



Using the Arc Solutions Online KnowledgeBase

1.0 Purpose and Audience

This document is intended for the following audience:

Those involved in the implementation and support of the Arc Solutions Suite of products

2.0 Copyright Statement

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3.0 Introduction

The Arc Solutions Online KnowledgeBase should be used as a source for technical support. The KnowledgeBase contains various pieces of information around specific technical issues and queries.

It is recommended that the KnowledgeBase is used prior to escalating a technical support query to the Arc Technical Support Centre, as the resolution to the query may be at your fingertips within the KnowledgeBase

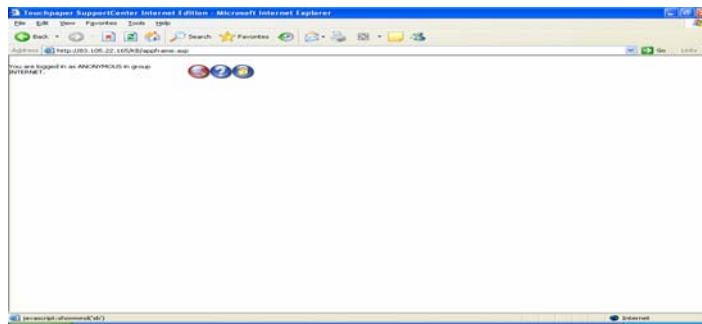
4.0 How to use the KnowledgeBase

4.1 Logging in


The KnowledgeBase is linked to via the support page of the Arc Solutions website:
<http://www.arcsolutions.com>

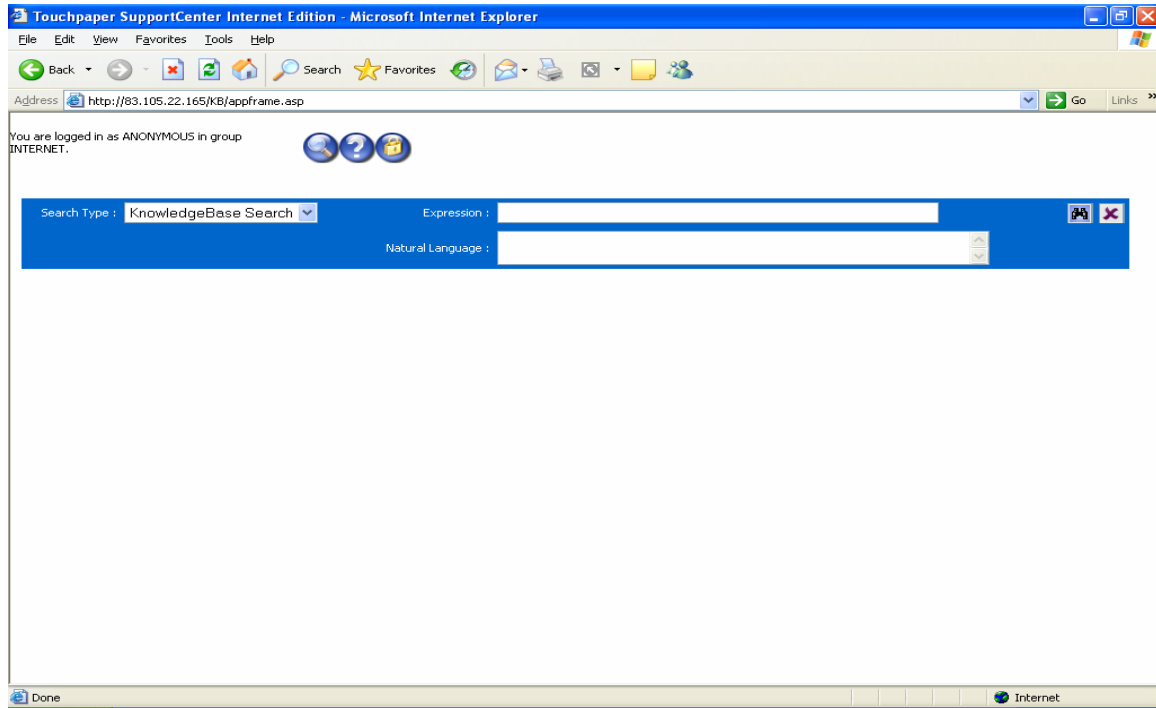
From here, the “*Open KnowledgeBase*” option is available. Tick the box, and then press the “*OK*” button

