

A quick guide to help us help you faster

When something isn't working as expected or when you have questions, raising a Jira support ticket helps our team jump on it quickly. This guide outlines the information that leads to the fastest resolutions with the least back-and-forth.

1. Before you lodge a ticket

Please check:

- Have you triaged the issue with your internal Superuser?
- Is this a **how to** question? (If yes, include screenshots)
- Is the issue in **UAT** or **Production**?
- Is it isolated to one application/user or are all users/applications affected?

The following section outlines what details are most helpful for us to resolve your request quickly.

2. Issue types: how to categorise your ticket

Before starting to lodge the ticket, consider the following category descriptions and which category best supports the nature of your request.

NOTE: If we think the ticket is incorrectly categorised, don't worry, our Nimo Support team will re-categorise the ticket for you.

Issue type	Description	Examples
Training issue	You need help operating the platform.	Use of advanced system features. How do I...
Support issue	Something isn't working as expected, help configuring or troubleshooting.	New product configuration, data extract request.
Bug	Platform behaviour is incorrect, inconsistent, or malfunctioning.	A calculation shows the wrong number, button click does nothing, data saves incorrectly.

PLEASE NOTE: New feature requests are to be raised with your relationship manager, not a Jira support ticket, to better capture requirements and help prioritise enhancements.

3. What to include in your ticket

Providing the following details significantly speeds up investigation and avoids delays.

The essentials (copy/paste into ticket)

1. Urgency and impact:

Select how urgent the issue is from one of the 4 options in the dropdown box. This helps to prioritise urgent issues quickly. When determining urgency, consider the impact of the matter ie.

- Can you continue working or is progress blocked?
- Is this occurring in UAT or production?
- Is this a security and compliance matter?
- Is there a customer deadline connected?

2. URL:

Link to the exact page, application, or module.

(Example: Application or Assessment URL)

3. Environment:

Production or UAT.

4. Time the issue occurred:

Include your local time + time zone.

(Example: "10:42 AM AEDT, 17 Feb 2026")

5. What happened:

A short description of the issue.

6. What you expected to happen:

An explanation of what you would expect to happen in this scenario.

7. Steps to reproduce (if known):

Numbered list e.g.:

1. Go to **Assessments** → **Contracts** tab
2. Click "**Submit to Documents**"
3. Error appears

8. Screenshot:

This is one of the biggest accelerators of fast resolution. Take a screenshot of the full screen showing the URL and menu as well as the time. Ensure to redact any Personally Identifiable Information (PII) before uploading.

4. What happens after you lodge a ticket?

Within 2 business hours

You'll receive an **acknowledgement** confirming we've seen your ticket and are assessing it.

Next update

This will depend on the priority of the ticket along with how the ticket is categorised.

We'll provide an estimated time for the next detailed update (typically within 1 business day).

Investigation

We may come back with follow-up questions if:

- Screenshots are missing
- Steps to reproduce aren't clear
- We need more information to troubleshoot

Resolution or workaround

Once resolved and we have advised you of the outcome, we will await your confirmation that you are happy for us to close the ticket. If we do not hear from you within 48 hours, the ticket will be automatically closed.

Ticket status definitions

Tickets in Jira will move through a series of statuses during their life. Below is an explanation of each one.

1. **Waiting for Support** - Ticket received
2. **In Progress** - Ticket acknowledged and investigation has commenced
3. **Waiting for customer** - Further information requested from customer
4. **Escalated** - Increased priority on this ticket
5. **Pending** - On hold
6. **Resolved** - Issue has been addressed /corrected
7. **Closed** - Ticket completed
8. **Cancelled** - Ticket not required to be actioned

NOTE: Tickets can be re-opened or moved back to any status if required.

5. Multi-issue tickets

If multiple unrelated items are reported in one ticket, we may split them into separate linked tickets. This helps us triage each part to the right specialist and keeps communication clean.

You'll still get updated on both issues though, this way nothing gets lost.

6. Access to Production

If the issue you're experiencing cannot be replicated by our support team in UAT, they may need to access your production environment.

IMPORTANT: To support our security and governance standards, Nimo support staff **do not** automatically have access to customer production environments.

If you require assistance with a specific issue in your production environment, your organisation's Superuser will need to approve and provide temporary access for the assigned Nimo support representative.

We ask that this access is removed once the issue is resolved or within 24 hours.

For convenience, access can be removed by setting the Nimo user account to Inactive and re-enabled when future support assistance requires production access.

7. Secure information handling

IMPORTANT: **Do not** add any PII data (name, driver's licence, TFN, etc.) directly into tickets. If sensitive data is needed, we'll request a secure upload path.

8. Tips for the fastest resolution

- Include the **URL** and **environment** every time
- Include a full screen **screenshot/video** whenever possible
- Tell us the **impact** ("cannot proceed", "time-sensitive", "cosmetic only")
- When reporting an error message, copy the **exact wording**

We're here to help

Our goal is to resolve your request as quickly and smoothly as possible. A detailed ticket reduces delays and gets you back up and running faster.

If you're unsure what information to provide, just send what you have, we'll guide you from there.