Using the Assisted Support Service

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The Assisted Support Service overview

The Assisted Support Service is available if a process or system problem is encountered on the DPA platform.

Clients can raise an application query on the DPA platform, include details of the issue, as well as attach screenshots or relevant documents to aid a prompt solution. The application support team is then informed of the problem.

When a client raises an application query they are assigned a system-generated query number and are automatically notified via email whenever an update to their query has been posted on the platform. Clients should track the progress of their query or provide additional details directly in the platform.
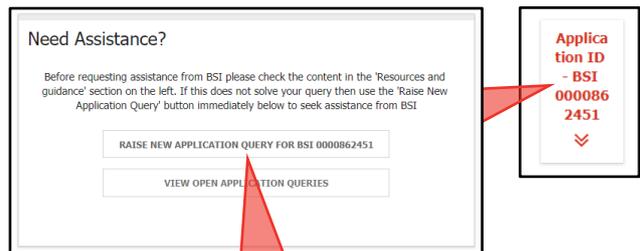
Raising an application query

Step 1 → Selecting the application and raising the application query

You can raise an application query at any stage of your application, from either the application or the homepage of the DPA platform, select the application that is encountering the issue.

Scroll to the **Need Assistance?** section.

Click **RAISE NEW APPLICATION QUERY**.


Step 2 → Enter the query details

The **Create New Application Assist Case** page displays.

Enter the following details:

> **Briefly summarise your query / Give your query a title**: enter a brief title summarising the issue that has been encountered.

> **Describe your query in more detail**: provide detail of what the nature of the issue is (system based or an issue with part of the application process) and describe the conditions that led to the issue where possible.

> **Upload Attachment**: attach screenshots or related documents to help resolve the issue. Click **+** to use a file dialog box to select the file or drag and drop the file into the area to upload the file. This field is optional.
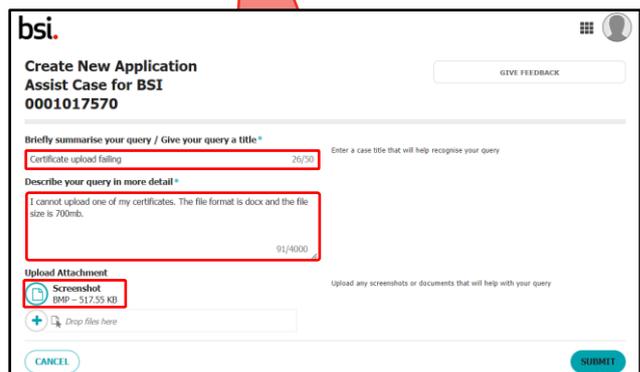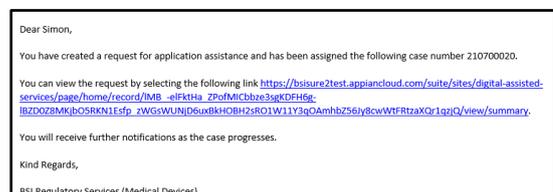
Click **SUBMIT**.

Confirmation that the query has been created displays.
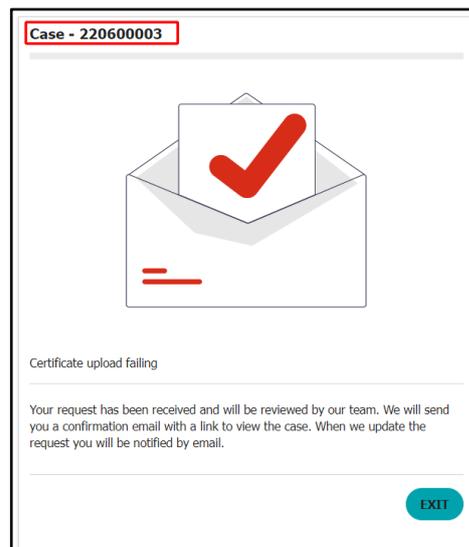
A system-generated unique number for the case displays and an email notification is sent to the client's Primary contact email address confirming the query has been raised with a direct hyperlink to the case to view updates.

Using the Assisted Support Service
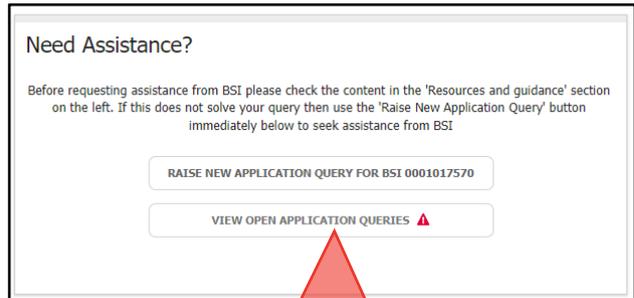
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Tracking your query

To track the progress of an application query you have raised:

Scroll to the **Need Assistance?** Section of the DPA platform homepage.

Click **VIEW OPEN APPLICATION QUERIES**.

The **Application Assist Requests** page displays.

You can view any queries previously raised in a summary table.

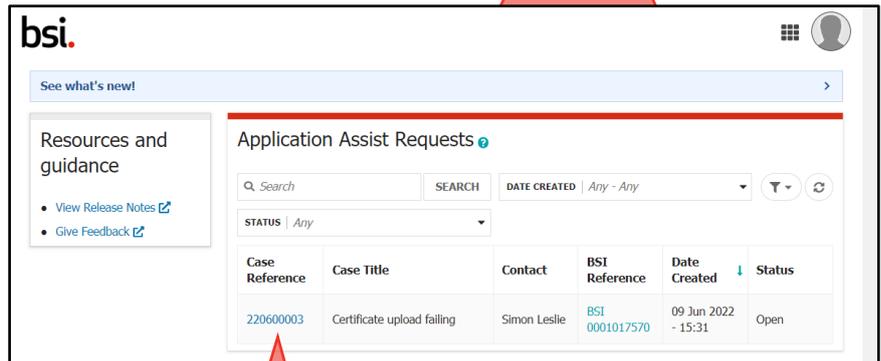**Case Reference**: the unique case reference number for the query.

