**Please provide the information below. We cannot support you without this information.**

1. Date and time of the support issue ( yy - mm - dd: hh: mm): …………………………………………
2. Software vendor name (please include FQDN): ……………………………………………………………
3. Application name: …………………………………………………………………………………………………………
4. Severity: ………………………………………………………………………………………………………………………..
5. Summary of the problem description (in English): …………………………………………………………
6. Environment (production / acceptance): ………………………………………………………………………
7. Problem area (please provide logging indicated below per relevant category):

* **ZORG-ID SDK Desktop Mode (yes/no)**
* ZORG-ID SDK configuration
* ZORG-ID SDK logging
* ZORG-ID SDK platform and version
* Type of UZI pass (Zorgverlener/Medewerker op naam /Medewerker niet op naam)
* **ZORG-ID WEB Mode in conjunction with UZI-CARD (yes/no)**
  + ZORG-ID SDK configuration
  + ZORG-ID SDK logging
  + ZORG-ID SDK platform and version
  + ZORG-ID SDK operating systems
  + ZORG-ID Desktop App version and operating system
  + ZORG-ID Desktop App diagnose information (see manual) (get logging after pin entry)
  + Failed session identifiers if applicable
  + Failed transaction identifiers if applicable
  + Type of UZI pass (Zorgverlener/Medewerker op naam /Medewerker niet op naam)
* **ZORG-ID WEB Mode in conjunction with Mobile App (yes/no)**
  + ZORG-ID SDK configuration
  + ZORG-ID SDK logging
  + ZORG-ID SDK platform and version
  + ZORG-ID SDK operating systems
  + ZORG-ID Mobile App version and operating system
  + ZORG-ID Mobile App logging (see manual)
  + Failed session identifiers if applicable
  + Failed transaction identifiers if applicable
  + Failing usernames if applicable.
* **ZORG-ID Portal (yes/no):** ………………………………………………………………………………………
* **ZORG-ID user registration web service (yes/no):** …………………………………………………

1. Description of the problem description (in English):

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1. Steps to reproduce (in English):

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