

The NSW Premier's Reading Challenge website has a new support section! It provides easy access to information about the PRC. Here are some things you need to know about it:

### ***How is the new support section different from the FAQs?***

- You can browse the information in the 'knowledge base' or enter a question in the search field
- When searching, a list of suggested articles relevant to your question is displayed
- If you need further assistance, you can create a 'new support ticket' or email [prc@det.nsw.edu.au](mailto:prc@det.nsw.edu.au) to contact the PRC team with your enquiry

### ***What is a knowledge base?***

A knowledge base is a collection of information organised in a way that assists you to easily solve problems. The PRC support section has information organised into sets of related articles.


### ***What is a support ticket?***

A support ticket is a way of submitting an enquiry to the PRC team. You provide:

- your email address
- your school
- any attachment files
- a detailed explanation of your situation.

### ***How can I create a new support ticket?***

In the support section:

- select 'New support ticket': 
- enter your details
- select 'Submit'.

### ***Where do I find the PRC support section?***

A link to the new support section is located under 'Updates and Messages' on the [Home page](#) of the PRC website. In the coming weeks, the FAQs menu item will be replaced with 'Support', so you can select that menu item to go to the support section.

### ***Who can use the PRC support section?***

All PRC website users can use the new support section. You do not need to log in to the PRC website to search the support section or contact the PRC team.

### ***Can I give feedback about the new support section?***

Yes! We would greatly appreciate your feedback on the content of the articles and ease of use. Please create a support ticket to provide your feedback.