

How to use help@nafe.org

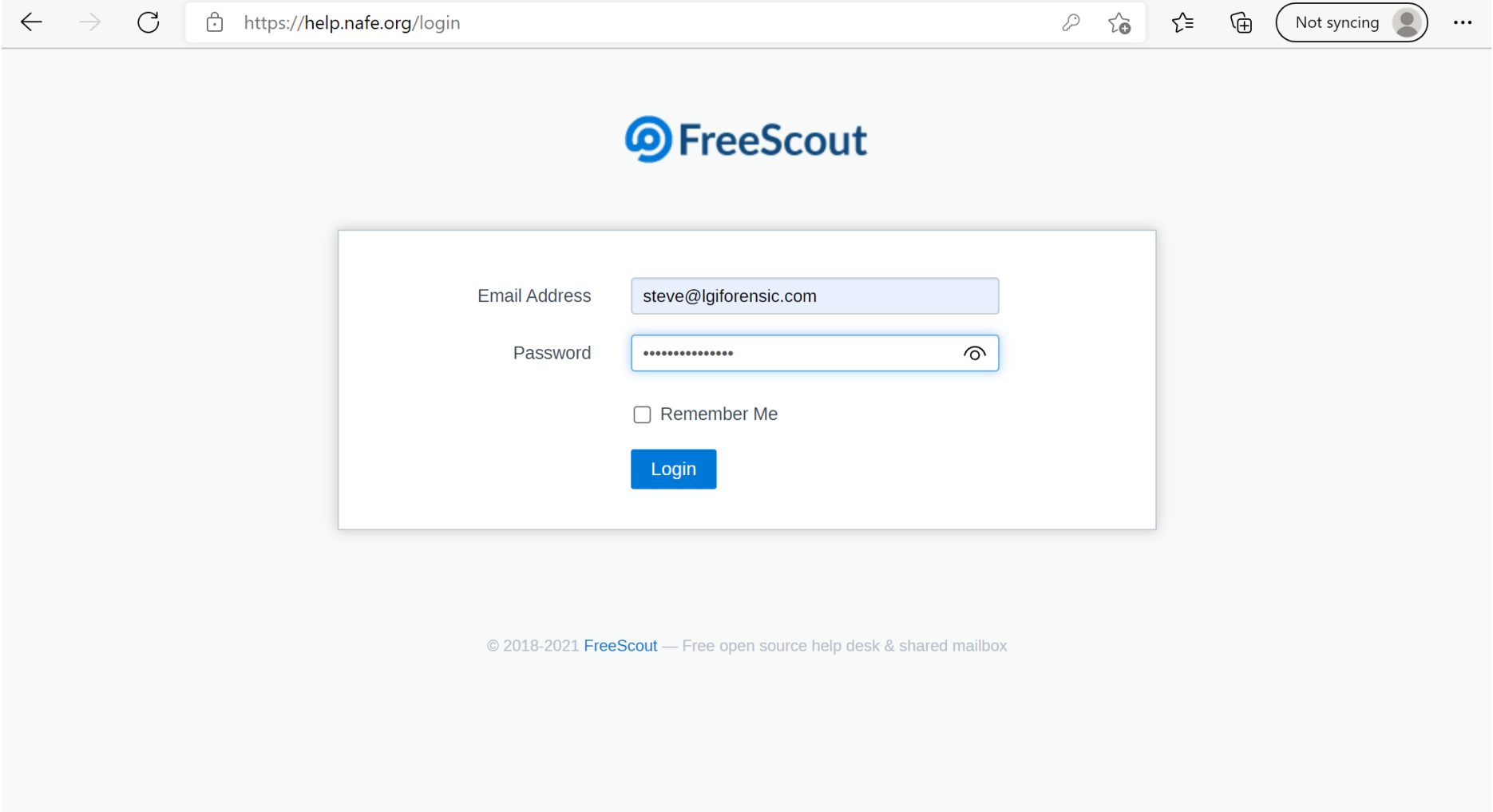
How to use the help desk

- Anyone, including members and the public, can send an email to help@nafe.org
- Executive Director, Executive Secretary , Admins and selected users are notified of new submissions
- NAFE Headquarters will assign items to selected users for resolution, who will be notified of the assignment by email
- Issues are resolved by replying-all to the original inquiry
- Admin login to the help desk for advanced functions

The issue will be assigned a number and followed in the help system (freescout)

