?*

or

Pedagogic issues – *How can I use PebblePad to support a particular activity?*

Where possible local expertise should be able to answer general usability questions and offer pedagogic advice although nominated staff can contact Pebble Learning for clarification or advice. This will generally be via email to support@pebblelearning.co.uk. Online meetings can be arranged to discuss any area of PebblePad. To ensure the most appropriate member of staff is available meetings of this type need to be booked in advance.

Minor Technical issues – *PebblePad does not react as expected.*

Where possible minor technical issues should be checked locally to ensure they can be reproduced on different computers in different locations. Where a problem has been confirmed a high level of detailed information about the cause and effect of the problem will help us investigate. If appropriate screen grabs may be useful in helping to clarify a problem. These issues can either be reported via the bug reporting facility within the customer support area or direct via email to support@pebblelearning.co.uk.

Feature requests – *I would like PebblePad to be able to do this.*

Feature requests should be discussed locally prior to submission to Pebble Learning. Requests should include details of the issue the request addresses, who would be affected by the change and, broadly how it might work.

Requests can either be raised via the feature request facility within the customer support area or direct via email to support@pebblelearning.co.uk.

Major Technical issues – *PebblePad has a serious problem - I cannot login or I cannot save work.*

An institutional check list should be prepared to quickly establish that the problem lies with PebblePad. For example if the issue is related to the availability of PebblePad checks should be made on the availability of other external sites, if the issue lies with logging in to PebblePad checks should be made to ensure users can login to other institutional systems. If it appears that the only system affected is PebblePad appropriate technical contacts within the institution can contact our 24 hour emergency number for support. Details of contact numbers will be provided upon the initiation of service.

Issue Escalation

Should an issue not be resolved in an appropriate timeframe, approved staff within your institution support structure can contact the directors of Pebble Learning to escalate the issue. They will receive a response in a timeframe appropriate for the issue and at a maximum within 24 hours of the escalation request.

Communication flow Diagram