Once the KnowledgeBase page has been launched, there are 3 options available: “*Search*”, “*Help*” or “*Logout*”



4.2 Searching the KnowledgeBase

To initiate a search of the KnowledgeBase, press the magnifying glass icon: . The search page is then displayed:



From here, you then have the option to search by KB ID number, or by free text.

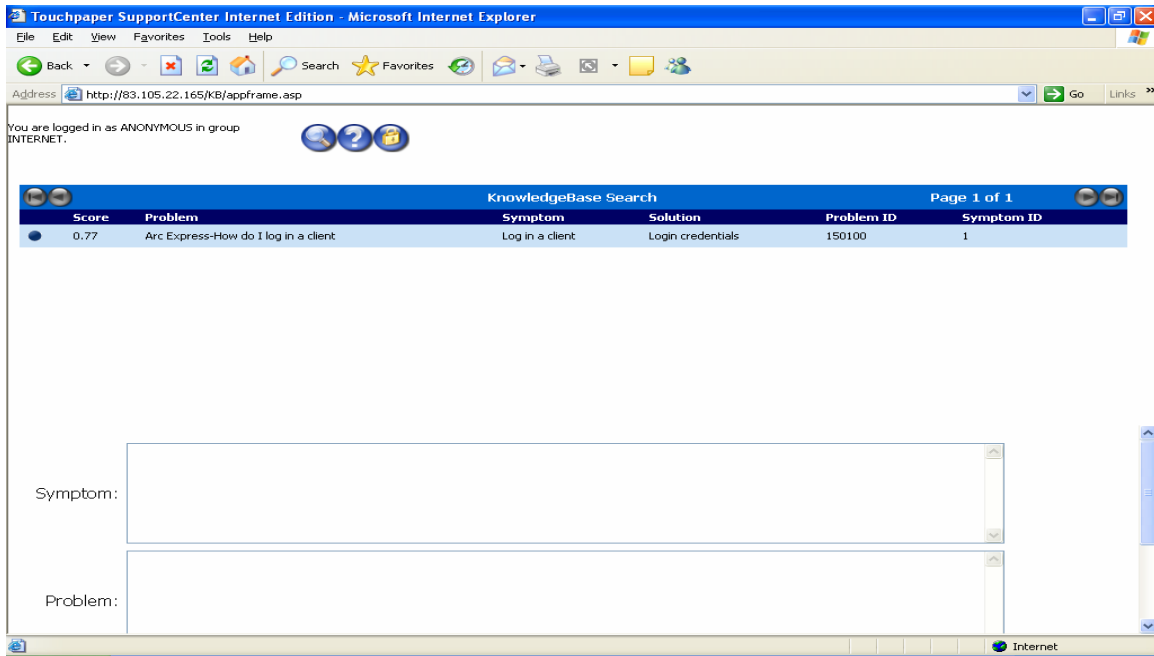
EXPRESSION: Arc KnowledgeBase ID Number

NATURAL EXPRESSION: Free Text Search

To initiate the search, press the binoculars icon: 

4.3 Viewing the search results

Once the search has been submitted, the following results page is displayed:



From here, select the KnowledgeBase item that you wish to view using the “Select” button to the left of the screen:

The Symptom, Problem and Solution are then displayed on screen

SYMPTOM: How the issue may be manifesting itself to the user

PROBLEM: The cause of the issue

SOLUTION: How to resolve the issue

