TeamSupport User Guide



www.harrisschoolsolutions.com





Let's Get Started!

Contacting Support

When working with a Support Specialist on existing issues, we welcome e-mail communication! However, please do not initiate a new issue by e-mailing the Specialist directly, as this might delay our prompt response. Please mail the specified help desk accounts below, call the hotline, or use our Support Site for any new issues.

• Support Hours

Support hours are Monday - Friday **7:00am to 4:00pm (**Eastern Time Zone) Please note: Support hours may be impacted by holiday schedules. Be sure to check the Landing Page for events, news and educational webinar schedules.

• Email Us!

Customer can open a ticket via email by simply sending an email with the required support information to: ctesupport@harriscomputer.com

• Call Us! The support team can be reached by phoning (855) 984-1228, option 1

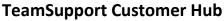
• Login to the Customer Hub!

Simply browse out to: <u>https://cte.na2.teamsupport.com</u> to access your account and directly open tickets, as well as view and track the status of any existing cases. Be sure to bookmark this site for easy access.

Helpful Information When Creating Cases:

- If emailing or calling, please provide your name and verify your contact details.
- If applicable, indicate if the problem appears to be happening on MAC/PC/Android/iPad and version of the operating system, as well as the browser name (i.e. Chrome, Firefox, Internet Explorer, etc) and version.
- Location details e.g. Is the issue only happening in one school or a certain time of the day?
- Error message details if applicable provide the full text of any error messages or include a screen shot
- Steps to reproduce please provide the exact steps to reproduce the issue e.g. sequence of menu items accessed, data entered, exact report names, etc.
- Any full view screen shots are always helpful!

For more information



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Prior to using TeamSupport, New Users must first be setup in the system. Please contact the helpdesk to request access for new users. The help desk team will notify new users once their account is created and ready for them to create a secure password.

First Time Access - https://cte.na2.teamsupport.com

All users will need to create a secure password prior to logging into the TeamSupport customer hub. This is a onetime setup step (unless you forget your password at a later date)

Select the "Forgotten Password" link to create a secure password and/or reset a password.

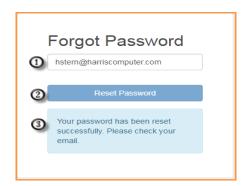
\bigcirc	
Email	
Password	
Sign In	

Resetting a Password:

Select the **"Forgot Password"** link

Enter the email address you provided to the help desk team for your account (they must match) Select the **BLUE "Reset Password"** button

A message will display indicating your password has been reset. Check email for instructions

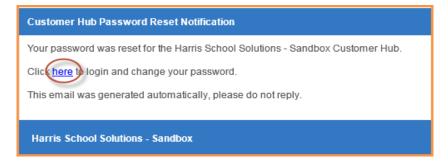


For more information





Once you the user has received the email notification of the password reset request, simply click on the **BLUE "Click Here"** link to change the password



Password Criteria:

- Passwords must be between 8-20 characters
- There must be at least one of the following:
 - Uppercase Letter
 - Lowercase Letter
 - Numeric Number

Enter a secure password in the **"Password"** field Confirm the password in the **"Password Confirmation"** field Save your new password by selecting the **BLUE "Save"** button

Enter a new password				
F	Password			
1				
F	Password Confirmation			
2				
	Please enter 8 to 20 characters. There must be at least one each of the following: Uppercase letter, lowercase letter, and a number.			
3	Save			

Existing User Login

Browse to <u>https://cte.na2.teamsupport.com</u> Enter **"Username"** (this will be your email address) Enter **"Password"** Select **"Sign In"**

For more information





Customer Dashboard

Once you have successfully logged into the Customer Hub, you will be able to:

- Open new tickets
- View your open/closed tickets
- View open/closed tickets for your organization
- Post Screen Recordings and Video Recordings to tickets right from TeamSupport

Tickets			Search	Submit a Ticket	
	Search		Q		
		Tickets			
		Send a ticket to our support team or review existing tickets			
	N	ly Products			
	c	lassMate CTE			

Creating a New Ticket

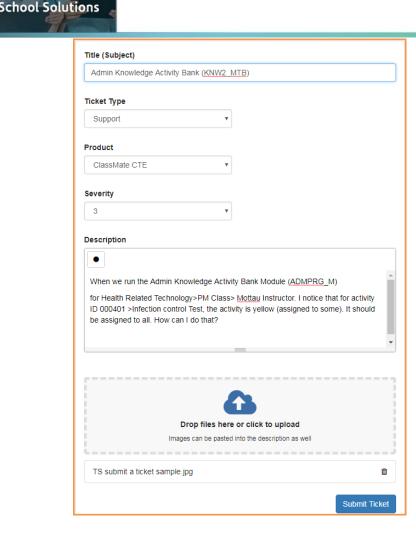
Select" Submit a Ticket" located on the right side along the top of the screen

Tickets		Search Submit a Ticke	et D
	Search	Q	

Populate the following fields and select **BLUE "Submit Ticket":**

Title (Subject)	Email
Product	Severity
Description (allows screen recordings)	Drop or Upload files





Screen Recording from within the Ticket

TeamSupport offers users an easy way to record and attach screen recordings. While creating the ticket, in the **"Description"** field select the black dot within the square



TeamSupport will request permission to share your screen. This may look different by user based on several factors, including multiple monitors.





