

Support

Dapresy Pro



dapresy

BETTER DATA BY DESIGN

Support Document

How to get in contact with us

Dapresy Support can be reached in two different ways: by email and by phone. Our email address is support@dapresy.com

Our phone number is +4676 - 019 89 42

How to submit a support question

In all of our support e-mails we need some basic information from you to be able to solve your case as soon as possible.

Mandatory info:

Project name, report name, and the slide name where the issue occurred. Also, an image is helpful to send along in order to give us more information.

If you are having problems with something in the Admin part of the system, please always tell us where, and which tab you are having problems on. It is also good to send in images here so that we can identify the browser issues directly.

It is always good for us to know the browser version. A very important step for us is figuring out how we can recreate the issue. We need to be able to recreate it to be able to find what is causing the issue.

Our priorities

Dapresy Support will prioritize all cases by different needs. Group A will include the most urgent cases, whereas Group D will include cases that may not need immediate assistance.

Examples of cases assigned to the four different groups:

- A) The system is down for all admins and users. Nobody can login, or there are global issues with our servers.
- B) Issues with a specific project where users/admins can't use the portal. There can be issues with updating reports for all users, or importing data files where all the data are correctly stored.
- C) Issues with a project where there are setup problems with a module, or there is an issue with a specific action in Dapresy Pro. You want to order more users, or have questions about the software in general.
- D) Design flaws where obvious workarounds exist.

Example of a proper support case

Subject: Issues with respondent date. All respondents receive today's date.

URL: Manager.dapresy.com

Project: Tellus Telecom

ID: 9999

Issue: I'm trying to import new data into my project, and I have a date variable in it. No matter how I import it, all respondents get today's date instead of the correct date. See on the attached image, the real date assigned to all of the respondents.

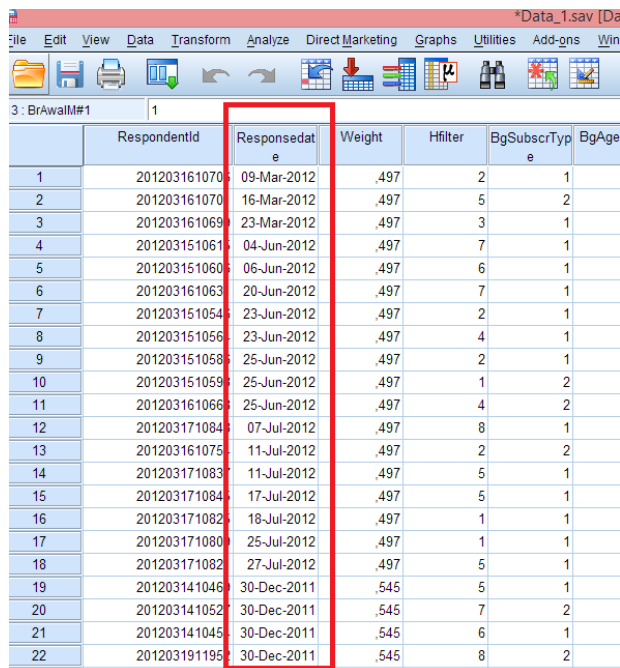
I use "Import meta data and case data." I'm not inactivating excluded meta data. The answer block logic I use is "Identical answer lists," and the meta data transformation I use is "Wave 2."

I have created a copy of the project, since I need to work in the real project. It's called "Tellus Telecom_DapresySupport."

Let me know if you need any additional information from me.

Best regards,

Lisa Andersson



	RespondentId	Respondedate	Weight	Hfilter	BgSubscrType	BgAge
1	201203161070	09-Mar-2012	,497	2	1	
2	201203161070	16-Mar-2012	,497	5	2	
3	201203161069	23-Mar-2012	,497	3	1	
4	201203151061	04-Jun-2012	,497	7	1	
5	201203151060	06-Jun-2012	,497	6	1	
6	201203161063	20-Jun-2012	,497	7	1	
7	201203151054	23-Jun-2012	,497	2	1	
8	201203151056	23-Jun-2012	,497	4	1	
9	201203151058	25-Jun-2012	,497	2	1	
10	201203151059	25-Jun-2012	,497	1	2	
11	201203161066	25-Jun-2012	,497	4	2	
12	201203171084	07-Jul-2012	,497	8	1	
13	201203161075	11-Jul-2012	,497	2	2	
14	201203171083	11-Jul-2012	,497	5	1	
15	201203171084	17-Jul-2012	,497	5	1	
16	201203171082	18-Jul-2012	,497	1	1	
17	201203171080	25-Jul-2012	,497	1	1	
18	201203171082	27-Jul-2012	,497	5	1	
19	201203141046	30-Dec-2011	,545	5	1	
20	201203141052	30-Dec-2011	,545	7	2	
21	201203141045	30-Dec-2011	,545	6	1	
22	201203191195	30-Dec-2011	,545	8	2	