



Isabel Web Support: the right move when you have a question

The answer to all your questions about Isabel

Looking for a technical explanation, administrative detail or just general information about Isabel? Then there's just one place to go: Isabel Web Support. This on-line search engine is the easy way for you to find the answers to your questions. Any time of the day or night.



Simply enter your question

Isabel Web Support is an on-line search tool developed by Isabel to help you find the information you are looking for in a minimum amount of time and with as few steps as possible. The Isabel Web Support database draws on nearly 3,000 documents and is updated daily. It covers everything you need to know about Isabel, from the broadest topic, right down to the tiniest detail. Isabel Web Support also features subdivisions that enable you to select your search field and fine-tune the results as much as you need.

So you no longer have to go through the phone helpdesk - and pay for it - because Isabel Web Support is free of charge and can be accessed round the clock.



How do you access Isabel Web Support?

➔ Via the website www.isabel.be

Isabel Web Support is available at the www.isabel.be website in the section on **Support and Services**. Once there, simply click on **Isabel Web Support**.

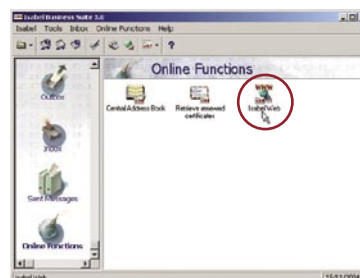


➔ Via the **Mylsabel** website

You can also access this new service on-line from the Mylsabel website:

1. Insert your Isabel chip card into the reader and open your Isabel software.
2. In the main screen, click on **Online Functions**, then on the **Isabel Web** icon.

Make a connection. Your Internet Explorer browser will open and the secure Mylsabel site will appear.



3. Select *Web Support* in the left-hand menu to access the search screen.



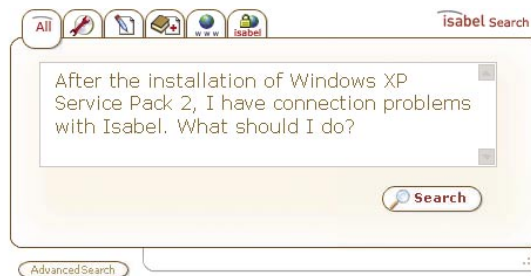
How do you make your request?

- Searching via Isabel Web Support is very straightforward: simply phrase your question as though you were talking to a human operator and click on **Search**.
- The more precise your question, the more search results received will provide you with the answer.
- Isabel Web Support is entirely capable of interpreting an inquiry and putting it into context. And it can do this in French, Dutch and English. All you need is the language you are making the inquiry in and ... the right spelling.

So, as the example below illustrates, you don't need to select keywords, or play with Boolean operators (and, or, -, « », etc.) or re-enter a word (singular, masculine, non-conjugated verb, etc.). Isabel Web Support is an intelligent application that is capable of eliminating conjugations, as well as feminines or plurals in the way you phrase your question.

As a default, Isabel Web Support searches through all of the information in its database. This also corresponds to the **All** option.

As soon as the search is started a list of answers is displayed at the bottom of the page. Results are structured as follows:







The screen then displays a **brief description of the content** of the answer. This quickly enables you to decide whether the subject being offered is what you want or not.

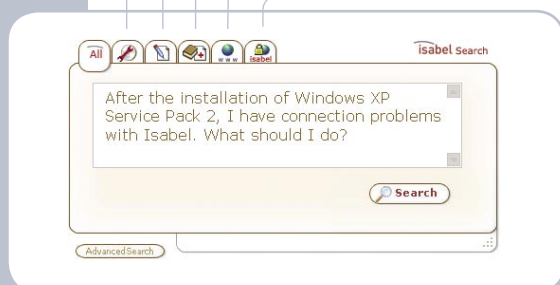
- 41603 - After installing Microsoft Windows XP Service Pack 2, I can not make a connection with the Isabel software via the LAN or my Internet provider. How can you explain this?**
If you have already **installed** the new Microsoft **Windows XP SP 2**, **connection problems** with the Isabel software may arise. This is a software program which helps to solve the **problem** after **Windows XP SP2** has been **installed**. To solve this **problem**, Isabel advises you to http://www.isabel.be/support/en/websupport/kb_concept_32_43716_41603.php
Quality: 74 % - Cached - Similar pages
- 15846 - Error: The server can currently not be accessed. when connecting to the Isabel Network via SSL**
If you have already **installed** the new Microsoft **Windows XP SP 2**, **connection problems** with the Isabel software may arise. This is a software program which helps to solve the **problem** after **Windows XP SP2** has been **installed**. Windows-path> (on **Windows 95, 98, Me**) or in http://www.isabel.be/support/en/websupport/kb_article_279_43716_15846.php
Quality: 73 % - Cached - Similar pages
- 14160 - Error : Failed. Connection aborted. No additional information is available. when sending or receiving messages**
If you have already **installed** the new Microsoft **Windows XP SP 2**, **connection problems** with the Isabel software may arise. This is a software program which helps to solve the **problem** after **Windows XP SP2** has been **installed**. Windows-path> (on **Windows 95, 98, Me**) or in http://www.isabel.be/support/en/websupport/kb_article_142_43716_14160.php
Quality: 71 % - Cached - Similar pages
- 14871 - Error: No operational PCSC reader found or Ret code from SCardEstablishContext. when starting an Isabel program**
Select Run on the **Windows** Start-menu. Note This file is used for both **Windows 2000** and **Windows XP** Right-click this file and select **Install to install** the drivers. **Windows XP Service Pack 2** no longer supports non-Plug and Play devices such as our CardMan II Compact card reader. http://www.isabel.be/support/en/websupport/kb_article_2_43716_14871.php
Quality: 69 % - Cached - Similar pages

You can read here the **level of accuracy** of the answer. The first result displayed in the list is the most accurate answer to your question.

Selecting a search area

By selecting one of the icons at the top of the dialogue window, you can restrict the results to a particular source in Isabel Web Support. This gives you the choice between:

-  - **Troubleshooting:** for all technical questions.
-  - **FAQ:** the questions asked most frequently by Isabel users.
-  - **Manuals and help files:** covers all on-line manuals and help files at www.isabel.be.
-  - **Internet:** webpages for the main Belgian banks and the Belgian Bankers' Association.
-  - **Isabel websites:** Mys Isabel and the other Isabel sites.



Isabel Web Support and options

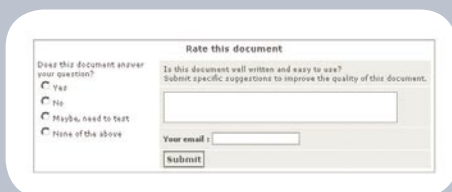
In view of the very large number of documents feeding the Isabel Web Support database, you may find it valuable to reduce the search engine's sources of information, especially by modifying the default settings. To do this, click on the *Advanced Search* function at the bottom of the dialogue window. This will enable you to define the language in which you wish to receive the results, as well as the number of results displayed per page and their level of accuracy.



The default search language used is the one used for the other applications at the Isabel website. The standard display is 20 results per page, with an accuracy rate of 20%. This rate indicates the quality of the results obtained.

We are interested in your opinion

Isabel Web Support is an interactive search tool that we intend using to improve our service still further. So we would like you to give us your impressions of it. That way we can make the service evolve to fit in with what you want from it. Which is why at the bottom of each screen you will find a small assessment form. Please don't hesitate to enter your suggestions in it. We will do everything we can to take account of what you suggest.



Need assistance? Go to Isabel Web Support

