

## Support Overview

Initial diagnosis and support should always be internal to the institution to help ensure the quickest possible resolution.

**Usability issues – How do I set up a collaborative area in PebblePad?**

Or

**Pedagogic issues – How can I use PebblePad to support a particular activity?**

Generally as experience in using PebblePad increases, local expertise will be able to answer general usability questions and offer pedagogic advice to staff within an organisation. To support your activity nominated staff can contact Pebble Learning for clarification or advice on any topic relating to PebblePad. This will generally be via:

**UK:** Telephone: 0345 1930 680

Email: [support@pebblepad.co.uk](mailto:support@pebblepad.co.uk)

**AUS:** Telephone: 0400 899 820

Email: [ozsupport@pebblepad.com.au](mailto:ozsupport@pebblepad.com.au)

**USA:** Telephone: 1-855-969-3955

Email: [supportusa@pebblepad.com](mailto:supportusa@pebblepad.com)

Online meetings can be arranged to discuss any area of PebblePad. To ensure the most appropriate member of staff is available these need to be booked in advance.

**Minor Technical issues – PebblePad does not react as expected.**

Where possible, minor technical issues should be checked locally to ensure they can be reproduced on different computers and in different locations. Where a problem has been confirmed a high level of detailed information about the cause and effect of the problem will help us investigate and remedy the problem. If appropriate screen grabs may be useful in helping to clarify a problem.

These issues can be reported via email to:

(UK) [support@pebblelearning.co.uk](mailto:support@pebblelearning.co.uk), (AUS) [ozsupport@pebblepad.com.au](mailto:ozsupport@pebblepad.com.au) or (USA) [supportusa@pebblepad.com](mailto:supportusa@pebblepad.com)

### **Feature requests – I would like PebblePad to be able to do this.**

Feature requests should be discussed locally prior to submission to Pebble Learning. Requests should include details of the issue the request addresses, who would be affected by the change and, broadly how it might work.

Requests can be raised via email to:

(UK) [support@pebblelearning.co.uk](mailto:support@pebblelearning.co.uk), (AUS) [ozsupport@pebblepad.com.au](mailto:ozsupport@pebblepad.com.au) or (USA) [supportusa@pebblepad.com](mailto:supportusa@pebblepad.com)

### **Major Technical issues – PebblePad has a serious problem - I cannot login or I cannot save work.**

Before calling us someone within the institution should make checks on the availability of other external sites. If the issue lies with logging in to PebblePad check to ensure users can login to other institutional systems. If it appears that the only system affected is PebblePad you can first check our twitter monitoring site at <https://twitter.com/pebbletech>. You may then raise the issue with one of the PebblePad technical contacts within the institution who can contact us directly for support:

