



Support Essentials

User Guide

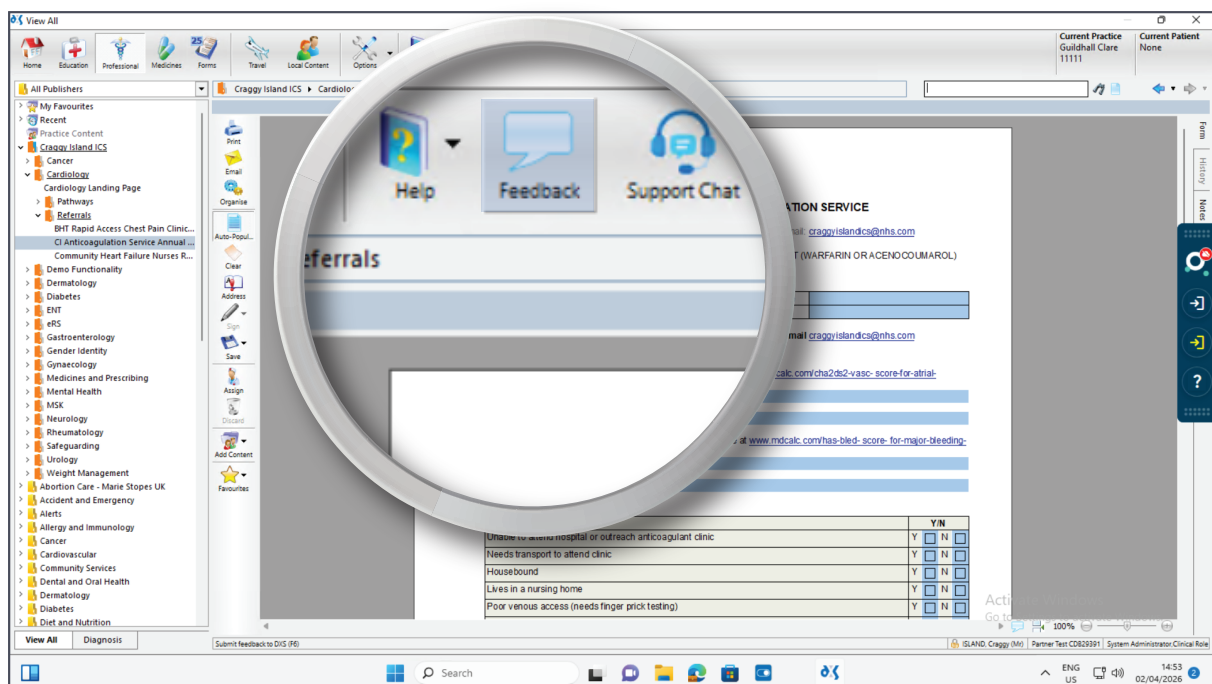
Submitting Form Update Requests Using
the Feedback Tool

