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: https://cte.na2.teamsupport.com 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!

TeamSupport Customer Hub
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.
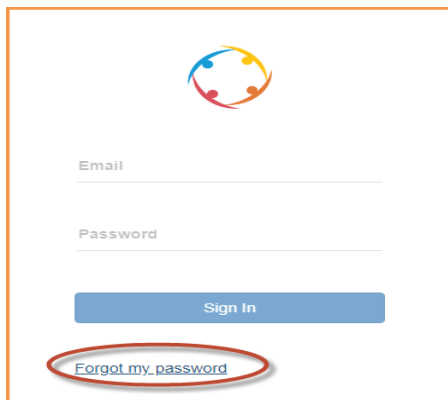
Resetting a Password:
Select the **"Forgot Password"** link
Enter the email address you provided to the help desk team for your account (they must match)
Select the BLUE **"Reset Password"** button

A message will display indicating your password has been reset. Check email for instructions
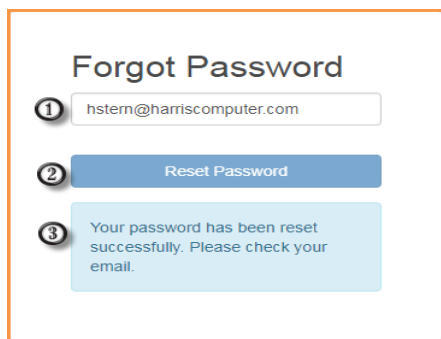
Once you the user has received the email notification of the password reset request, simply click on the **BLUE** **"Click Here"** link to change the password
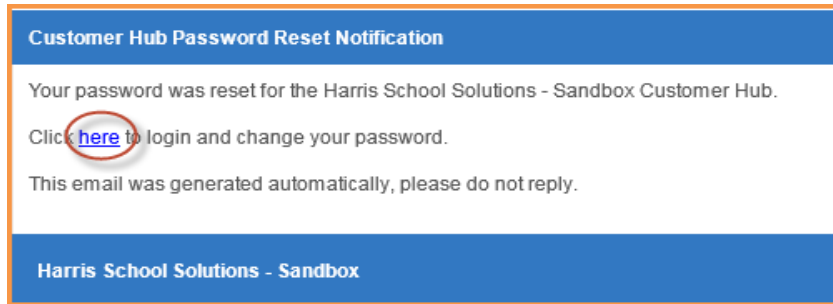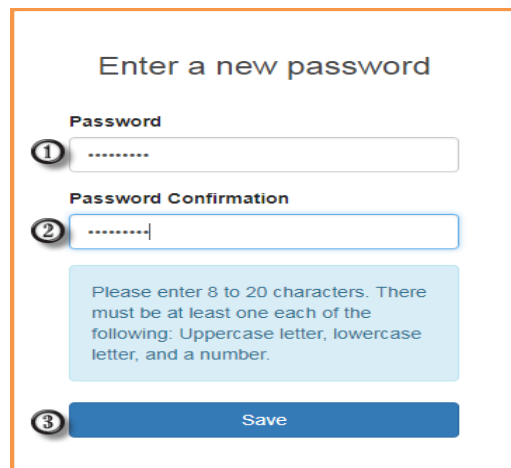

Password Criteria:

- 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

Existing User Login

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

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
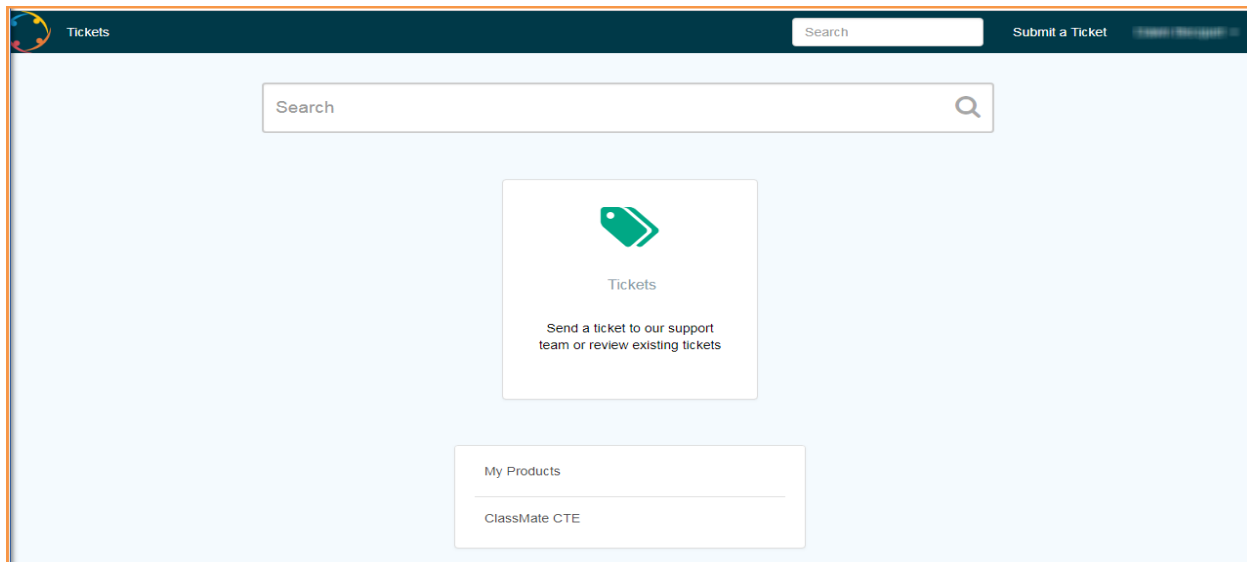
Creating a New Ticket

