

Anthony Nolan App Support intro

Hello!

I'm Stuart McDonnell, the Anthony Nolan App Support Manager.

The Anthony Nolan App Support team understand that every user is unique, and we are dedicated to ensuring that your experience is seamless and enjoyable.

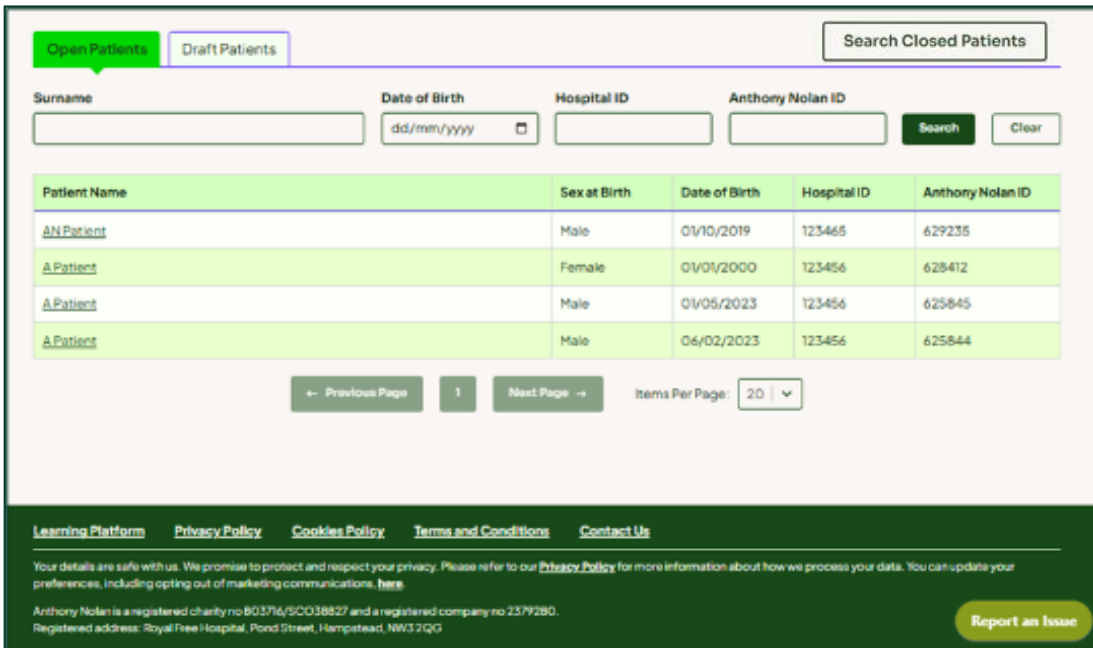
As the App Support Manager, my primary goal is to make sure your questions are answered, issues are resolved promptly, and your overall experience exceeds expectations.

Kind regards,

Stuart McDonnell

How do I raise AN Connect issues with Application Support?

You will be able to raise any issues from within AN Connect by using the 'Report an Issue' button located in the lower right corner of the screen.



The screenshot shows the Anthony Nolan App interface. At the top, there are tabs for 'Open Patients' (highlighted in green) and 'Draft Patients'. To the right is a 'Search Closed Patients' button. Below these are search filters for Surname, Date of Birth (with a calendar icon), Hospital ID, and Anthony Nolan ID, followed by 'Search' and 'Clear' buttons. A table displays patient information:

Patient Name	Sex at Birth	Date of Birth	Hospital ID	Anthony Nolan ID
AN Patient	Male	01/10/2019	123456	629235
A Patient	Female	01/01/2000	123456	628412
A Patient	Male	01/05/2023	123456	625645
A Patient	Male	06/02/2023	123456	625844

Below the table are navigation buttons: 'Previous Page', '1', 'Next Page', and an 'Items Per Page' dropdown set to 20. At the bottom, a green footer contains links for 'Learning Platform', 'Privacy Policy', 'Cookies Policy', 'Terms and Conditions', and 'Contact Us'. A 'Report an Issue' button is located in the bottom right corner, highlighted by a green arrow.

All issues reported will automatically raise a ticket with the app support team, who will triage and contact you.

Useful Information

- Support Hours are Monday to Friday 9am–5pm
- All tickets are generated via our automated Jira service desk and directed to the application support team.
- The Service Level Matrix below will help guide you in determining the appropriate level of severity for your ticket when you raise issues.

Incident Severity	Definition	Example
Urgent Preventing BAU	A critical incident that demands immediate attention. It significantly impacts business operations, causes extensive downtime	Application unavailable
Important	A major incident with a significant impact. It allows the organisation to continue its operations, albeit with some limitations	Application fault which is preventing BAU
Normal	A moderate incident that has a noticeable but manageable impact on business operations	Temporary disruption to an application. Non-critical functionality affected
Low	A minor incident that has minimal impact on business operations	Minor errors or inconveniences for users
Information	General Request	Requests, usability improvements, or general feedback