Gold Service

Support Bundle Guide

Version 0.1

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Contents

Overview

What is a Support Bundle?

A Support Bundle is a tool that is used to help the Support and Development teams investigate any issues that have been logged by the Gold Service application, directly from your Gold Service device. It allows them to carry out a more detailed investigation.

## What does this document contain?

This document is designed to show you how you can send a Support Bundle to the Support team via your Gold Service App.
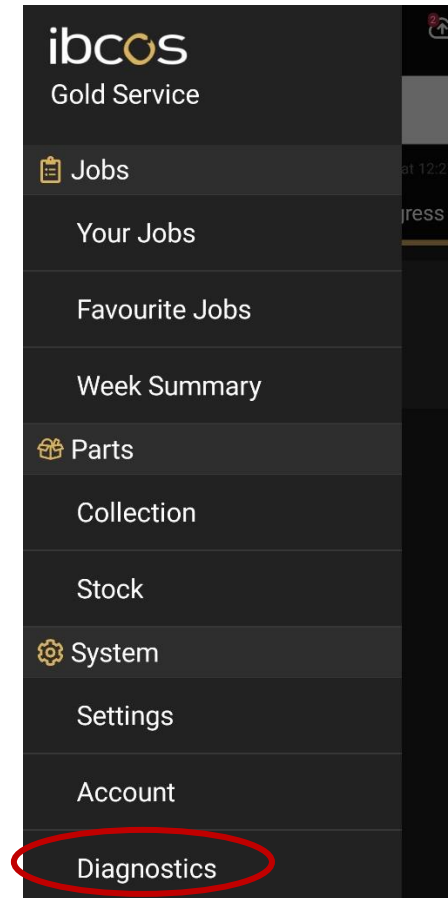
When should you send a Support Bundle?

A Support Bundle should be sent with every Gold Service App related support ticket you raise.
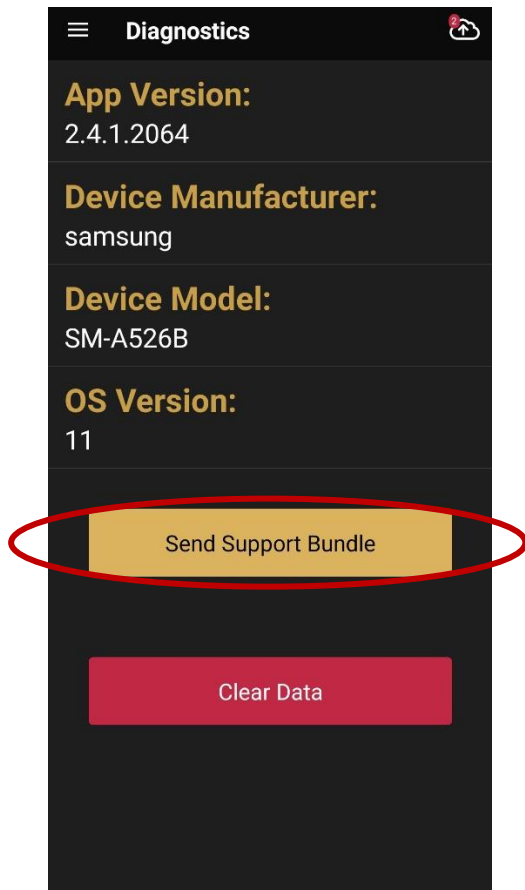
Sending a Support Bundle