Introduction

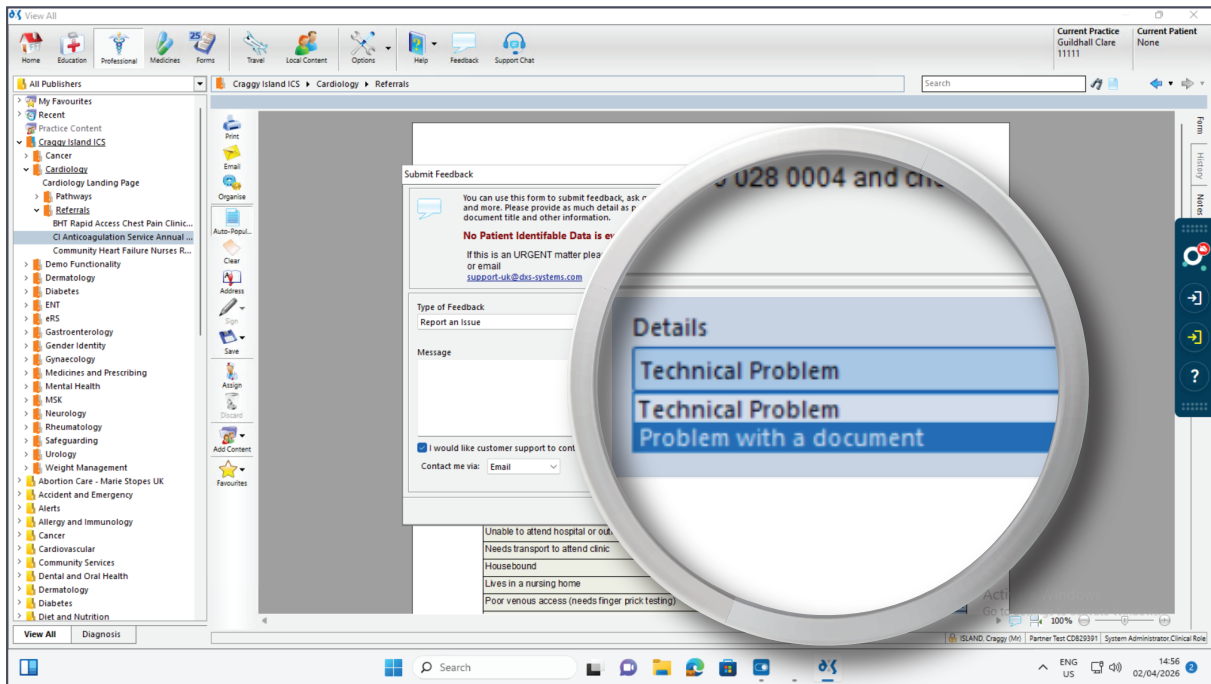
This guide shows you how to use the **Feedback Tool** to report issues or request updates to documents directly to the DXS team.

Instructions

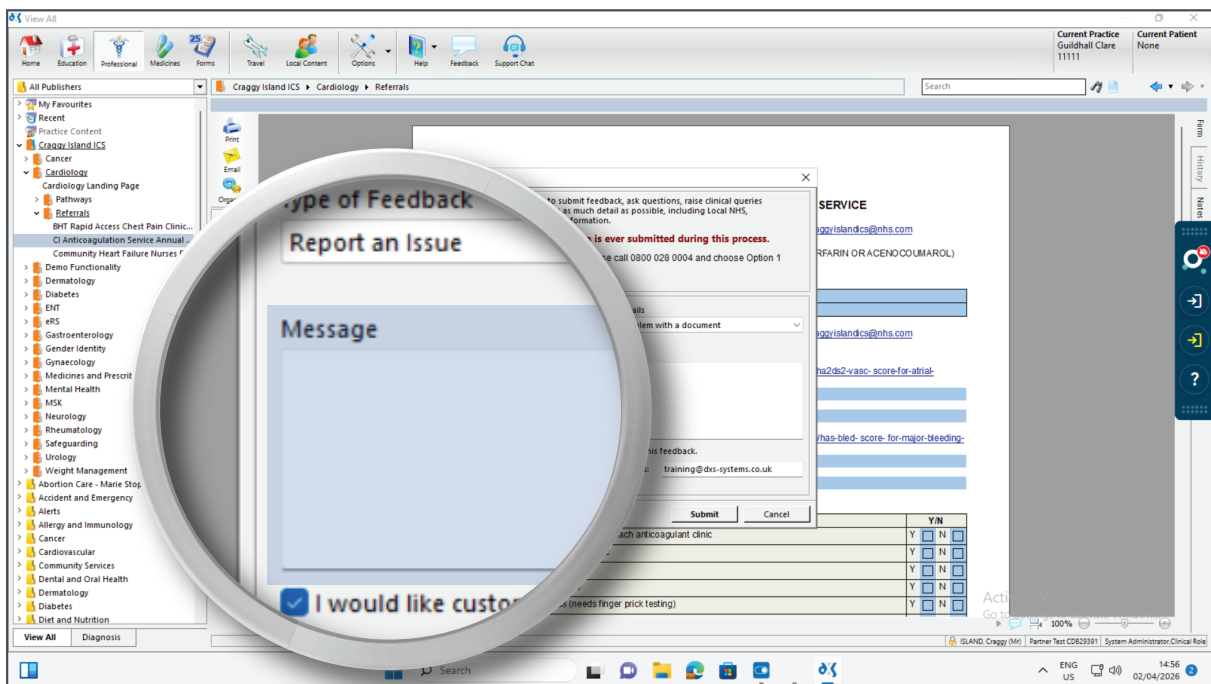
1. Open a referral form with an identified issue and click the **'Feedback Tool'** button.



