

The FAW COMET System – The Help Function
A guide to raising a help ticket in COMET

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When to raise a help ticket

The help function in COMET exists to help users resolve problems linked to accessing the system.

Before you raise a help ticket, you should therefore firstly refer to the various COMET system user guides to see whether they answer your question. These can be found in the top left hand corner of the COMET home page and are also available on the FAW website at <https://www.faw.cymru/en/about-faw/pitch/comet/>

Help tickets should therefore only be raised if having followed the instructions contained in the user guides, you are still encountering problems in using the system.

Help tickets **should not** be raised for the following matters:

- Questions about whether a player, coach or staff member is registered. You should refer to your My Club dashboard to check registration status.
- Questions about FAW, Area Association or League rules – please refer to the relevant rulebook or your Area or League secretary.
- Competitions questions not related to COMET, e.g. deadlines for entry to a competition. In this case, please contact the competition organiser.

Help tickets should instead be raised for the following:

- If you are having difficulty performing a task on COMET that has previously worked for you; and/or
- If you are following the instructions in the user guide and have the correct permissions to carry out a task on COMET (check your user access with your Club COMET Champion) but keep encountering error messages.

Please note help tickets should now be raised by system users instead of emailing comet@faw.co.uk.

What information to include

When submitting a help ticket it will help us give you a quicker response if you include the following information:

- Your name;
- Your club or organisation;
- Your user role(s) e.g. CLUB MANAGER, CLUB MANAGER (JUNIOR) etc
- An accurate description of the problem, accompanied by screenshots where relevant (please ensure screenshots are full screen, not just of the error message)
- If you are having problems registering an individual, please provide the individual's name, date of birth, COMET ID if known and the role you are trying to register them for (e.g. player, coach, referee, etc)

- The device you are using to access COMET (e.g. computer, tablet, iPhone or Android phone)
- The name of the web browser you are using to access COMET (we recommend you use GOOGLE Chrome);
- If possible, please also let us know if other users at your club are also unable to carry out the task / experiencing similar problems (this will help identify whether the issue is restricted to the individual or affects the clubs that the individual is linked with).

How to raise a help ticket

In the left hand menu in COMET, click **Help** and then **Open new ticket**.



You will then be able to add details of your problem in this screen.

The screenshot shows the 'Open new ticket' interface. On the left is a sidebar with 'User Guides' and various navigation buttons. The main form area contains the following elements:

- 1**: Subject input field.
- 2**: Priority dropdown menu (set to Medium).
- 3**: Message text area with a rich text editor toolbar.
- 4**: '+ Choose' button for attachments.
- 5**: Save button.

- 1. Subject** – add a short description of the nature of the problem.
- 2. Priority** – here you can grade the problem as High, Medium or Low priority by selecting from the drop down menu. If all problems are ranked as High by the users, then it will mean that we will not be able to rely on the ranking and will then treat each query in the order in which they are received.
- 3. Message** – type in the full description of your problem, making sure you include the details from the **information to include** section above.
- 4. Add supporting information** – you can add a screenshot or other supporting information by clicking **+Choose** and uploading a picture or document.
- 5. Click Save.**

What happens next?

The FAW will receive your ticket and respond with a solution or a request for further information.

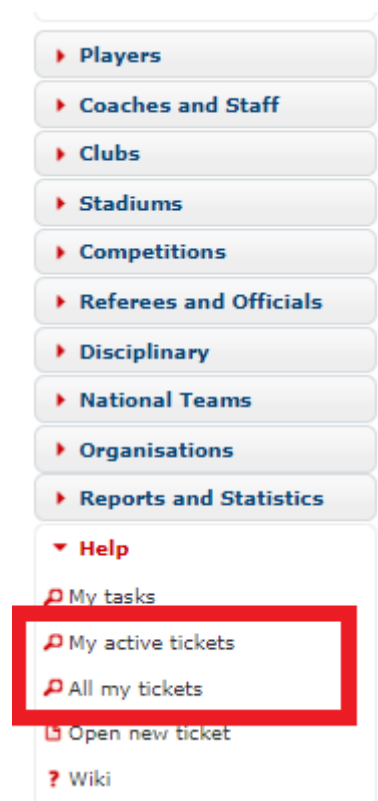
We will respond as soon as we can but please note waiting times will depend on the number of tickets being raised. Tickets will be answered within normal working hours (Monday to Friday 8am to 5pm).

If the problem cannot be resolved by the FAW, it will be escalated to Analyticom, the COMET software developer.

You will receive an email notification when your question is replied to.

When the ticket is resolved it will be closed.

You can track the status of your ticket by clicking **My active tickets** in the **Help** menu to see tickets you have raised that are currently open, or **All my tickets** to see those that have been resolved and closed.



COMET Help Tickets – Do's and Don'ts



DOs

- Read the FAW COMET user guides before raising a ticket
- Ask your club COMET Champion's advice before raising a ticket
- Provide full information on your user role and the problem (see **information to include** above)
- Correctly rank the priority of your ticket (don't mark them all as HIGH)
- Close your ticket if the issue is resolved.



DON'Ts

- Raise a ticket about a non-COMET System related matter – e.g. registrations/discipline/competitions etc. Please contact the relevant FAW department instead.
- Raise multiple tickets about the same issue
- Rank all tickets as high priority
- Email your COMET system related question to comet@faw.co.uk – raise a help ticket instead.

Model help ticket example


Here you can see an example of a correctly raised help ticket. The user has included all relevant information to help in resolving the ticket.

Edit my ticket

Reporter: tuser Estimated date of resolution:

ID: **OPEN L1**

Subject: Priority:

14.08.2019 13:45:26 Test User: 

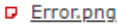
Good afternoon,


My name is Jane Bloggs and I am from FAW FC. My user roles are Club Manager and User Creator.

I am having a problem registering Joe Bloggs (d.o.b. 01/01/1908) in more than one Official role. He is registered as our Assistant Club Secretary and we would also like to register him as Secretary. John Doe (username jdoe) who is an Administrator of Officials at our club is also unable to perform the action. I am using Internet Explorer on a computer.

Thank you,

Jane Bloggs



14.08.2019 13:47:51 Rebecca Crockett: 

Dear Jane,

Thank you for your message.

Please could you try using Google Chrome to carry out this action?

We would also recommend...