

BTOTS SUPPORT: TICKETS, PROCESSES, AND EXPECTATIONS

Last revised: 10/23/13

OVERVIEW

- What is a Support ticket?
- What is the Support process?
- What can you, the BTOTS user, expect from Support?



WHAT IS A SUPPORT TICKET?

- A support ticket is:
 - A form you, as a user, can fill out if you encounter a problem or have a question;
 - A way for Support to keep track of incoming questions and/or problems;
 - A way for the user to get in contact with Support; and
 - A way for the user to check on the status of a specific support request, problem, etc.



DO I *NEED* A TICKET?

- No. If you are more comfortable contacting Support over the phone, we will create a ticket while we are talking with you (again just so we can track questions and problems).



HOW DO I GET TO THE SUPPORT LINK TO ASK A QUESTION OR CALL SUPPORT?

- Use the Support link found on the BTOTS home page.
- Call the BTOTS Helpline telephone number found on the BTOTS Support page.
 - 801-584-8222
- See the example on the next slide.



To Access Support or Get Help:

1. Click on the “Support” link if logged off.
2. Click on the “Support” link while on the page with the issue.



Login

Welcome

About BTOTS

Printed Forms

Support

Login to your account



Email *

Password *

[Forgot your password?](#)

Login

Welcome to the Baby & Toddler Online Tracking System

The Baby & Toddler Online Tracking System (BTOTS) supports the Utah Babywatch Early Intervention Program. It provides secure access to child records for local Early Intervention providers as well as state monitoring and compliance access.

[Learn more about BTOTS](#)

© 2013 Utah Baby Watch

UDOH Use Disclaimer

Version 3.1.5039 (updated 10/19/2013)



Welcome jenni.borg!

[My Account](#) / [Logout](#)

[Home](#)

[Child](#)

[Person/Org](#)

[CSPD](#)

[Tools](#)

[Report](#)

Support

[Find Child](#)



Messages

Date Entered	Post Date	Scope	Message
10/21/2013			There are 3 accounts awaiting access. View Accounts

This screen will appear once you have clicked on the support link.
There are two options to choose from when you need help:

1. Fill out the form you see below and click the green “Report Issue” button; or
2. Call the BTOTS Helpline number shown at the top of the form to receive help.

BTOTS Support

Contact Technical Support

Fill in the following form to report your issue to BTOTS Support Staff, or you may try to call 801-584-8222 for technical support.

Report Subject*

When did the reported issue occur?

Detailed description of the problem.*

[Upload Screenshot\(Optional\)](#)
 No file chosen

[← Return](#)

Notes

Your user account information along with the issue described above will be sent to BTOTS Support Staff.

A backup of this issue report will also be stored on BTOTS server.

Your System Information

System Version: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.31 (KHTML like Gecko) Chrome/26.0.1410.43 Safari/537.31
Window Size: 947 X 1903

EXAMPLE OF GOOD SUPPORT TICKET ENTRY

Good ticket entry because it includes detailed information.

BTOTS Support

BTOTS Support Request

Fill in the following form to report your issue to BTOTS Support Staff. This form is secure and is the preferred method of requesting support. A detailed support requests will assist us in resolving the issue in a timely manner.

Report Subject *

Show Example

Error occurs on Contact Tab

Priority ⓘ

Medium

Issue Scenario: What specific folder/wizard were you on when the issue occurred (include Child ID if possible)? *

Under the contact tab. Child ID #: KM123456

Issue Description: Detailed description of the problem and resulting outcome of the error. *

While under the contact tab I was trying to edit the e-mail for the child mother, and I received the following error:

"Error message contact Support"

Upload Screenshot (optional)

Choose File 11.png

Report Issue

Support Quick Links

Phone Support
801-584-8222

Known System Issues

Review the [list of known issues](#) to see if there is a work around available for your issue.

