

## PebblePad Guide for Key Contacts

Key Contacts are those people who have been nominated by their organisation to liaise directly with PebblePad. Typically an organisation would have up to three Key Contacts.

Key Contacts are essential to the relationship between PebblePad and its customers and are needed to:

- (a) Ensure communications from PebblePad are distributed within their organisation.
- (b) Coordinate support request and information flow from their organisation to PebblePad;

We hope these guidelines will aid in effective communication between PebblePad and your organisation.

### 1. Communication Flow

From time to time you will receive emails from us that contain important communications.

**One of your responsibilities as a key contact is to distribute this information to relevant users within your organisation.**

It is very important that you stay informed about all things PebblePad so we also strongly recommend that you subscribe to the fortnightly PebblePad Community Digest (via the [Community homepage](#)) to keep up to date with all new resources and discussions on the international Community Site.

You are our link to your users so we rely upon you to pass important communications on.

#### **General notifications**

You will receive emails from PebblePad with critical information about new releases and server maintenance. On occasion you may also receive other notifications, such as information about our biennial international conference, PebbleBash. We will keep these communications to a minimum so please ensure you take notice of, and distribute as appropriate, all emails that arrive from PebblePad or Hello.

#### **Local notifications**

Your regional PebblePad team will on occasion send out emails with region specific information. This will typically be about local events and activities that users within your institution might want to participate in.

## 2. Support

There will be occasions where users run into problems. This part of the guide will help you identify when to contact PebblePad support, and the information we will need from you to provide the very best support.

### Step 1: Managing support locally

Our support team are not able to liaise directly with students and staff about the issues they experience due to the size of our customer base. We require initial trouble shooting to be done at your end as much as possible and then pass the findings on to us where necessary.

#### Help

Encourage your users (staff and students) to familiarise themselves with the Help available.

- Pebble+ has a number of videos and downloadable Help resources in the Learning Centre.
- It also has contextualised help for many of the tools, such as the Portfolio/Page builders, Blogs, Collections, Activity Logs, and the Store – look for the 'Help' tab in the lower right corner of the page.
- ATLAS contains extensive Help, including videos and scenario-based 'How To ...' documents. This is accessed via the '?' in the right corner of the top toolbar.

#### Basic troubleshooting

Many reported problems that are 'user error' can be identified and resolved with enough information from the user. It is useful to put a process into place early on that prompts users reporting problems to provide as much detail as they can. It is usually helpful to know:

- The type of device the user was accessing PebblePad on
- The operating system and browser being used (and version)
- What the user was trying to do when the problem occurred and a clear description of the problem.
- Details of the steps that lead to the problem, for example:
  1. I selected ....
  2. I clicked on ....
  3. I located my item and ....

## Further troubleshooting

Sometimes further exploration of the issue may be necessary. The more information you can provide us with the easier it will be for our support team to investigate. We suggest you follow this process:

- Student or staff report issue
- Gather details of issue (as described above)
- Check our [Known Issues](#) forum and our Completed Sprint Work doc on the Community Site under Knowledge Base > [Releases, sprint updates and known issues](#), to make sure it isn't an issue that has already been reported and/or been fixed for the next update
- If you cannot find reference to the issue, try to replicate it yourself
- If you cannot replicate it then request temporary access to the user account to see if you can see what they see. Temporary access can be provided by the user via the burger menu in their Pebble+ account
- At this point if you are unable to resolve the issue, it's time to get in touch with PebblePad Support.

## Step 2: Contacting PebblePad support

Contact support by sending an email to [support@pebblepad.com](mailto:support@pebblepad.com) or by logging a [support ticket](#) on the PebblePad Community Site.

You will receive a receipt with a ticket number via email. All requests will be allocated within 24 hours and you will hear back from us within 48 hours. All responses will be emailed to you with the appropriate ticket number and you can either respond via email or go into the Help Desk (via your Pebble+ account) to view and respond there.

In your email, please include all of the information you have gathered:

- clear description of the problem
- steps that lead to the problem
- device/OS/browser details
- if you have been able to replicate the issue or see the issue in the user account
- For ATLAS/submission issues, please include the following information: name of workspace, relevant assignment and affected submission/s (title and publisher)

If you can replicate the issue or can view it within the user account, include information about where and how we can see and/or replicate the issue or ask the user to give temporary access to 'Pebble Support'. If the student elects to give Pebble Support access

we will need to know the student details so that we can link the temporary access email that we receive to the correct issue.

If you cannot replicate the issue please be aware it may be difficult for us to resolve (especially if it is just a single instance) as we cannot explore an issue that we cannot replicate. It is still worth reporting as it is possible that we may have received similar reports by others. If we do receive further reports of the same issue then we will have a basis upon which to do further investigation.

Please also use the [support@pebblepad.com](mailto:support@pebblepad.com) email for any other support-related questions, questions about integrations, and requests for feature enhancements and new features.

### 3. Implementation advice or general consultation

You are welcome to contact your PebblePad Consultant to discuss solutions to particular problems you may be trying to solve or to get advice on the best way to achieve your goals using PebblePad. It may be that a brief discussion can put you on the right track or we may be able to put you in touch with others in our PebblePad community who can share their experiences. For more extensive implementation support, consultancy is available to be purchased.

### 4. Sharing your practice

We love to hear about success stories, publications, presentations or awards received by our customers. A great way to do this is through the PebblePad Community Site (see below) but we always welcome a personal note letting us know how things are going. Please let us know of any local user groups or 'show and tell' days you may be running; if we cannot attend, we would still love to feel involved by hearing about it.

### 5. Staying connected

Our PebblePad customers have a wealth of experience and examples of innovative practice to share. We encourage our customers to connect with other PebblePad users both locally and internationally.

### **PebblePad Community site (Global users)**

Our community site can be accessed via your Pebble+ account (under Help in V3 and under the Burger Menu in V5). Here you can join in the Community Forums, explore the Knowledge Base, and keep up to date with the latest Release Notes and our Roadmap outlining future development. Please [subscribe to our fortnightly Community Digest](#) to stay informed about new content and changes to the site.

### **Google Group (Australasian users)**

We use the PebblePad Google Group to communicate directly with PebblePad users within the Australasian region. It is a space where you can share ideas, ask questions, make connections, and keep up with what's happening in our part of the world - conferences, user groups, resources, and news. You can request membership at <https://groups.google.com/d/forum/pebblepad>.