

## USER GUIDE

# HELP MENU

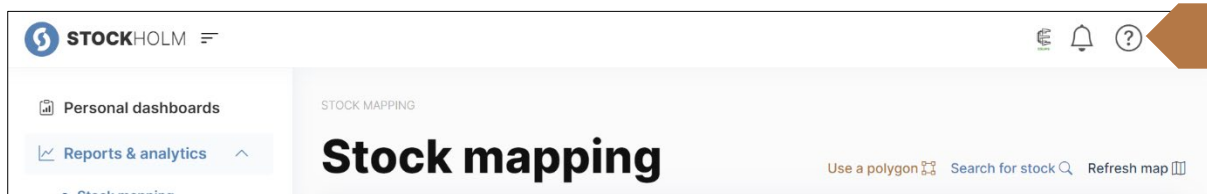
The ESUPS team is available when users need assistance or want to share feedback.

There are multiple ways to contact the ESUPS team, but the primary way is through the Help menu.

The Help menu is available on the top right hand of every page across the STOCKHOLM platform.

## HOW TO GET HELP

1. Click on the **question mark symbol** ("??") at the top right of any page.



2. The box will display any **User Guides** relevant to actions that you can perform on that specific page. As your first point of reference, read the information in the User Guide.

### User Guide

#### Help

Ask us anything

*STOCKHOLM: How to use the Help button - ESUPS*

**Type**

I would like some help

**Topic\***

Please select topic

**Subject\***

Subject

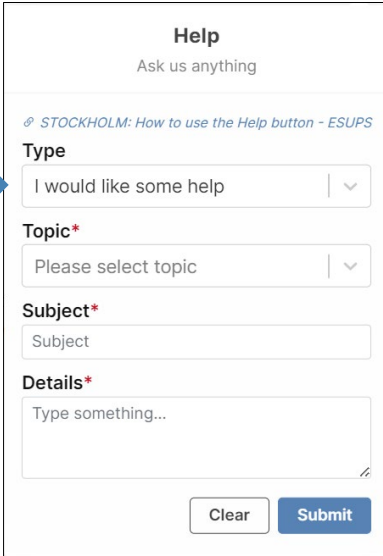
**Details\***

Type something...

Clear Submit

3. If the User Guide doesn't help you resolve your issue, ask your question to the ESUPS team directly using the **contact form**.

Type

A screenshot of a web form titled "Help" with the subtitle "Ask us anything". Below the title is a link: "STOCKHOLM: How to use the Help button - ESUPS". The form contains four sections: "Type" with a dropdown menu showing "I would like some help"; "Topic\*" with a dropdown menu showing "Please select topic"; "Subject\*" with a text input field showing "Subject"; and "Details\*" with a larger text input field showing "Type something...". At the bottom are two buttons: "Clear" and "Submit".

Help  
Ask us anything

[STOCKHOLM: How to use the Help button - ESUPS](#)

Type  
I would like some help

Topic\*  
Please select topic

Subject\*  
Subject

Details\*  
Type something...

Clear Submit

4. Select "I would like some help" as the **Type**, as well as an appropriate **Topic** from the drop-down menu.
5. Type in the **Subject** and **Details** of your message. Please include as many details as possible.

The **Clear** button will remove all information that you have added.

6. Select **Submit**.

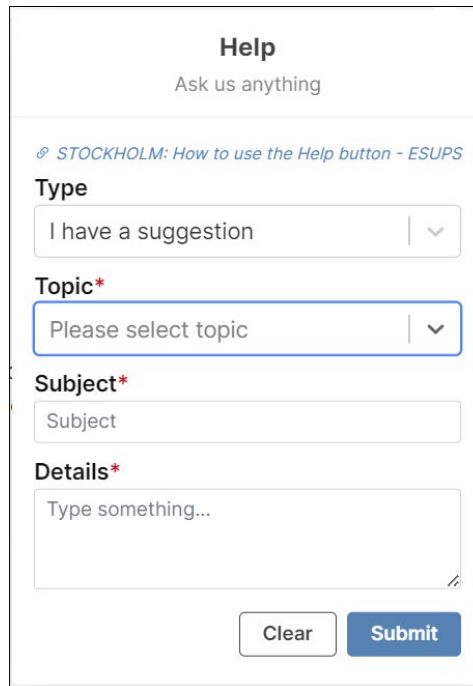
You will then receive a notification to confirm "Your question has been saved".

## HOW TO PROVIDE FEEDBACK

The feedback of users is extremely important. In fact, many of the features you see on STOCKHOLM come from ideas shared by the users themselves. So we strongly encourage you to use the Help menu to **share any ideas or improvements** you would like to see.

1. If you have a suggestion to improve your experience on the platform, you can again use the **Help menu**.

2. Select “I have a suggestion” as the **Type**, as well as an appropriate **Topic** from the drop-down menu.



The screenshot shows a web form titled "Help" with the subtitle "Ask us anything". Below the title is a link: "STOCKHOLM: How to use the Help button - ESUPS". The form contains four main sections: "Type" with a dropdown menu showing "I have a suggestion"; "Topic\*" with a dropdown menu showing "Please select topic"; "Subject\*" with a text input field containing "Subject"; and "Details\*" with a larger text input field containing "Type something...". At the bottom right of the form are two buttons: "Clear" and "Submit".

3. Type in the **Subject** and **Details** of your message. Please include as many details as possible.
4. Select **Submit**.

You will then receive a notification to confirm “Your question has been saved”.

Note that making a suggestion does not automatically mean it will be implemented. However, ESUPS will endeavor to consider all suggestions for future development.

#### FURTHER ASSISTANCE

For support with the Help menu in STOCKHOLM, [contact the ESUPS team](#).