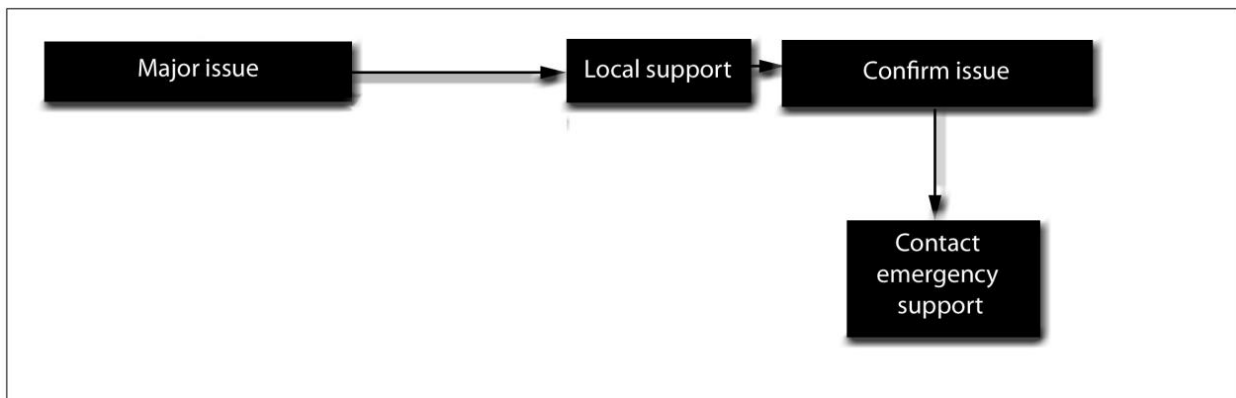
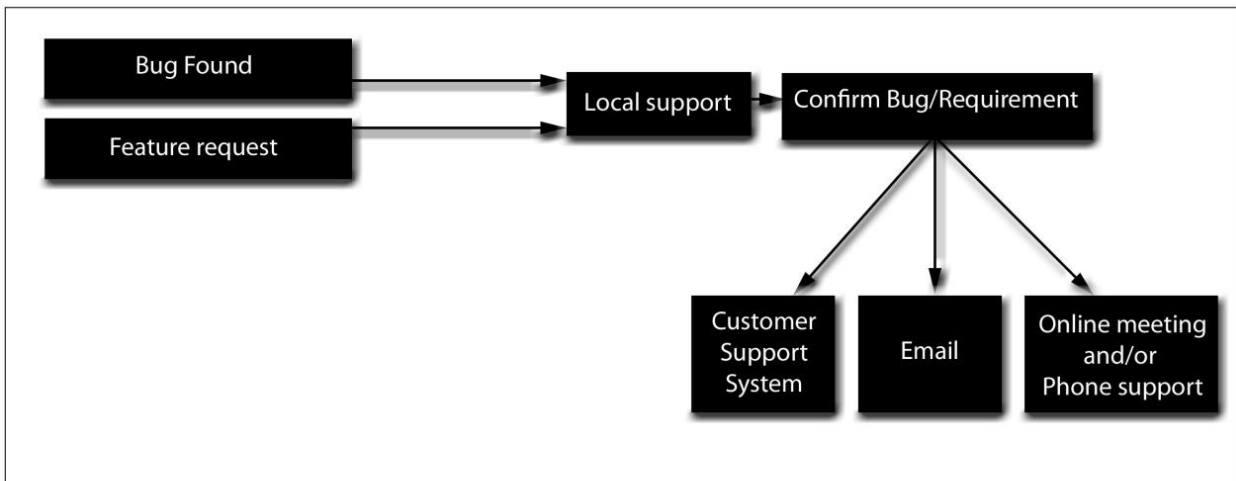
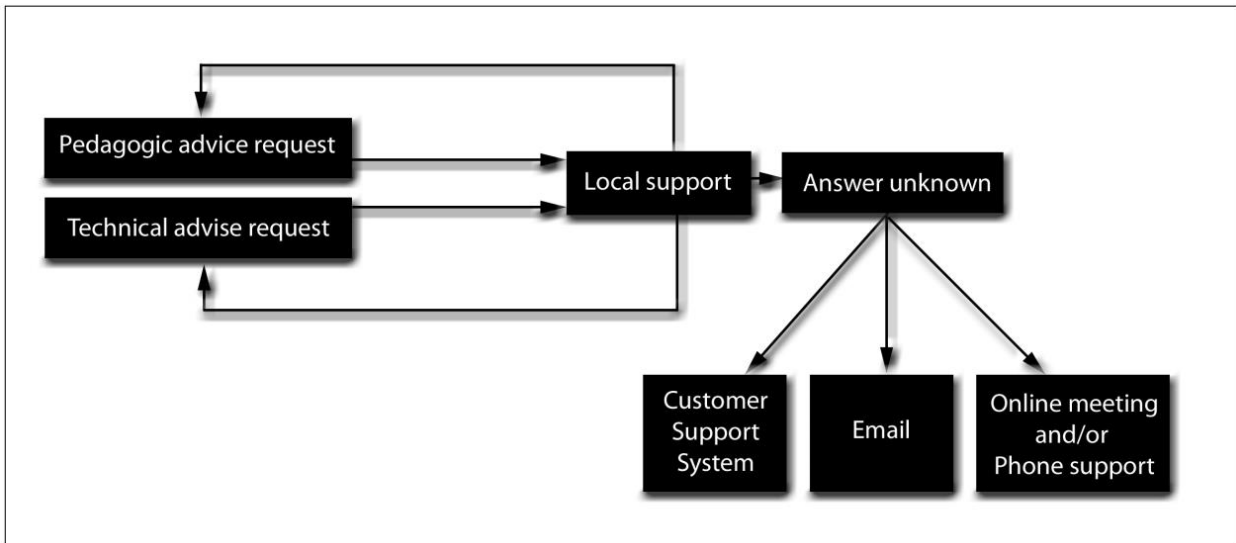
Day time contact: UK: 0345 1930 680    AUS: 0400 899 820    USA: 1-855-969-3955

### **Issue Escalation**

Should an issue not be resolved in an appropriate timeframe approved staff within your institution support structure can email the directors of Pebble Learning at [directors@pebblepad.com](mailto:directors@pebblepad.com) to escalate the issue. They will receive a response in a timeframe appropriate for the issue and at a maximum within 48 hours of the escalation request.



## Communication flow diagram



Day time contact: UK: 0345 1930 680    AUS: 0400 899 820    USA: 1-855-969-3955