Your System Information

System Version: Mozilla/5.0
(Windows NT 6.1; WOW64)
AppleWebKit/537.36 (KHTML like
Gecko) Chrome/30.0.1599.101
Safari/537.36
Window Size: 1520 X 758

Remote Screen Share

Enter Session ID

Connect

EXAMPLE OF POOR SUPPORT TICKET ENTRY

- Poor ticket entry because it lacks detailed information.

BTOTS Support

Contact Technical Support

Fill in the following form to report your issue to BTOTS Support Staff, or you may try to call 801-584-8222 for technical support.

Report Subject*

Transition

When did the reported issue occur?

3/29/13.

Detailed description of the problem. *

Under transition tab will not work.

[f](#) [g+](#) [t](#) [M](#)

[Upload Screenshot\(Optional\)](#)

No file chosen

[← Return](#)

Notes

Your user account information along with the issue described above will be sent to BTOTS Support Staff.

A backup of this issue report will also be stored on BTOTS server.

Your System Information

System Version: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.31 (KHTML like Gecko) Chrome/26.0.1410.43 Safari/537.31

Window Size: 632 X 1269

SUPPORT TICKET ENTRY: UPLOADING A SCREENSHOT

A great way to give the exact details of the problem is to upload a screenshot, as shown below.

BTOTS Support

Contact Technical Support

Fill in the following form to report your issue to BTOTS Support Staff, or you may try to call 801-584-8222 for technical support.

Report Subject*

When did the reported issue occur?

Detailed description of the problem. *

Upload Screenshot(Optional)
 No file chosen

[← Return](#)

Notes

Your user account information along with the issue described above will be sent to BTOTS Support Staff.

A backup of this issue report will also be stored on BTOTS server.