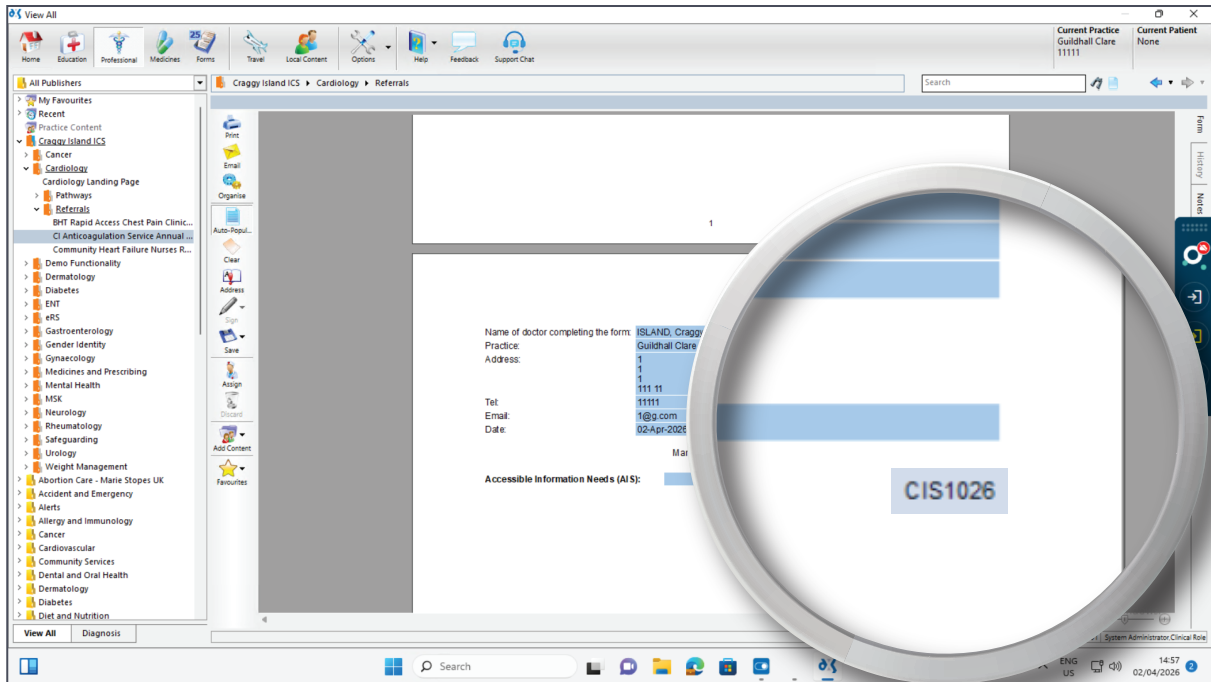
2. Select 'Problem with a document' in the 'Details' drop-down menu.



