

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)**