Select" Submit **a Ticket"** located on the right side along the top of the screen
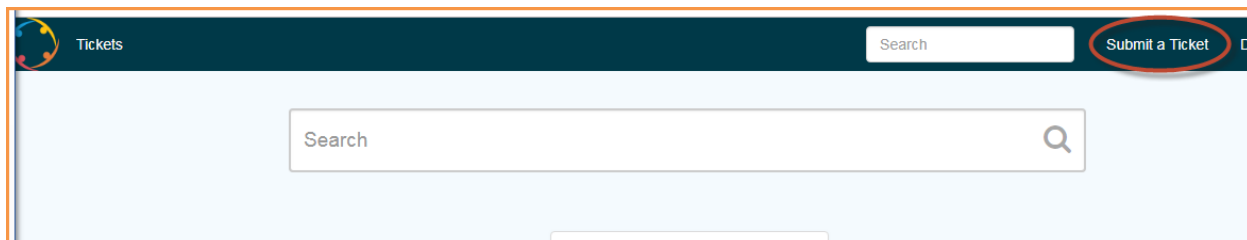
Populate the following fields and select **BLUE** **"Submit Ticket":**

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
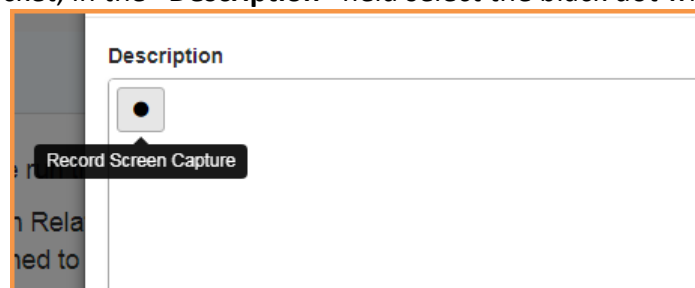
TeamSupport will request permission to share your screen. This may look different by user based on several factors, including multiple monitors.
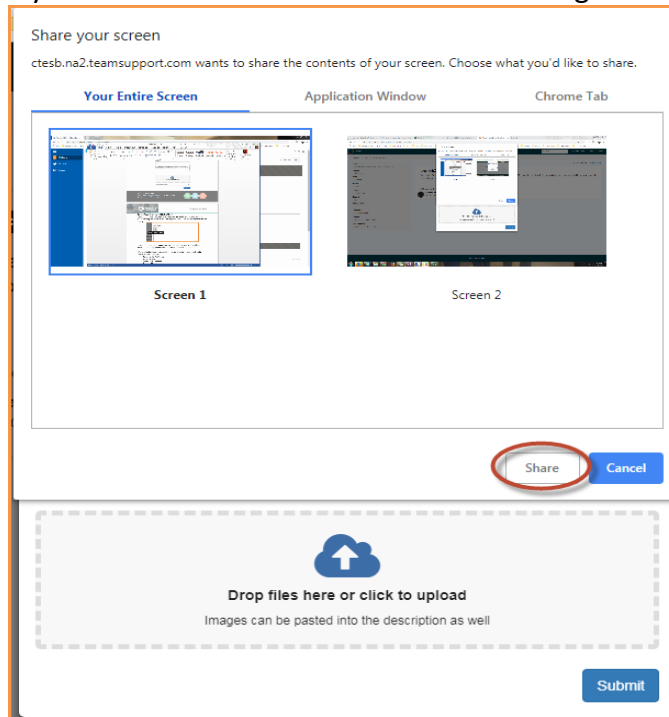
Select **"Share"** to share your selected screen and use the recording functionality