The following instructions will show you how to send a Support Bundle from your Gold Service App
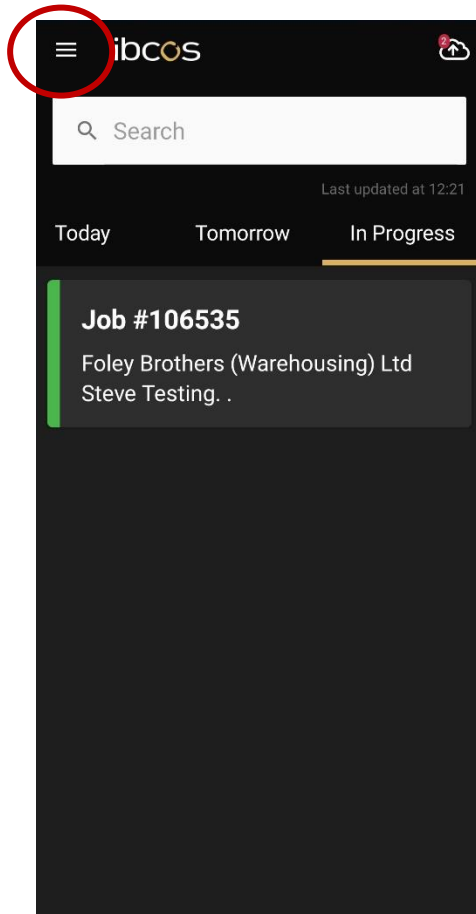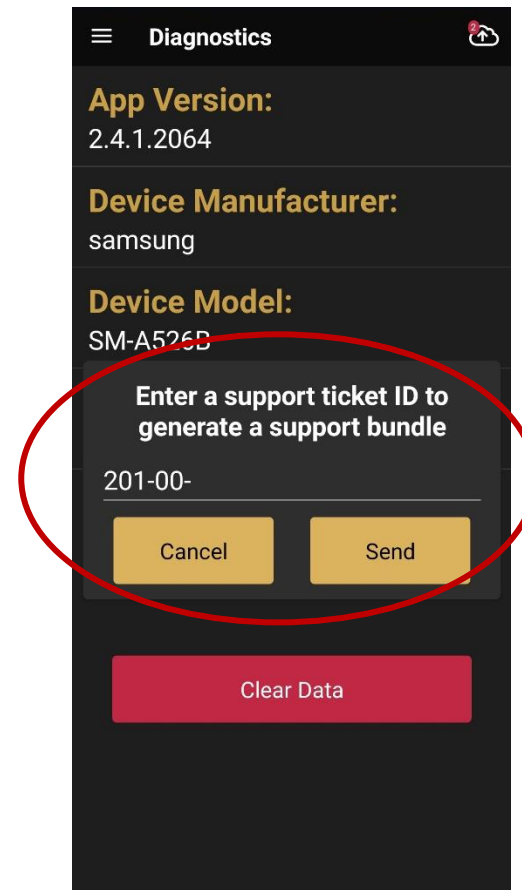

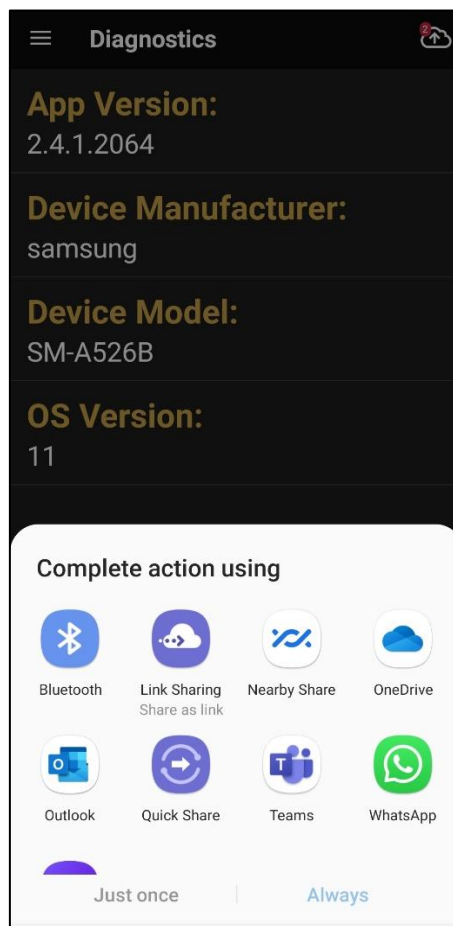On the home page of the App, click on the 'Main Menu' button

This will open the Main Menu. From here, click on the 'Diagnostics' option

This will open the Diagnostics screen. From here, click on the 'Send Support Bundle' button

It will prompt you to enter in the support Ticket ID. You can get this from the support consultant or the email confirmation of the logged ticket.

Your phone will then give you the option to select the email application that you want to use to send the Support Bundle. Select the appropriate option and press send.