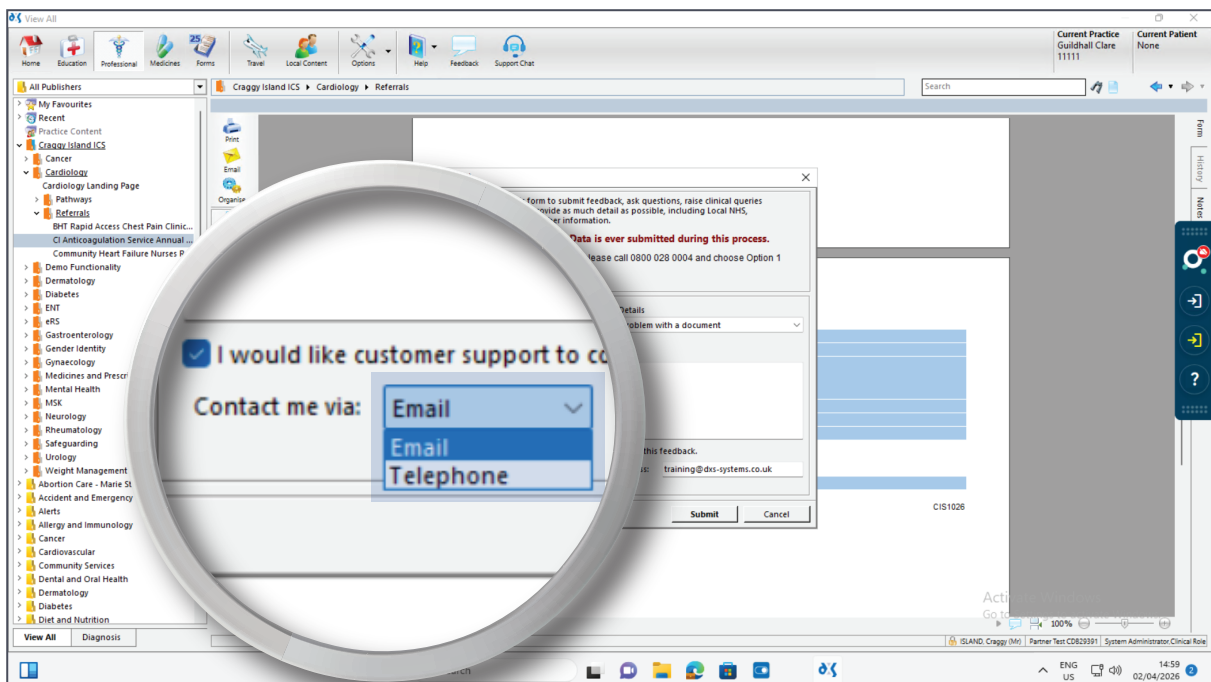
3. Describe the issue or required update in the message box.



