Submit Feedback

If you ever run into an issue, or need to ask a question, you can do so directly from the DGLux interface. Submitting your feedback through this feature helps us address your problems or questions quickly. When a user submits feedback, a ticket is automatically created and sent to our support desk and to your mailbox. You will also automatically receive any correspondence regarding your ticket. You can communicate directly with the support staff by replying to the support desk' email notifications. We also encourage that you record a video screen capture of the issue, along with the steps to reproduce the issue, to help us find a resolution as quickly as possible.

You can access the 'Submit Feedback' from via the 'Star' icon and choosing 'Help'. Additionally, you right-clicking anywhere within the DGLux Application Frame and selecting 'Submit Feedback' from the pop-up menu. Please note that all fields in the feedback form are required. Please make sure your email address is typed in correctly, otherwise you will not be able to receive correspondence on the resolution of your request. You are also strongly encouraged to provide your name instead of the user name which is entered by default, so that our support staff knows how to best address you.

Use the comments section to describe your problem as well as the steps to replicate the issue (if applicable). This will greatly increase the resolution speed of your ticket. If your installation of DGLux happens to be offline, you can 'Save to File' and email the saved file to support@DGLogik.com.

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http://wiki.dglogik.com/ - **DGLogik**

Permanent link:
http://wiki.dglogik.com/dglux_v2_wiki:application_frame:feedback

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