3C Recovery & Health Care Network

Phaseware Self Service Center

End User Manual

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Self Service Center:

The Self Service Center can be accessed at https://tracker.phaseware.com/3CHelpdesk/.

Registration:

Few staff members from each provider are already registered to access the Self Service Center. The agencies are provided with a list of these members and their passwords. If the users are not already registered, the user should request one be registered.

Login

Users need to login to the Self Service Center with their login information.

Forgot Password
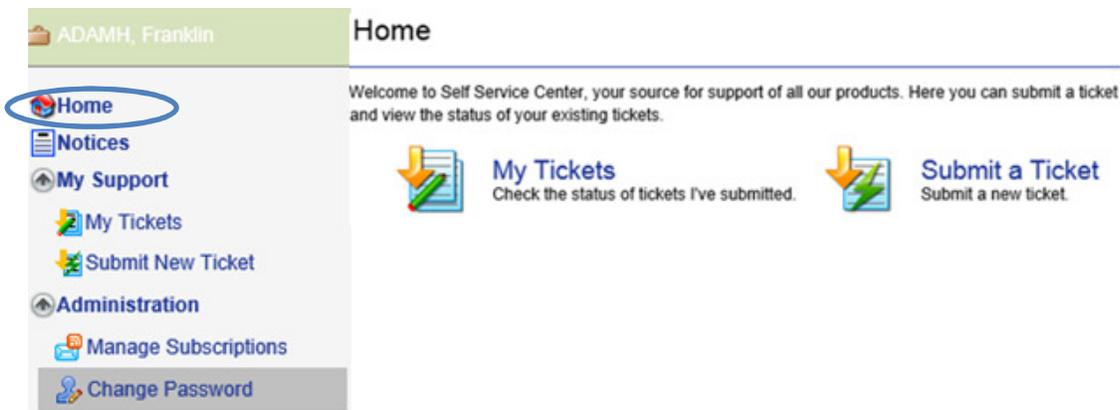

This option is to help the user reset the password in case of a problem with the login. The user will receive an email to the email address registered with Self Service Center, with the instructions to reset the password.
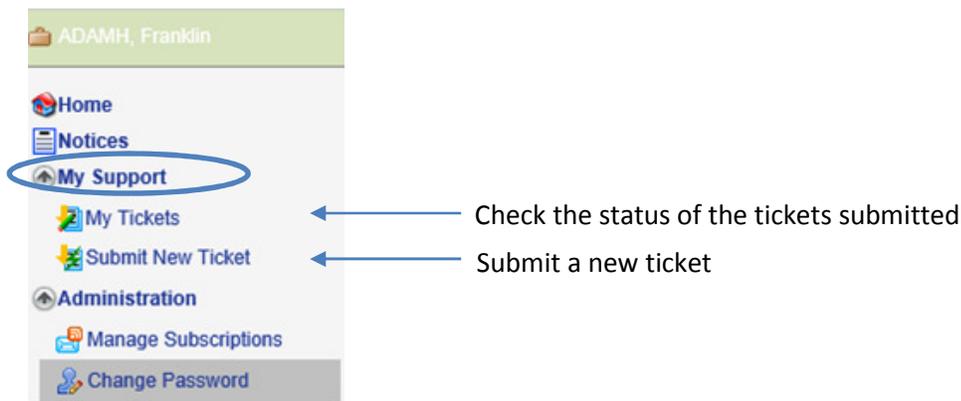
Navigation Bar:

Home

From the Home page, the user can select to check the status of the tickets submitted or submit a new ticket. The same action can be taken by the menu options listed under My Support.

My Support:

My tickets

The **My tickets** section displays all the tickets that the user can view, if the user is the contact for the ticket or if the user is the party to that ticket. If the user is a customer admin, the user can view the tickets of their fellow contacts from their organization.

My Tickets >> TEST - COG

🖫 Save 🔒 Close 🖹 Refresh 🖨 Print

Ticket #	15
Description	TEST

Severity	2-Medium ▾ X	Classification	
Status	Research In Process	Billing Status	Against Plan
Product		Closed	
Customer	ADAMH, Franklin	Closed By	
Contact	xxx xxxx ▾ X	Resolution	
Assigned Agent		Department	COG
Full Description	TEST - COG		

Journal Log [Add Journal Entry]

Journal Entry	Entered By	Entered ▽	Attachment
attachment	xxx xxxx	2/13/2014 1:43:54 AM	ADAMH_logo_small.jpg

The user can take the following actions on the tickets listed under **My Tickets**:

1. **Save**: The user can make changes to the ticket before it is closed. The user can change the description, severity or full description of the ticket.

   My Tickets >> test

   🖫 Save 🔒 Close 🖹 Refresh 🖨 Print

   Ticket has been updated.

   The user can also add a journal entry with attachment if needed.