Case Title: the short summary text of the query.

Initiated By: the name of the contact that raised the query, this will most commonly be the client's primary contact.

BSI Reference: the unique id of the application.

Data Created: the date that the query was raised.

Status: the current status of the query, for example, Open.

Viewing your query details and updates

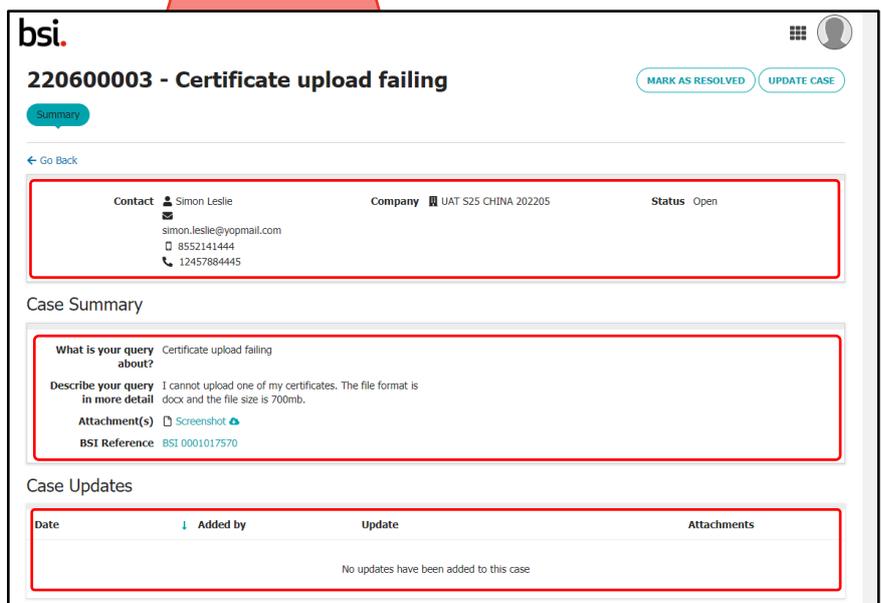To view your query's details and updates:

Click the **Case Reference** number.

The query details page display.

The contact details of the contact who raised the query are displayed. This allows the application support team to make direct contact if they require more detail.

The **Case Summary** section displays the original details of the query.

The **Case Updates** section displays updates related to the query. This can be added to by the client or the application support team

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Need Assistance?

Before requesting assistance from BSI please check the content in the 'Resources and guidance' section on the left. If this does not solve your query then use the 'Raise New Application Query' button immediately below to seek assistance from BSI

RAISE NEW APPLICATION QUERY FOR BSI 0001017570

VIEW OPEN APPLICATION QUERIES ⚠

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See what's new!

Resources and guidance

- View Release Notes
- Give Feedback

Application Assist Requests ?

Search · SEARCH · DATE CREATED | Any - Any

STATUS | Any

Case Reference	Case Title	Contact	BSI Reference	Date Created ↓	Status
220600003	Certificate upload failing	Simon Leslie	BSI 0001017570	09 Jun 2022 - 15:31	Open

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220600003 - Certificate upload failing

MARK AS RESOLVED · UPDATE CASE

Summary

← Go Back

Contact 👤 Simon Leslie
✉ simon.leslie@yopmail.com
📱 8552141444
📞 12457884445

Company 🏢 UAT S25 CHINA 202205

Status Open

Case Summary

What is your query about?	Certificate upload failing
Describe your query in more detail	I cannot upload one of my certificates. The file format is docx and the file size is 700mb.
Attachment(s)	📄 Screenshot ☁
BSI Reference	BSI 0001017570

Case Updates

Date	↓ Added by	Update	Attachments
		No updates have been added to this case	

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Updating your query with further details

You can provide further updates to an application query and these will display in the **Case Updates** section. This is also where the application support team provide updates.

Click **UPDATE CASE**.

The **Update Case** page displays.

Enter the following details:

> **Note**: enter the details of your query update. Such as any additional detail or if the issue has been resolved.

> **Attachments**: attach screenshots or related documents to help resolve the issue.

Click **SAVE**.

The query Details page displays.

The **Case Updates** section now includes the further details entered.

UPDATE CASE

Update Case 220600003 ✕

Certificate upload failing

Note *
I have compressed the certificate and it now uploads correctly.

63/5000

Attachments

UPLOAD Drop files here

EXIT   SAVE

Case Updates

Date	↓ Added by	Update	Attachments
09 Jun 2022 - 15:47	Simon Leslie	I have compressed the certificate and it now uploads correctly.	-

> **Note**: when you update the query the status of the query updates to *Update from Client Available.*

Resolving your query

You have the option to close your own query once it has been resolved or if you have found the resolution yourself. If it has been resolved by the application support team, they will change the status to **resolved** on your behalf.

MARK AS RESOLVED

Navigate to the query and click **MARK AS RESOLVED**.

A confirmation page displays.

Click **YES**.

This will close the case. If you have any other questions you will need to create a new case. Are you sure you want to mark it as 'Resolved'?

NO   YES

The status of your query updates to **Marked as Resolved by Client**.

If the query was resolved by the application support team the status of query will display as **Marked as Resolved by BSI**.

Status Marked as Resolved by Client