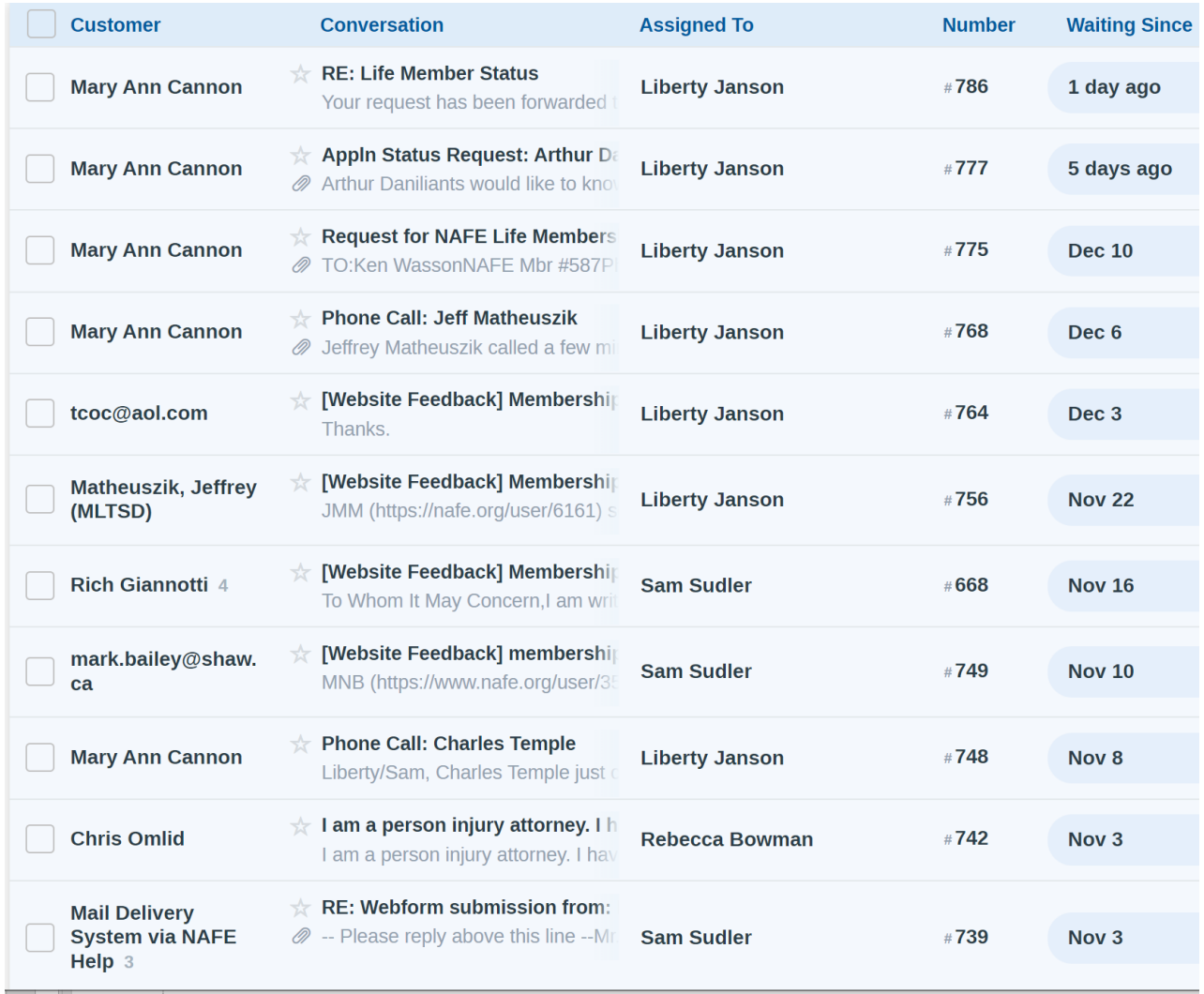
How to use help@nafe.org

How to use the help desk

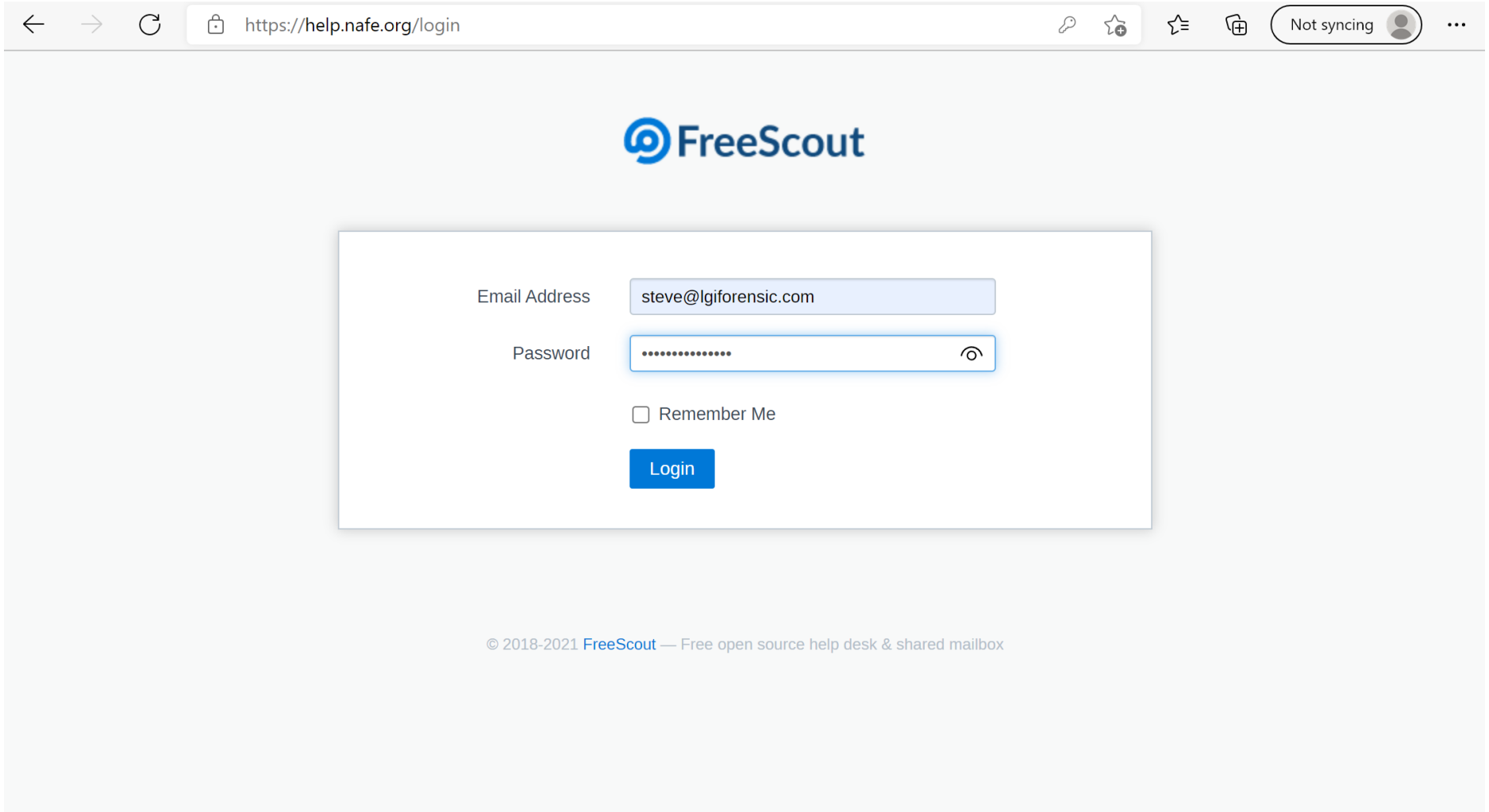
- Anyone, including members and the public, can send an email to help@nafe.org
- Executive Director, Executive Secretary , Admins and selected users are notified of new submissions
- NAFE Headquarters will assign items to selected users for resolution, who will be notified of the assignment by email
- 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)

