

Business hours are 8.30am-5pm weekdays, excluding bank holidays.

Urgent cases handled 24x7x365.

For reporting incidents (service issues from minor to major) or problems which might cause an incident, to ask for assistance, suggest a product improvement, request a configuration change or indeed for anything else, please contact us via one of these support channels. We will log your request and be able to provide you with reliable, traceable and timely support.

0333 5678901

support@nervecentresoftware.com

nervecentre.freshdesk.com

Submit a ticket

Requester's email address *

Subject *

Type of Request *

Priority *

From live system?

Your own incident tracking reference (if known)

Description *

B I U **☰** **A** **🔗** **📎** **✖**

My colleague raised a task which I believe should be coming to me, but it is not showing up on my mobile device - instead another doctor is getting the task. This has happened on a few other occasions, could you check whether there is a config issue? The task was for a [cancellation](#) and was raised at [10.32am](#) by [fredicks](#).

[Attach a file](#)

Our web portal captures all the key information about your request and ensures we know how to contact you. But you might prefer to speak to a human being or contact us by email; if you “Report a fault”, via the Nervecentre web interface or mobile app, then we’ll automatically get system logs too.

Whichever route you choose, please give us as much information as possible such as time/date of incident, username(s) involved and what the circumstances were.

We cannot help with device, WiFi or other networking problems, so if you’re not sure it’s a Nervecentre issue then be sure to contact your IT helpdesk first.



Urgent or High priority issues must be raised by phone and an engineer will respond within one hour day or night.

Medium and Low priority issues or requests will be dealt with only during office hours.

| Priority | Definition |
|-------------|---|
| 1 Urgent | Total service outage, with no workaround, which is impacting a service which is in active use. |
| 2 High | Significant degradation of an existing service on a large scale - for instance affecting more than 10 users/devices. |
| 3 Medium | Operational performance of an existing service is impaired or significantly degraded on a small scale - for instance for fewer than 10 users/devices. |
| 4 Low | Non-service affecting issues. |