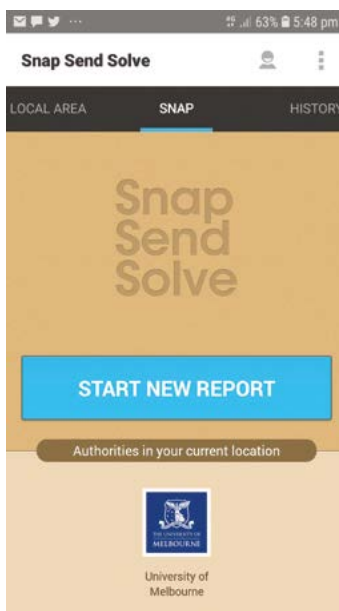


GOT A PRINTING ISSUE TO REPORT? SNAP SEND SOLVE

1. Open Snap Send Solve application on the mobile device
2. Select [Start New Report]



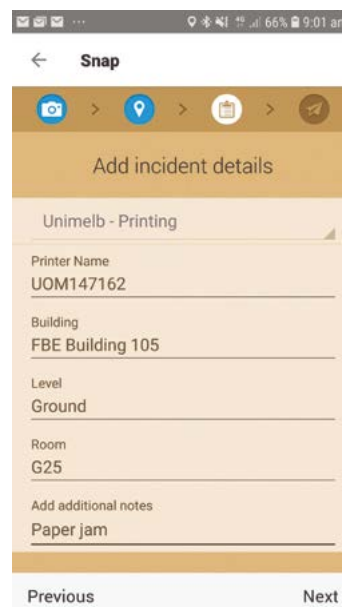
3. Select [Add Photo]



4. Upload photo of the printer device label



5. Confirm printer location and select [Next]
6. Select Incident Type as [Unimelb-Printing]
7. Enter [Printer Name], [Building], [Level] and [Room] from the device label



8. Enter [Additional Notes] and select [Next]
9. Enter [Name], [Email] and contact details and click [Send]
10. Incident gets reported, and a confirmation message is displayed