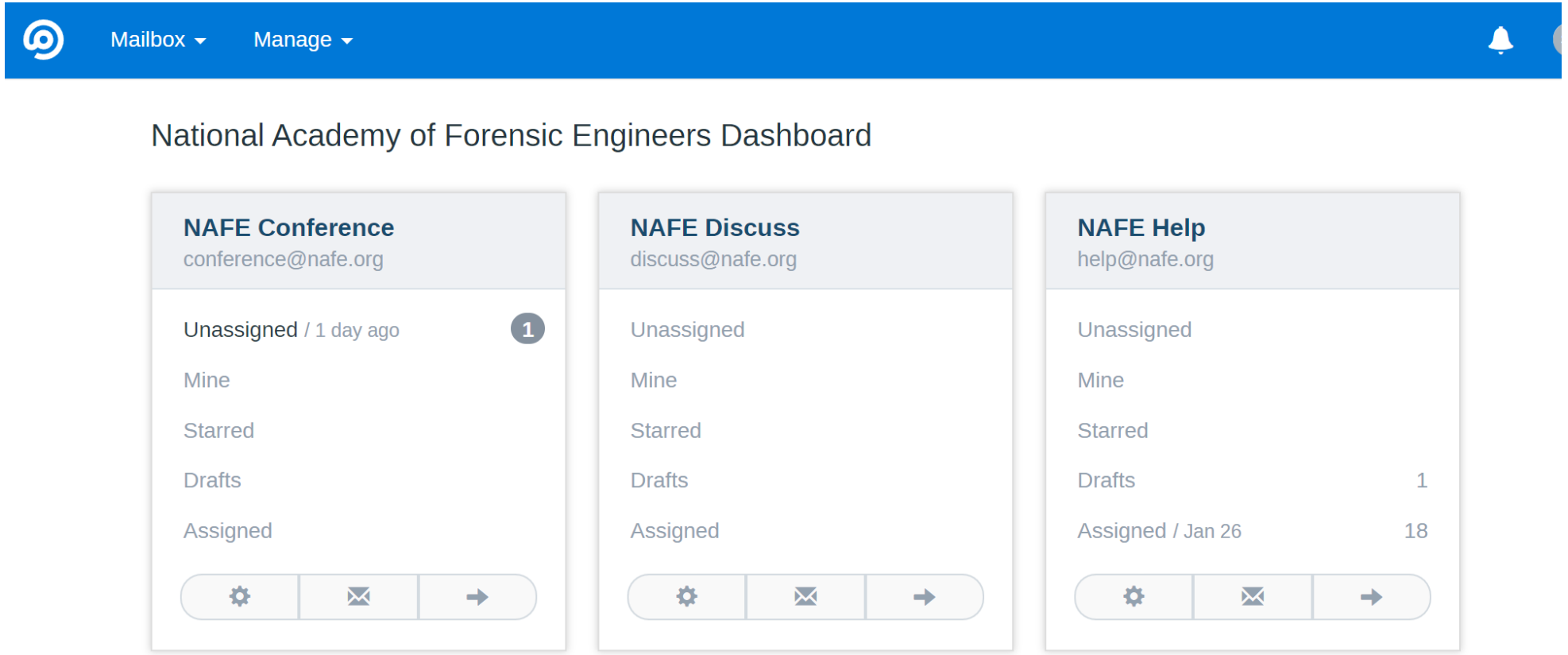


Customer	Conversation	Assigned To	Number	Waiting Since
Mary Ann Cannon	RE: Life Member Status Your request has been forwarded	Liberty Janson	#786	1 day ago
Mary Ann Cannon	Appln Status Request: Arthur D Arthur Daniliants would like to kno	Liberty Janson	#777	5 days ago
Mary Ann Cannon	Request for NAFE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