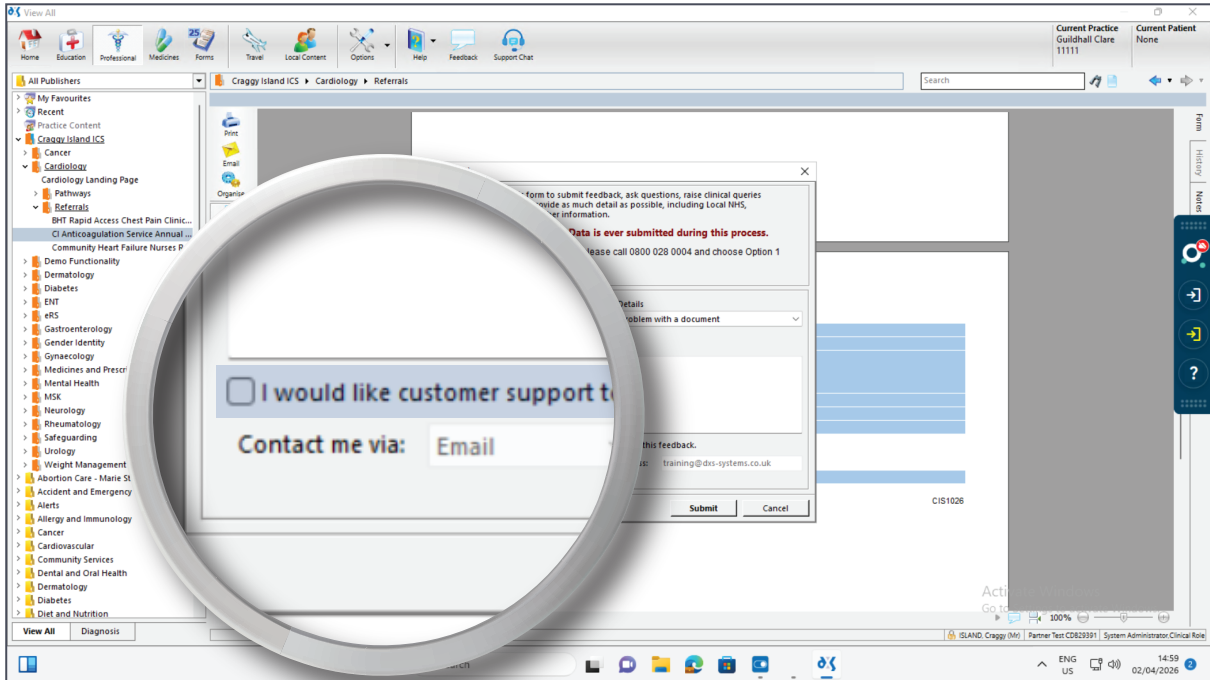
4. To reference a specific document, include either:
 - The document title, or
 - The document code
5. Locate the document code in the bottom right corner of the form.
 - If necessary, close the 'Feedback Tool' temporarily, locate the code, and reopen it.



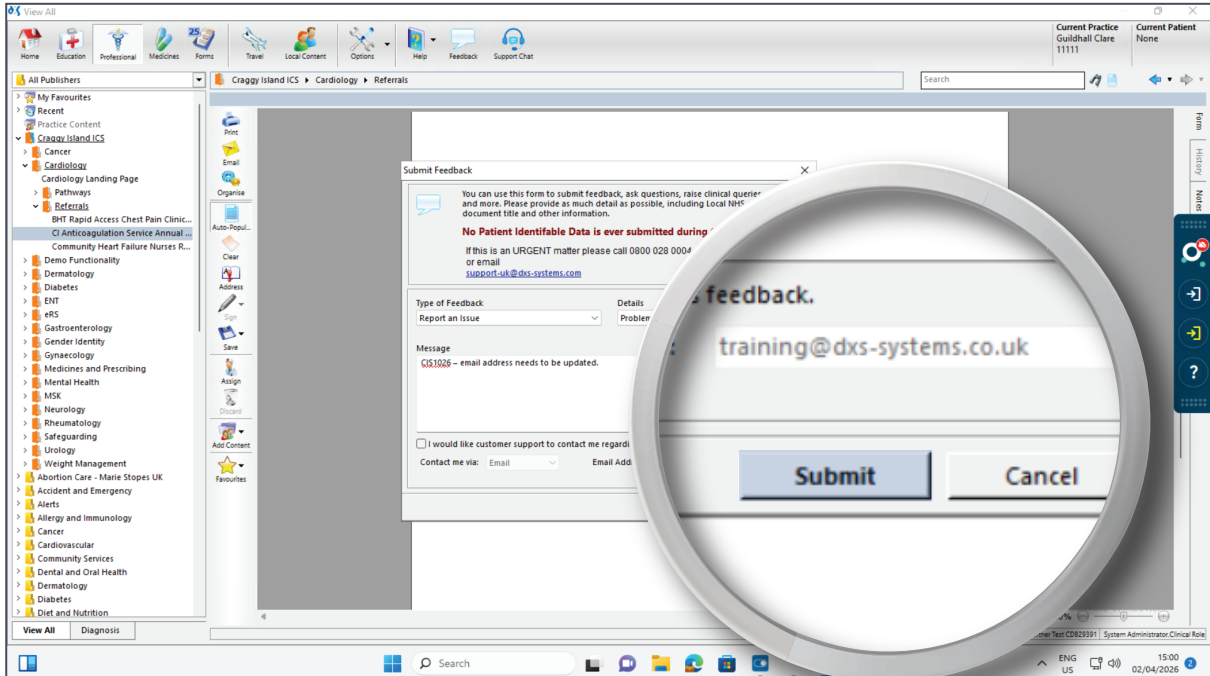
6. Choose your preference to be contacted by **email** or **telephone**.