<input type="checkbox"/> Customer	Conversation	Assigned To	Number	Waiting Since
<input type="checkbox"/> Mary Ann Cannon	★ RE: Life Member Status Your request has been forwarded t	Liberty Janson	# 786	1 day ago
<input type="checkbox"/> Mary Ann Cannon	★ Appln Status Request: Arthur De Arthur Daniliants would like to know	Liberty Janson	# 777	5 days ago
<input type="checkbox"/> Mary Ann Cannon	★ Request for NAFE Life Members TO:Ken WassonNAFE Mbr #587P	Liberty Janson	# 775	Dec 10
<input type="checkbox"/> Mary Ann Cannon	★ Phone Call: Jeff Matheuszik Jeffrey Matheuszik called a few mi	Liberty Janson	# 768	Dec 6
<input type="checkbox"/> tcoc@aol.com	★ [Website Feedback] Membershi Thanks.	Liberty Janson	# 764	Dec 3
<input type="checkbox"/> Matheuszik, Jeffrey (MLTSD)	★ [Website Feedback] Membershi JMM (https://nafe.org/user/6161) s	Liberty Janson	# 756	Nov 22
<input type="checkbox"/> Rich Giannotti 4	★ [Website Feedback] Membershi To Whom It May Concern,I am writ	Sam Sudler	# 668	Nov 16
<input type="checkbox"/> mark.bailey@shaw.ca	★ [Website Feedback] membershi MNB (https://www.nafe.org/user/35)	Sam Sudler	# 749	Nov 10
<input type="checkbox"/> Mary Ann Cannon	★ Phone Call: Charles Temple Liberty/Sam, Charles Temple just c	Liberty Janson	# 748	Nov 8
<input type="checkbox"/> Chris Omlid	★ I am a person injury attorney. I h I am a person injury attorney. I hav	Rebecca Bowman	# 742	Nov 3
<input type="checkbox"/> Mail Delivery System via NAFE Help 3	★ RE: Webform submission from: -- Please reply above this line --Mr	Sam Sudler	# 739	Nov 3










Admin login to the help desk



Freescout (help, conference and discuss@nafe.org)



National Academy of Forensic Engineers Dashboard


NAFE Conference conference@nafe.org	NAFE Discuss discuss@nafe.org	NAFE Help help@nafe.org
Unassigned / 1 day ago 1 Mine Starred Drafts Assigned   	Unassigned Mine Starred Drafts Assigned   	Unassigned Mine Starred Drafts 1 Assigned / Jan 26 18   

Admin functions at the help desk

The screenshot shows a web browser window with the URL <https://help.nafe.org/mailbox/2/11>. The interface features a blue header with a circular logo, a 'Mailbox' dropdown menu, and a 'Manage' dropdown menu. Below the header, the mailbox name 'NAFE Help' and email address 'help@nafe.org' are displayed. A list of mailbox folders is shown on the left, including 'Unassigned', 'Mine', 'Starred', 'Drafts' (1), 'Assigned' (18), 'Closed', and 'Spam' (70). The 'Assigned' folder is currently selected. On the right side, a list of email recipients is displayed, each with a checkbox and a name: 'Customer', 'Mary Ann Cannon' (three entries), 'tcoc@aol.com', 'Matheuszik, Jeffrey (MLTSD)', and 'Rich Giannotti 4'. At the bottom of the interface, there are two buttons: a settings gear icon and an envelope icon.

Example help inquiry

You can resolve the issue yourself or forward it to the person best qualified to answer



Rebecca Bowman ▾ Active ▾ < >

Cancellation policy for NAFE conference in Toronto July 22-24?

☆ # 1079

Workflow **Thirty Day Reminder to Current Assignee** was triggered

18 hours ago ▾

Mary Ann Cannon assigned to Rebecca Bowman

Jun 24 ▾

Workflow **Five Day Reminder to Current Assignee** was triggered

Jun 19 ▾



Stratton, Ray (MLTSD)

To: help@nafe.org

Jun 14 ▾
Anyone, Active

Hello,

I've already registered and paid for a spot at your conference in Toronto July 22-24, 2022. However, a potential conflict has come up that weekend for me, and I was wondering what your cancellation policy is for the conference? I couldn't find anything in either the registration email or on the conference webpage.

Reply to sender

Navigation bar with icons: Reply (circled in red), Edit, Delete, More. User: Rebecca Bowman. Status: Active. Navigation arrows.

