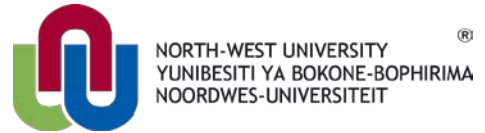# eFundi Tutorial:
Contact Us tool

What is the Contact Us tool?

The Contact Us tool allows users to reach the appropriate contact for system issues. The user has the opportunity to choose if the issue is content-related, system-related, if they are having a technical problem, or if they wish to make a feature request. Links specific to each of those areas are automatically configured for each site based on system settings.

This tool, like the Help tool, appears in all Sakai sites by default.

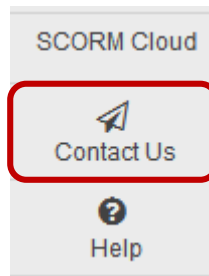## Index

How to access the Contact Us tool?

Select Contact Us from the Tool Menu in your site.

How do I use the Contact Us tool?

After clicking on the Contact Us tool, the following page will appear. Click on the relevant link to send a message to the appropriate contact at your institution.

Contact us about any problems or suggestions for improvement

This page allows you to report problems with, or suggest improvements to, eFundi.

If you cannot find the answer in the Help pages then please choose the most relevant section below to get in touch with the appropriate people.

ℹ To enable Feature Suggestion feedback, your eFundi administrator needs to add the feedback.featureSuggestionUrl property to this eFundi servers configuration

⚠ Problem with content?

- Site unavailable or permission denied?
- Missing file, broken link, or blank page?
- Problem with dates in calendar?
- Erroneous or misleading information?
- General query about the site?

Report the problem to the site owner

💬 Ask for help?

- Cannot log in?
- How can I do this?
- Cannot find the answer in the Help pages?

Report the problem to the eFundi team

🐞 Report a technical problem?

- Something has gone wrong?
- Problem with the system?
- Tool not working as it should?

Report the problem to the eFundi team

For each link (problem with content, ask for help or reporting technical problems) you will be directed to enter the subject and a short summary of the issue. You may also add an attachment if necessary.

Click on **Submit** after you have entered all the required information.

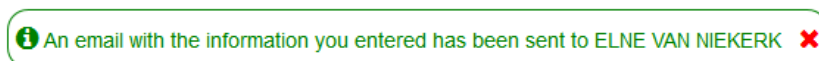**Select recipient:** * ELNE VAN NIEKERK (site contact) ▼

Subject: *

Summary: *

Your email address:
*

Add Attachments: **1 MB allowed**

Browse... No file selected.

[Submit] [Cancel]

When the e-mail has been sent, the following confirmation will appear.

🔗 ?

ℹ An email with the information you entered has been sent to ELNE VAN NIEKERK ✖

Need help?

Back to index

Please attend eFundi training or stop by during office hours for additional help, OR

You can make use of the Sakai based Help resources available on all eFundi sites, or contact your site of delivery eFundi Support Desk:

eFundi Support Desk:

Call centre: 018 285 5930

Campus support:

Mafeking:	Potchefstroom:	Vanderbijlpark:
Tel.: 018 389 2447	Tel.: 018 285 2295	Tel.: 016 910 3035/8
Office: ADC Building, Block D Room G80	Office: Building E8, Room 107A	Office: Building 13, Room SL313

OR

Log a ticket: support.nwu.ac.za