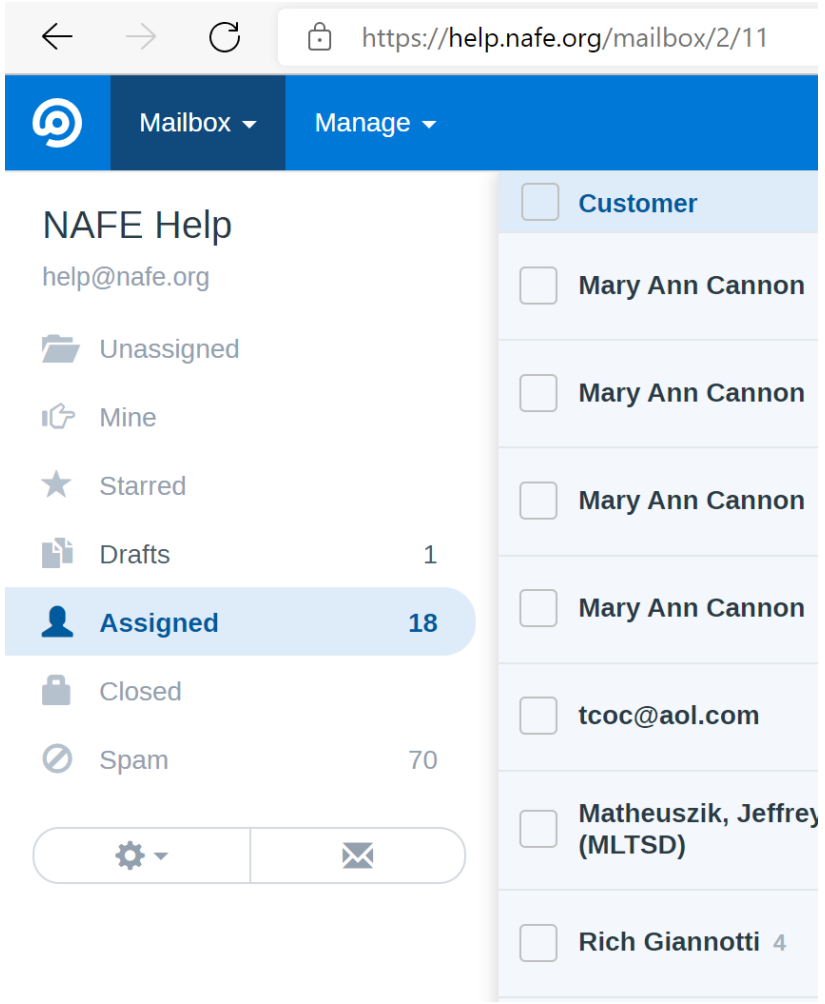
Admin login to the help desk



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