Select "Share" to share your selected screen and use the recording functionality

Share your screen ctesb.na2.teamsupport.com wants to s	hare the contents of your screen. Choc	ose what you'd like to share.		
Your Entire Screen	Application Window	Chrome Tab		
Screen 1	Scre	en 2		
		Share Cancel		
Drop files here or click to upload				
Images o	can be pasted into the description as w	ell		
		Submit		

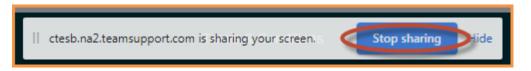
Select the **BLUE** video camera **"Record"** icon. Record the action you want to include in the ticket

As the system is recording a message will display indicating it is **"Currently Recording"** and will show the elapsed time

To stop recording, select the RED "Stop Recoding" icon



To attach the recording to the ticket by select the **BLUE "Stop Sharing"** button located on the bottom of your screen. This is a **MANDATORY** step to ensure the capture is attached to the case







After screen sharing has been stopped, users can then attach the recording to the ticket by selecting the **GREEN "Insert Screen Recording"** icon



Once the recording is attached, users can view and play the recording from within the ticket! Don't forget to hit the **BLUE "Submit"** button.

Description	
	Î
ScreenView™	New Comme
Drop files here or click to upload Images can be pasted into the description as well	Submit

After a ticket has been successfully submitted, a ticket summary will display. From this view, users can:

- Return to the Dashboard
- See All Tickets
- Enter a New Comment
- Close the Ticket

Tickets	Search	Submit a Ticket	Heather Feath
Dashboard / Tickets / Ticket: 991054896	5		
Name Submit a Ticket Sample #2 Number	Be sure to enter ALL required information in your cases to expedite assistance	New Comment	Close Ticket
991054896 Type			
Support	Heather Feather 02/26/2019 02:49 PM		
Status New			
Product ClassMate CTE			
Severity 3			
Assigned To			
Contacts O Heather Feather			
Created 02/26/2019 02:49:51 PM			
Last Updated 02/26/2019 02:49:51 PM			

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Users will also receive an email summary of the ticket submitted, which can be used to easily responded to for updating the ticket!

Ticket [991054897] was created for you Sample Ticket #3 Inbox ×	ē	ø
291dc1a0-c84a-4aeb-80ae-4c149bda7743@na2.teamsupport.com via email-od.com 3:12 PM (9 minutes ago)	•	:
Please reply above this line		
New Ticket Confirmation		
Thank you for contacting the Harris School Solutions - Sandbox support department. Your request has been assigned the ticket number 991054897.		
A member of our team will review your submission as soon as possible.		
If you would like to add additional information to this ticket, simply reply to this email. To ensure proper delivery, the ticket number in brackets must be present in the subject line.		
Thank You,		
The Harris School Solutions - Sandbox Support Team!		
Harris School Solutions - Sandbox		

View All Tickets

Select the **GREEN** ticket located in the center of the dashboard or select the Tickets Tab after submitting a case to view all **Open** or **Closed** Tickets

Exporting

Users can also export tickets into a .CSV file

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Tickets	Search	Submit a Ticket Heather Feather +
Dashboard Tickets		
My Open Tickets My Closed Tickets		Search Visible Tickets Below
Ticket Name	Ticket Number	Date Created
Submit a Ticket Sample #2	991054896	02/26/2019 2:49 PM
Admin Knowledge Activity Bank (KNW2_MTB)	991054895	02/26/2019 2:48 PM

Creating Tickets: Best Practices

Our goal is to provide the best customer services we can in a timely and efficient manner. To assist us in helping you, the following examples will allow us to better meet your needs. Every email we send to you asking for additional details delays the resolution of the ticket.

Required Information:

- Contact Information: Please confirm contact information
- **Operating System:** Please indicate the users OS. For example: MAC/PC/Android/iPad and version of the operating system

For more information



- HARRIS School Solutions
- **Browser:** Please provide the type of browser the user is working with when encountering the issue. For example, Chrome, Firefox, Edge, etc.
- Location/Provider/Term/Year: please indicate which location/provider / Term and Year
- **Module Issues**: If you are experiencing an issue within a module you must provide the module name (Student, Course, Security, etc.)
- **Student Data Issues**: If you are having student data issues it is VITAL that you follow the security steps listed to ensure student data privacy.
 - Only provide the AIM student ID and initials
 - Provide a description of the data issue
 - Do NOT send student confidential data via email to us
- Report Issues:
 - Report Category the report is found
 - EXACT Report Name (if possible, include ID)
 - o Parameters used to run the report in question
- Performance Issues:
 - Single or Multiple users
 - o Time of Day
 - o Functions being performed
 - Operating System
 - o Browser
- User Specific Issues:
 - o Username
 - Full Employee Name
 - Description of the Issue
- **Troubleshooting:** List any troubleshooting steps already taken. If an error message is encountered, please attach a **FULL** screen shot and provide details of the steps leading to the message.

It is vital that we know the steps taken so we can reproduce the issue.

AIM provides users with a variety of learning resources, including documentation and recorded webinars which can be accessed in the Knowledge Base section in the TeamSupport Customer Hub > scroll to AIM section.

You can also visit <u>www.classmate.net</u> to access these tools by clicking on Documentation and selecting the AIM options.

Additionally, you can view our Communication Calendar on the landing page of the TeamSupport Customer Hub for helpful informational links.

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