



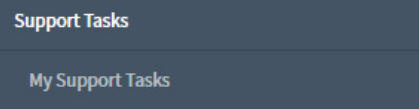
# Quick Reference Guide

## Creating a New Support Task

Support tasks are how facility users escalate issues when further support is required. Support tasks are assigned to either the Facility Administrator or QAS Support depending on the issue type.

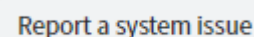
There are two (2) ways a Support Task can be raised within NEPT.

1. From 'My Support Task' under the 'Support Task' section in the left hand navigation menu.

Support Tasks

My Support Tasks

2. From within a NEPT request or TRIP via the 'Report a system issue' button.

Report a system issue


## Support Task via Left Hand Navigation Menu

1. Select 'New' at the top of the Support Tasks window.

Support Tasks

New

2. Link an Associated Trip (if required).

Associated trip

3. Choose an 'Issue type' from the drop down menu.

\* Issue type

-- None --



-- None --

Issue accessing the NEPT system  
Cannot find patient, booking or trip  
Information entered is displaying incorrectly  
Difficulty entering information into the fields provided  
Cannot print request  
Cannot export data  
Cannot send booking to the QAS  
Cannot cancel booking  
Cannot modify booking

4. Enter a 'Short description' of the issue, and further 'details as to the issue/changes required'.

\* Short description

\* Please detail what changes are required

5. Select 'Submit'

Submit

If the issue is directly related to a request for transport within 24 hours, please call 13 12 33 after submitting the support task.



## Support Task via NEPT Request/Trip

If there is an issue with a request and escalation is required, the TRIP can be referenced in the support task. This is the preferred option when raising Support Tasks associated with a TRIP as it will assist with problem solving and resolution.

1. Select the 'Report a system issue' button at the top of the NEPT/TRIP request.

Navigation bar for NEPT Trip - TRIP0027651. Buttons include: Back, Menu, NEPT Trip - TRIP0027651, Save, Cancel, Patient Ready Now, Print, Report a system issue (highlighted with a red box), and Up/Down arrows.

2. Choose an 'Issue type' from the drop down menu.

3. Enter a 'Short description' of the issue, and further 'details as to the issue/changes required'.

4. Select 'Submit'.

5. An email will be automatically generated to the user who submits the support task and the work unit nominated to further investigate the issue.

**Create Support Task**

ⓘ If the request for support relates to the creation, modification or cancellation of a time critical request for non-emergency transport, please contact the Queensland Ambulance Service Patient Transport Service on 13 12 33. ✕

Number: SUPT0001384

State: New

Associated trip: TRIP0027651

Requested for: ST JAMES USER

Requested for access: Facility user

\* Requesting facility: ST JAMES HOSPITAL

\* Issue type: -- None --

Medical Facility: Private

\* Short description: [Text field]

\* Please detail what changes are required: [Text field]

Submit

If the issue is directly related to a request for transport within 48-hours, please call 13 12 33 after submitting the support task.