

PebblePad Support

Support is provided to three named contacts within an organisation This may include a central helpdesk or similar institutional support service. Issues can be logged directly with us via the following channels:

UK: Telephone: 0345 1930 680

Email: support@pebblepad.co.uk

AUS: Telephone: 0400 899 820

Email: ozsupport@pebblepad.com.au

USA: Telephone: 1-855-969-3955

Email: supportusa@pebblepad.com

Major/critical issues should be reported by telephone and will be investigated immediately with information updates as required.

For all other issues, from the reporting of an issue we will aim to respond within 48 hours

Minor issues will be prioritised according to importance and impact. Minor issues will not normally warrant the release of a patch unless a significant number of issues are cumulatively causing a more serious issue.

Under normal operation updates will be released regularly throughout the year adding new functionality as it finishes development, these releases will include any non-urgent bug fixes since the last update. Any additional emergency patches will be released as required.

Example issue resolution schedule

Issue Type	Example	Target Fix*	Procedure
Critical issue, prevents users being able to use core PebblePad functionality.	Users unable to login to PebblePad	4 hours	Immediately investigate problem with all available resources used to resolve the issue as quickly as possible
Major issue which could affect a large number of users	Inability to submit to assessment workspace	Within 48 hours	Patch release to fix the fault at the earliest possible time
Major issue affecting a small number of users	Inability to view text within PebblePad due to recursive links between Webfolios in a user's asset store	4 working days	Patch is released to fix fault at earliest possible time
Minor issue affecting all users	Not able to select text colours in templates	Next regular release	Next available release

N.B. All patches are subject to delay depending on the complexity of testing procedures

* Due to the complexity of the PebblePad system we are unable to guarantee particular timescales for fixing individual issues, however, we are firmly committed to ensuring a high quality product and the highest possible level of availability for all PebblePad users.