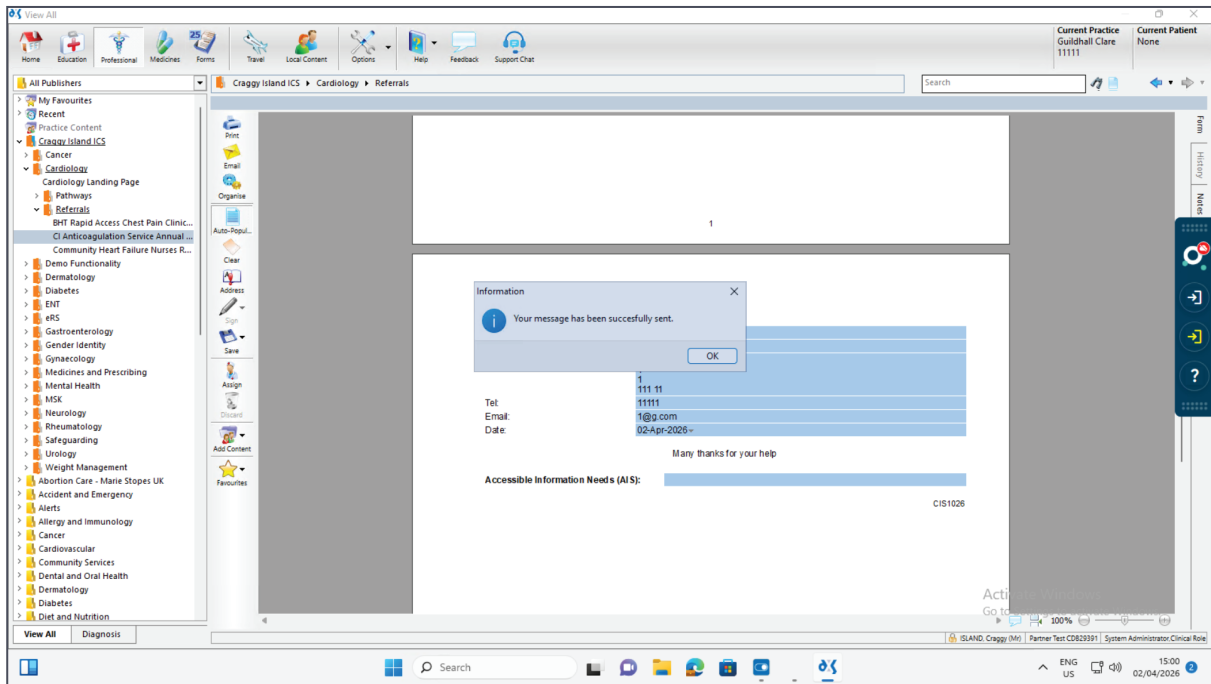
- If no contacting is required, untick the checkbox: **“I would like customer support to contact me regarding this feedback.”**



7. Select **‘Submit’** to send your feedback.



8. Successful submission will be confirmed.



Support



0800 028 0004 (option 1)



support-uk@dxs-systems.com



dxs-systems.co.uk

Training



0800 028 0004 (option 2)



training@dxs-systems.co.uk



training.dxs-systems.com