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Add a note

←   ...  Rebecca Bowman ▾  Active ▾ < >

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More actions

Navigation bar with icons for Reply, Compose, Delete, and More actions (circled in red). On the right, it shows the user 'Rebecca Bowman', a status 'Active', and navigation arrows.

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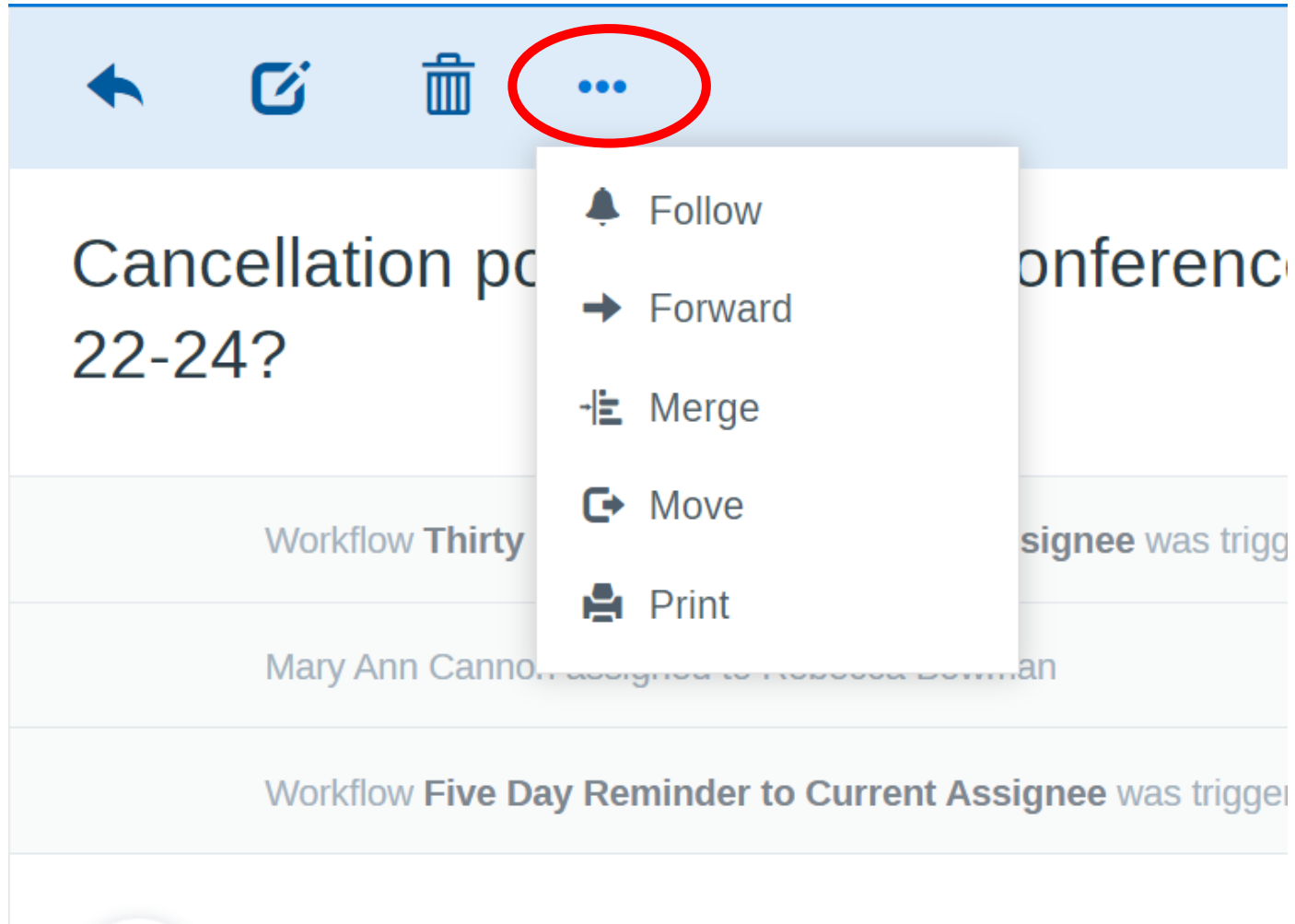
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More actions



Status

Bowman ▾

Active ▾

10 July

Active

Pending

Closed

Spam