

## Indigo/Eternale/SCIO HELP Form

### NON-Technical Indigo/Eternale/SCIO Help (complete this part only)

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Last First M.I.

Phone & Email: \_\_\_\_\_

List the problem. \_\_\_\_\_

### TECHNICAL Indigo/Eternale/SCIO Help (please fill in each box below)

Your Name: \_\_\_\_\_

Title: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_  
Street Address Unit

\_\_\_\_\_ Town State Postal Code

### TECHNICAL Indigo/Eternale/SCIO Help (please fill in each question below)

Have you checked the FAQ's to see if they a solution to this issue for you? YES  NO

What date did this happen?: \_\_\_\_\_ Time?: \_\_\_\_\_

Have you had this problem before? Is so please explain. \_\_\_\_\_

**PLEASE COMPLETE THE FOLLOWING QUESTIONS – to help us help you effectively.**

What screen were you in when this happened?

What happened? If you got an error message please type it below.

Did you find a way around this problem and complete the session?

If this is an Online Update question was your computer connected to the Internet AND was your Device turned on?

How would you say your Device computer is running in general?

Do you have a Virus Protection Software and if so what brand and version?

Have you backed up your Device client database and your Device Computer recently?

Have you downloaded Team Viewer from [www.teamview.com](http://www.teamview.com) (choose personal) to enable us to access your computer remotely?

Have you run Defrag on your computer recently?

YES

NO

How can we contact you to resolve this, please give us the best time, date and phone number i.e. evenings between 7 – 8 etc?

*Thank you for your time and assistance.*