

	RAD ONLINE TECH SUPPORT PORTAL – Narration Script (and closed-captions)	audio clips
	1 - INTRODUCTION	A
1	Welcome to the new gateway to RAD technical support – the RADcare Online Portal.	
2	The portal has 2 viewing modes. Dashboard and Workflow. This is the dashboard.	
3	The Dashboard gives you quick access to the various sections of the RADcare Online portal.	
4	The dashboard shows you the status of your cases. Such as the number of cases that are still open. And the number of TRS reports that relate to one or more of your open cases. The pie chart represents cases created and closed in the current calendar year.	
5	This is the Workflow screen.	
6	The Workflow screen lets you view and manage your products. Your RADcare contracts. And your support cases. The tabs give you access to all the information in the RAD support knowledge base. Such as technical notes and FAQs And TRS reports. As well as all software versions available for download.	
7	The sidebar in the Workflow serves as a news feed from RAD support.	
8	It presents the latest software versions, technical updates, and FAQs that are relevant to your company’s inventory.	
	2 - INVENTORY	B
1	Inventory is the database of all RAD assets purchased by your company.	
2	An asset is any product or device identified by a unique serial number. An asset may or may not be covered by a RADcare contract.	
3	You may have hundreds, or thousands, of items in your inventory.	
4	Use the filters to search for a particular product, or group of products. For example, filter inventory by product name.	
5	You can use the calendar to narrow your search to a specific time period.	
6	The status filter can also help you search for products.	
7	Click on a product’s serial number to view information about the specific device.	
8	Inventory Action options allow you to perform tasks on a selected product.	
9	For example, download relevant technical documents and software.	
10	You can also open a new technical support case.	

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	3 – CREATE CASE WITH SERIAL NUMBER	C
1	The easiest way to open a case is by using the product serial number.	
2	The RADcare online system recognizes the device and its owner from the serial number.	
3	Select the type of installation.	
4	Enter a title that clearly states the subject of your case.	
5	Enter your question or a description of your problem.	
	<i>(Provide as much information as possible. Then Submit.</i>	
6	A new case is created, and receives a unique case number. The case is automatically dispatched to the appropriate technical support group.	
7	When a product is covered by a RADcare policy, the case receives full support with high priority.	
8	After a case is created, you can modify or add information in the case log. For example, you can attach a file.	
9	After your issue is resolved, you can close the case by pressing Resolve Case.	
10	Complete the survey to rate the quality of the case resolution . Your responses help RAD monitor and improve the quality of technical support.	
	4 – CREATE CASE WITHOUT SERIAL NUMBER	D
1	When you do not have a serial number for a product, but need technical support, you can still create a new case.	
2	Complete all the fields in the New Case form.	
3	Enter the email addresses of people who will receive notifications about the case.	
4	Remember, without a product serial number, the case will not receive high priority from technical support.	
5	You can review case information.	
6	The Workflow screen can switch between two Case views.	
7	ALL CASES shows all cases created by you and your organization. It also shows your customers' cases.	
8	MY OPEN CASES shows open cases that you created, or that were created on your behalf.	
9	Use the filter to modify the displayed list of cases.	
10	Show all open cases, created by anyone connected to your organization.	
11	Show all cases that have been resolved.	
	5 - RADcare	E
1	Use filters to modify the displayed list of your RADcare contracts.	

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2	To show the items covered by a particular RADcare contract, click on the RADcare number.	
3	The RADcare online portal has additional tools to help you find and display data.	
4	For example, hide a column.	
5	Use the quick filter to type in text that will filter the data.	
6	You can export data from the RADcare online portal to spreadsheets and PDF files.	
	6 – SOFTWARE DOWNLOADS	G
1	The RADcare portal gives you access to software versions for products in your inventory.	
2	To download software, you need to enter the product serial number in the Software Downloads filter.	
3	The serial number must be covered by an active RADcare contract or by a software warranty.	
4	The RADcare online system recognizes your product, and will show you all associated software versions.	
	7 - ARTICLES	F
1	The Articles database contains technical notes and FAQs.	
2	Tech Notes describe limitations, compatibility, and upgrade issues for every new product.	
3	FAQs help you find answers to questions on particular subjects.	
4	Check the Articles before opening a new case. You may find the information you need.	
	8 -- TRS	H
1	TRS is a database of all reported product limitations.	
2	The RADcare online portal shows the TRS reports that relate to all your open cases.	
3	Use the filter to access TRS reports associated with other open and resolved cases.	
	<i>Complete the survey to rate the quality of the solution. Your responses help RAD monitor and improve the quality of technical support.</i>	