

# HOW DO I DEAL WITH A TECHNICAL ISSUE?

- Check the RIAN website at <http://rian.ie>
- Select the chairperson of the Technical Working Group
- Log call giving the following details:
  - Description of the issue
  - What software version are you on
  - Hosted/non hosted
  - Time the issue occurred
  - Has it happened before
  - What trouble shooting have you carried out
  - Have you checked all available documentation on the RIAN website
  - Your contact details, email & phone number

- **Have you consulted your allocated Repository Manager appointed to assist you with RIAN integration**
- **Technical Group resolves the issue**
- **Technical Group documents the issue and posts it to the known issues location (i.e. location where all repository managers upload and share information)**