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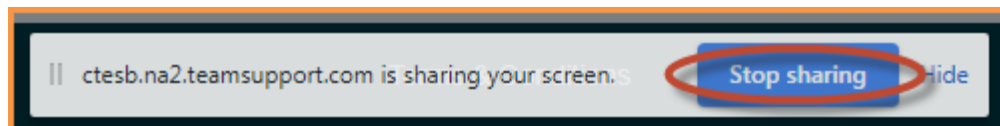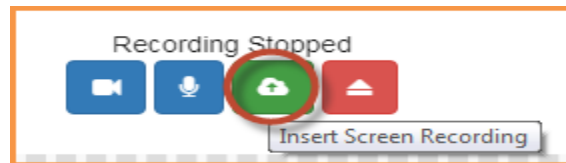
After screen sharing has been stopped, users can then attach the recording to the ticket by selecting the **GREEN "Insert Screen Recording"** icon
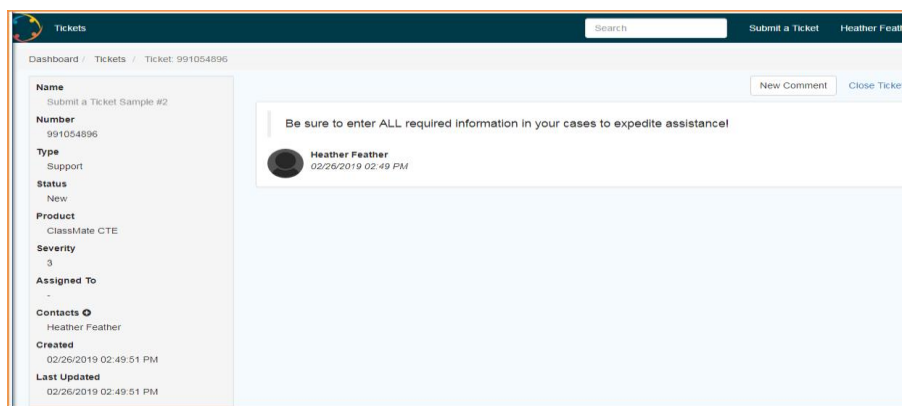

Once the recording is attached, users can view and play the recording from within the ticket! Don't forget to hit the **BLUE "Submit"** button.
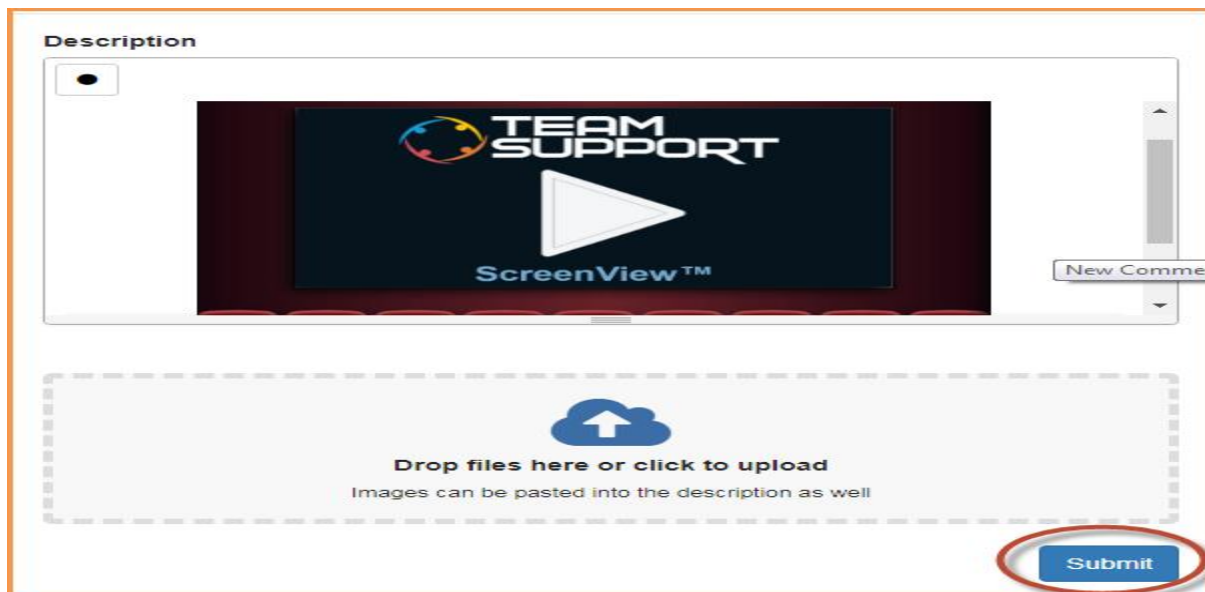
After a ticket has been successfully submitted, a ticket summary will display.