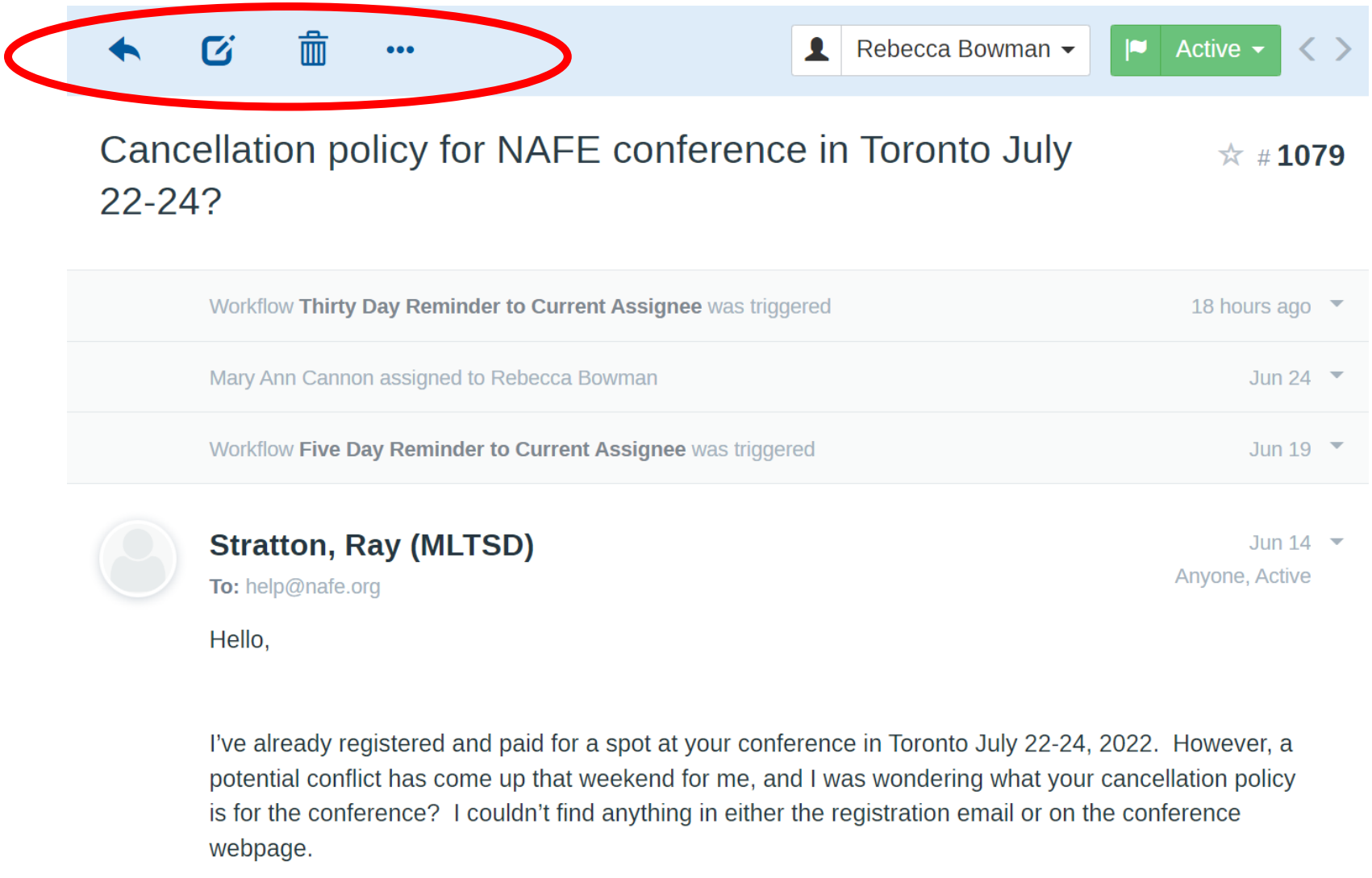


Admin functions at the help desk



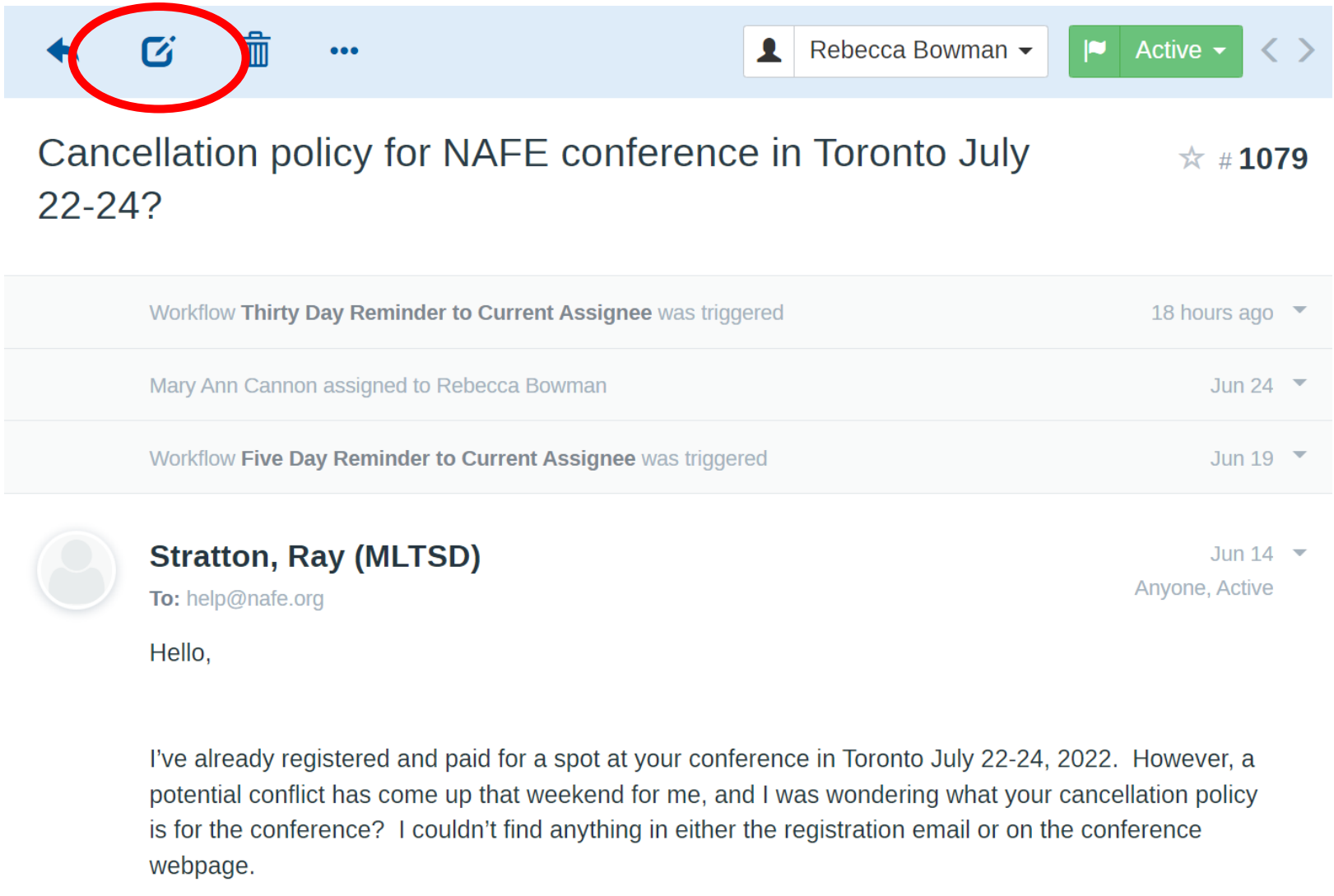
