



ISSUES

HELP GUIDE

...  
for Issues Only level  
users

08456 80 70 34  
WeAreEvery.com

# Issues Only User Guide



This guide will provide you with step by step instructions on how to log an issue.

Log into Every using your preferred method.

Once logged into Every you will see a tab called Log New Issue. Click on the tab you will then be able to see a page like the one below.

The screenshot shows a web interface for logging a new issue. At the top, there are three tabs: 'Log New Issue' (active), 'Log New Incident', and 'Documents & Policies (1)'. The main form area contains the following fields:

- Title\*:** A text input field.
- Description\*:** A large text area for detailed description.
- Raised By\*:** A dropdown menu with 'A Teacher' selected.
- Location:** A text input field.
- Issue Category\*:** A dropdown menu with 'Please select...' as the current selection.
- Upload File(s):** A button labeled 'Choose File' with a file icon.

At the bottom left of the form, there is a green button labeled '+ Add Related Asset'. Below this button, it says 'No Related Assets'. At the bottom right of the form, there is a green 'Submit' button.

To log an issue, you will need to complete the following information:

- **Title** — Write in a simple explanation of what has happened as a summarising title.
- **Description** — Give a more in-depth description of what has occurred. Please populate this with as much information as possible.
- **Raised By** – Depending on your organisation’s settings this may be fixed to your user, or will allow you to overtype this if you are logging an Issue on behalf of somebody else.
- **Location** — Log where the Issue has taken place. It is good practice to include the specific location if the issue involves an item that has been left in a certain place.
- **Issue Category** — Depending on if your organisation has set up categories you will need to choose the most appropriate one for the Issue you are dealing with. This is important as it will allocate the issue to the most relevant person.
- **Upload file** — Here you can add a photo of the Issue to allow other users viewing this Issue to see exactly what is wrong.
- **Adding Related Asset** – Depending on your organisation’s settings you may be able to connect the related Asset to the Issue you are raising, for example, a PC.

Once all relevant information is complete press the **“Submit”** button. A notification email will then be sent to the user responsible based on your organisation’s settings.

## Existing Issues



Once the Issue has been logged, you can scroll down to see ‘Logged Issues’. You will only be able to see your own Open and Closed Issues. You have access to any updates that may have occurred after you logged this.

Logged Issues

Q Search
Clear

Open Issues (1) Closed Issues (8)

Records per page: 10

Issue Title	ID	Category	Due Date	Logged By	Assigned To	Cost
Fan is making a loud noise	2126632	General maintenance	26 Nov 2019	A Teacher	Billee Brack	£0.00

Click into the Issue to edit it by clicking the title.

The below image shows how your originally raised issue has been changed and amended to show any updates that have occurred. This allows you to track the Issue’s progress.

Raised By\*:

Location:

Issue Category\*:

Add Response

Status:

Sub-Status:

Response:

Upload File(s):

Responses (1) Audit Trail (5) Attached Files (0)

Records per page: 5

Notes	Date	Estimated Cost
Have ordered a new fan for you. by Billee Brack	26 Nov 2019 11:57	
Issue sub-status changed from N/A to Awaiting Parts Issue priority changed from Medium - Within 1 week to Low - Within 1 month - Issue location changed from My desk to Main office - Estimated cost changed from £0.00 to £15.00 by Billee Brack	26 Nov 2019 11:57	£15.00
Issue due date changed from 15 Oct 2019 to 26 Nov 2019 by Billee Brack	26 Nov 2019 11:46	
Issue assigned from Admin Assistant to Billee Brack by Billee Brack	19 Nov 2019 10:57	
Issue logged by Billee Brack by Billee Brack	15 Oct 2019 13:40	

You can view any responses in the Responses tab.

The Audit Trail box also has everything that has changed throughout the life of the issue and will keep you updated while you wait for this to be completed/closed.

Any attached documents will be in the Attached Files tab.

## Closed Issues



Once your logged Issue has been completed by the relevant user/department, you will receive a notification email and your Issue will be moving into the “Closed Issues” tab at the bottom of your page.

## Don't Forget



If you have any questions or queries, you can use the live chat feature within the system. Alternatively, you can call a member of our Support Team on 08456 80 70 34.



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