   Journal Entry

   [   ]

   Attachment
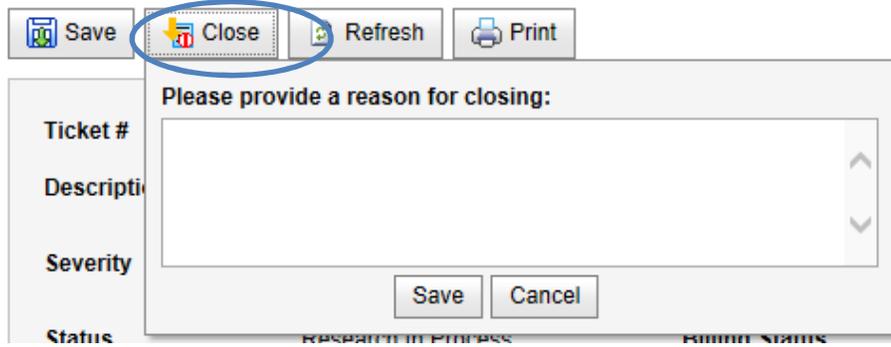
   [   ] [Select] [Clear]

   [Save] [Cancel]

   Journal Log [Add Journal Entry]

2. **Close**: The user can choose to close the ticket if the issue has been already resolved before any action being taken by the ADAMH boards or COG.

3. **Refresh**: The user can refresh the ticket to cancel any changes that need not be saved.

4. **Print**: The user can print the ticket.

Submit New Ticket

Submit New Ticket takes the users to a form where they can submit a ticket online.

The form has following fields:

1. **Description**: A brief description of the issue is needed in order to submit a ticket. This field is required.

2. **Classification**: The user needs to choose one of the following classifications based on the nature of the query from the drop down menu. If a classification has sub-options, you will be presented with another dropdown to select from.
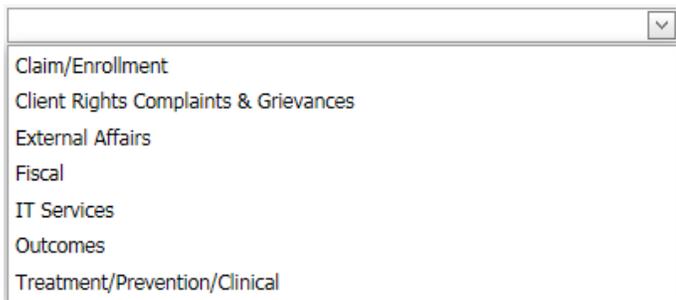
3. **Severity**: The user can choose severity from the drop down menu as shown here. The default severity is set to be 2-Medium.
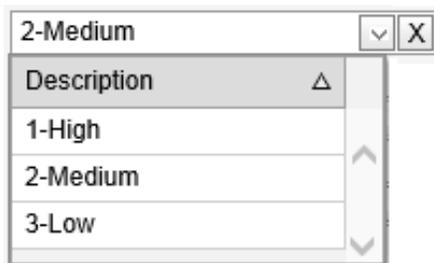
4. **Customer**: The 'Company Name' from your registration will be automatically populated in grey. The user cannot alter the customer.

5. **Contact**: Your name from your registration will be automatically populated in grey. The user cannot alter the contact name, unless the user is the customer admin for your organization.

6. **Full Description**: The user should explain the issue in as much detail as the user can, which would help the technician to resolve the issue.

7. **Attachments**: The user can attach up to 5 documents that would help the user explain the issue.

8. **Screenshots**: The user also has the option to capture a screenshot and attach it to the ticket.

Once the ticket is submitted, the user gets a confirmation and then the user gets an option to open the ticket just submitted or go to My Tickets.
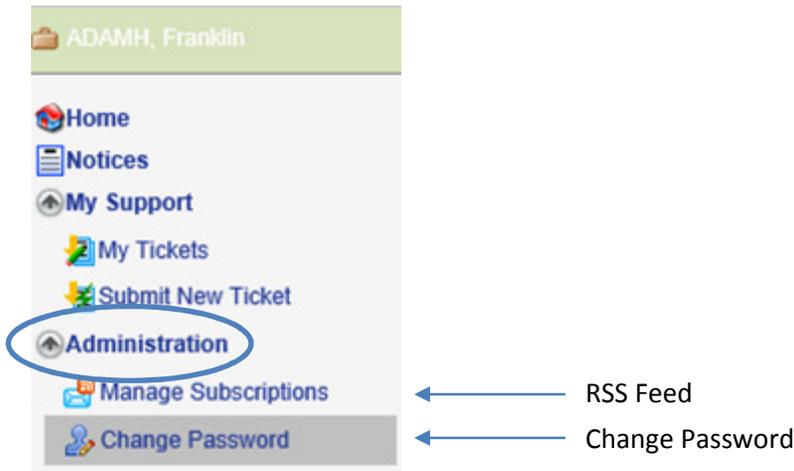
Ticket Submitted

Ticket # 16 has been successfully submitted.

Go to My Tickets

Go to Ticket # 16

Administration:

RSS Feed

Change Password

The administration section allows users to manage their account.

Manage Subscriptions

The users can subscribe to the posts from the Forum Topics or the replies to their forum posts.

Change Password

After logging in for the first time, the user should change their password.

Notices

The users can view any notices posted by the ADAMH Board or COG. The user can choose to subscribe to the Notices, which will create an alert to be sent to the email address from the registration.

Once subscribed to the notices, the users have an option to unsubscribe if they no longer need to receive the alert.