From this view, users can:

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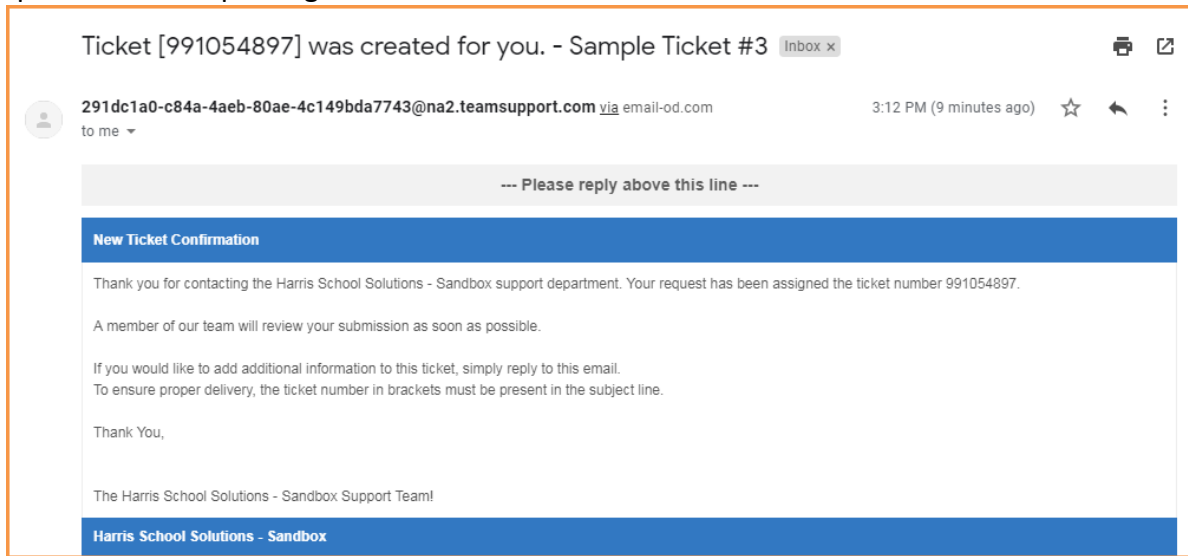- Enter a New Comment
- Close the Ticket

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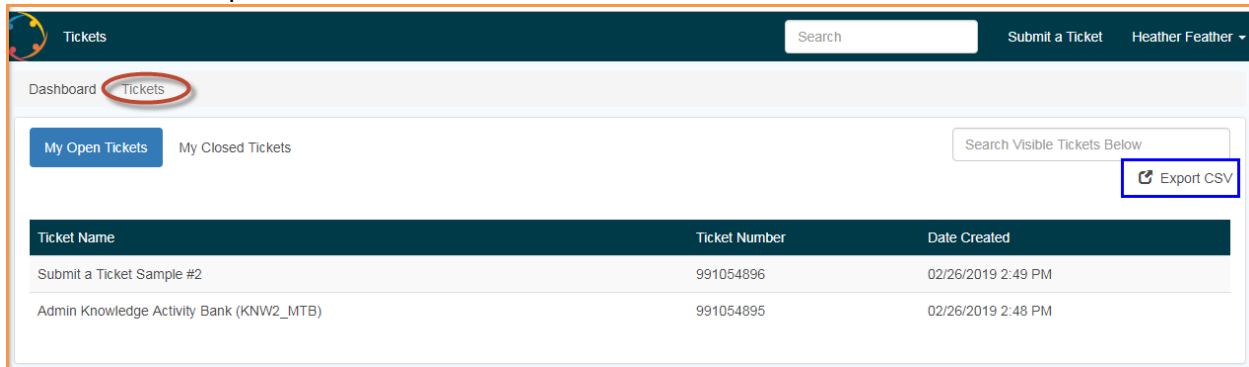

View All Tickets

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

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

- **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.
    o Only provide the AIM student ID and initials
    o Provide a description of the data issue
    o Do NOT send student confidential data via email to us
- **Report Issues**:
    o Report Category the report is found
    o EXACT Report Name (if possible, include ID)
    o Parameters used to run the report in question
- **Performance Issues:**
    o Single or Multiple users
    o Time of Day
    o Functions being performed
    o Operating System
    o Browser
- **User Specific Issues:**
    o Username
    o Full Employee Name
    o 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 www.classmate.net 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.