Example help inquiry

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

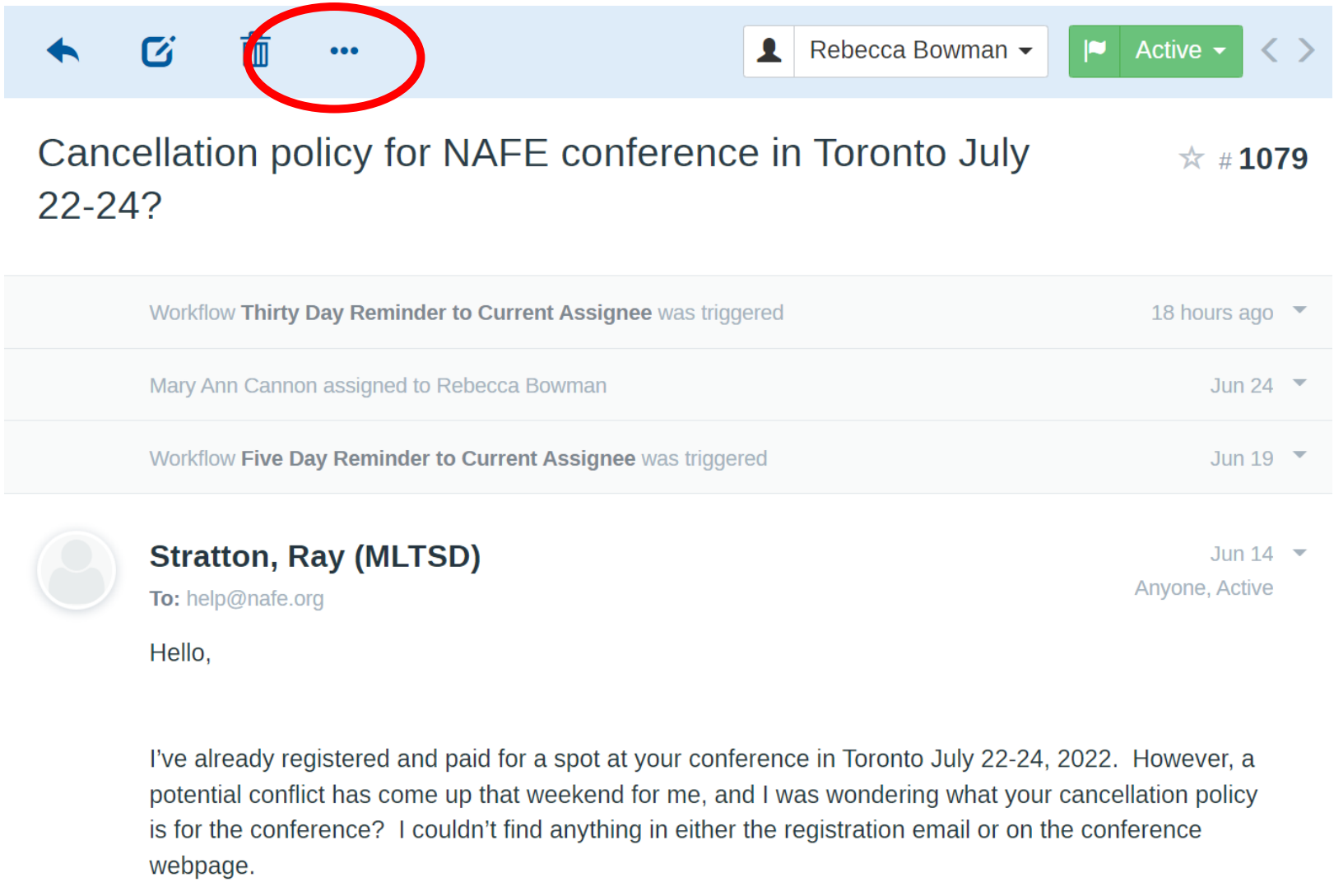


Reply to sender

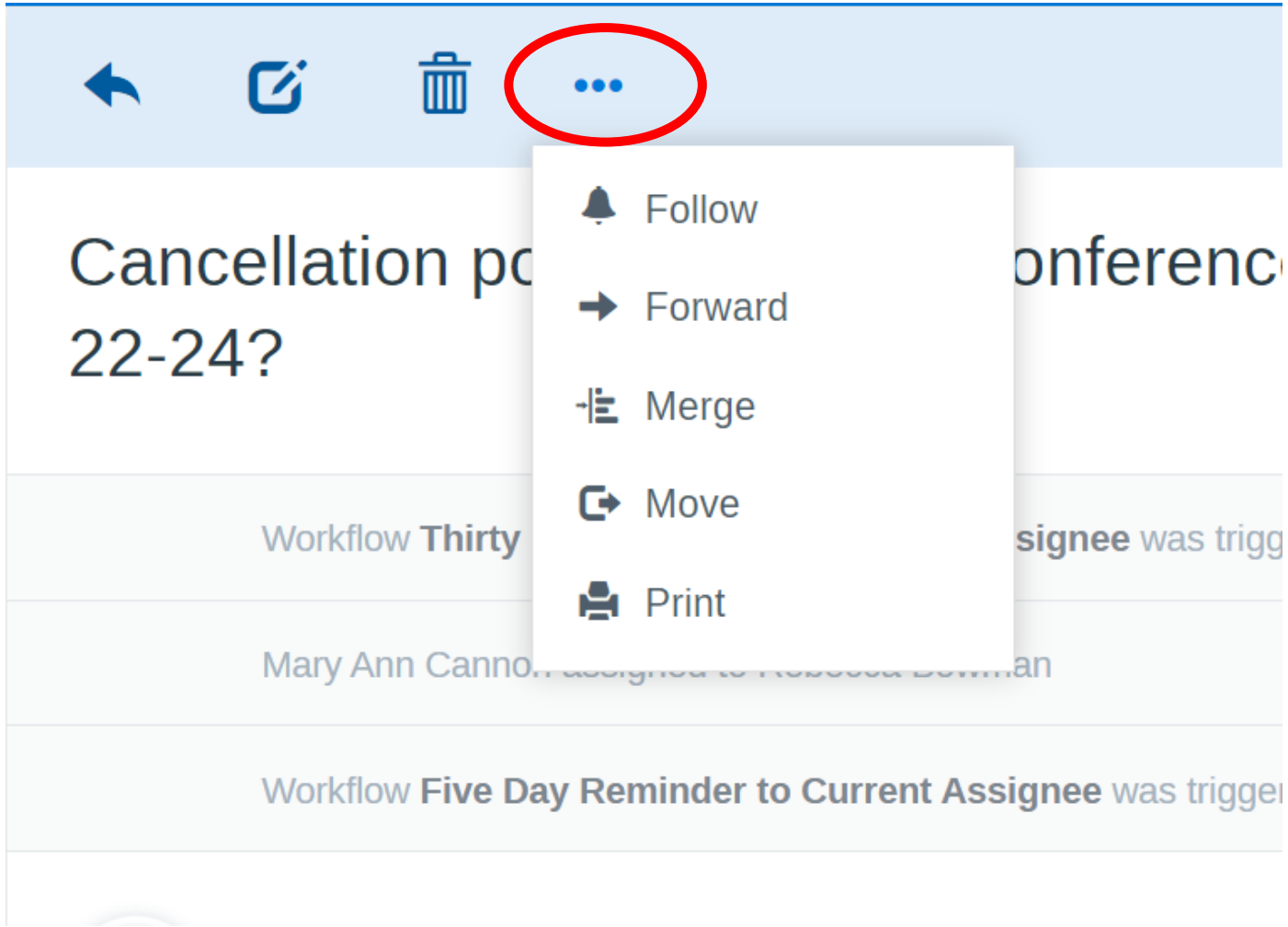
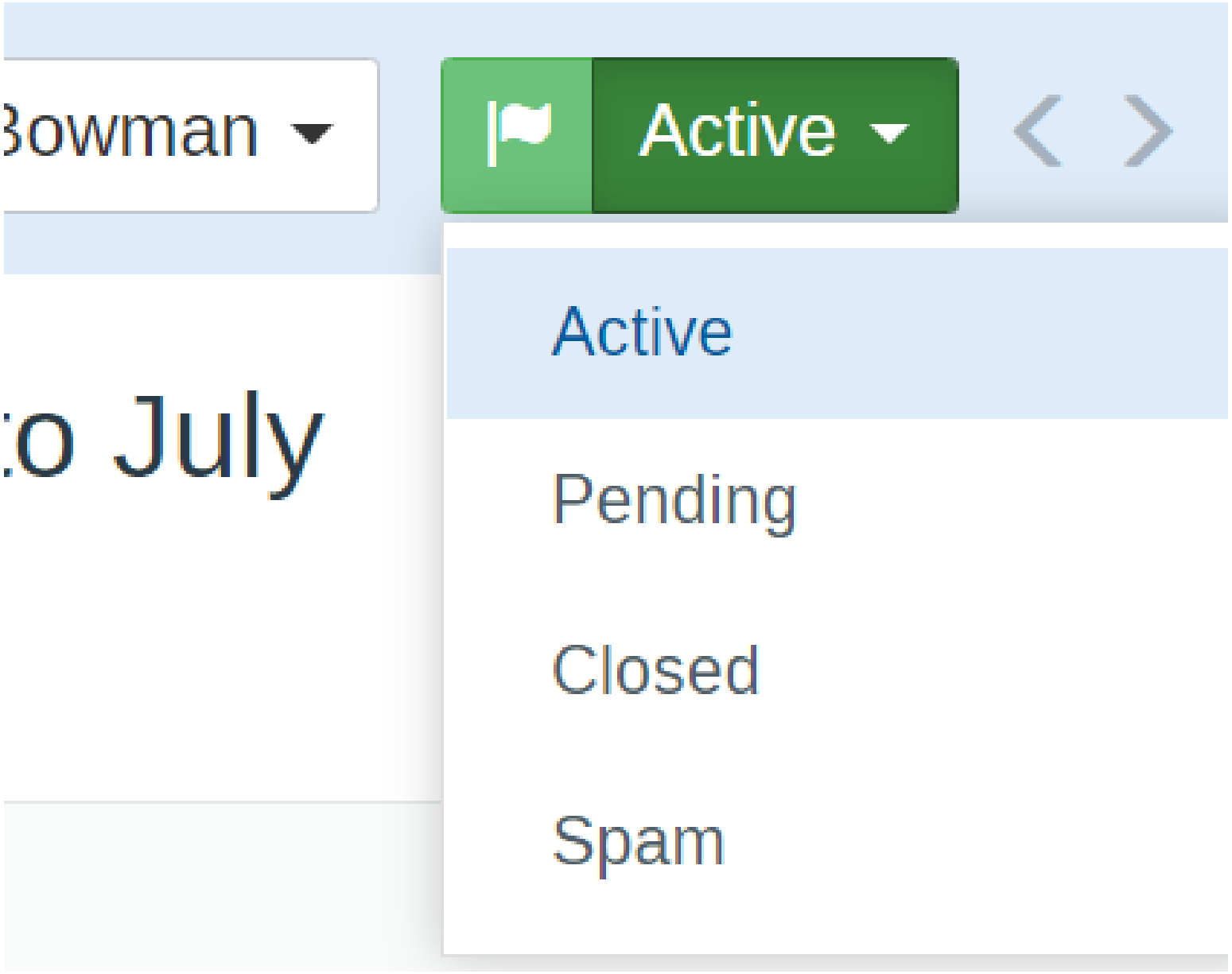
Add a note


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.

More actions



More actions



Status