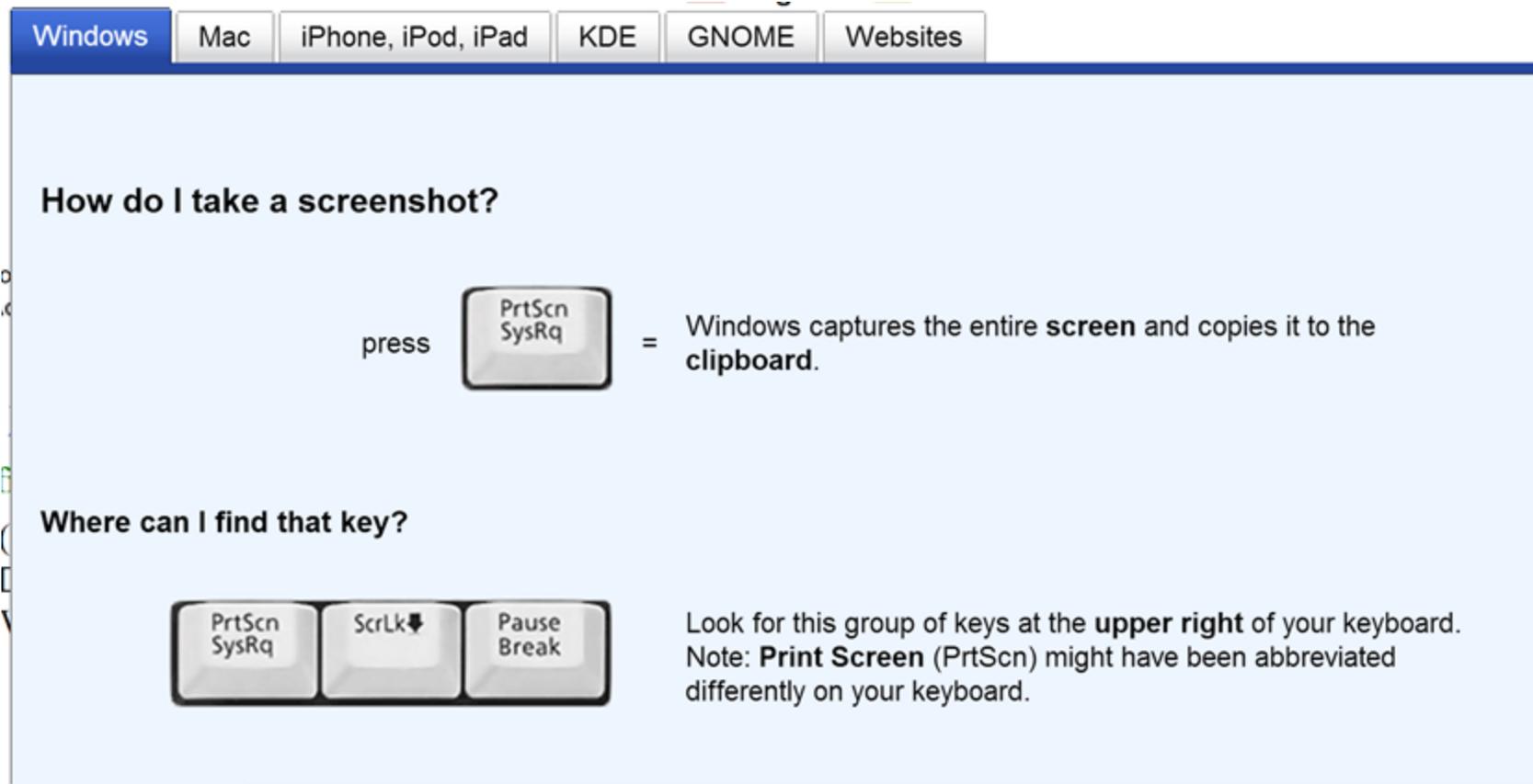
Your System Information

System Version: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.31 (KHTML like Gecko) Chrome/26.0.1410.43 Safari/537.31
Window Size: 947 X 1903



HOW TO UPLOAD A SCREENSHOT

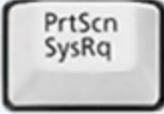
- Find the below information at : <http://www.take-a-screenshot.org/>



The screenshot shows a website interface with a navigation bar at the top containing tabs for 'Windows', 'Mac', 'iPhone, iPod, iPad', 'KDE', 'GNOME', and 'Websites'. The 'Windows' tab is selected. Below the navigation bar, the heading 'How do I take a screenshot?' is displayed. The main content area explains that pressing the 'PrtScn SysRq' key captures the entire screen to the clipboard. Below this, the heading 'Where can I find that key?' is shown, followed by an image of three keyboard keys: 'PrtScn SysRq', 'ScrLk', and 'Pause Break'. A note indicates that the 'Print Screen' key might be abbreviated differently on various keyboards.

Windows Mac iPhone, iPod, iPad KDE GNOME Websites

How do I take a screenshot?

press  = Windows captures the entire **screen** and copies it to the **clipboard**.

Where can I find that key?



Look for this group of keys at the **upper right** of your keyboard.
Note: **Print Screen** (PrtScn) might have been abbreviated differently on your keyboard.

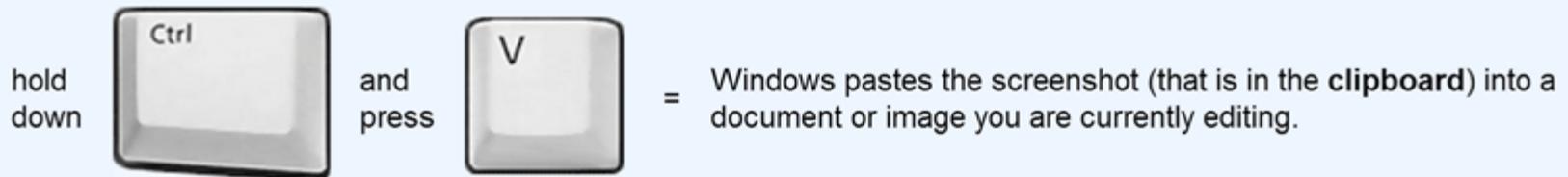
HOW TO UPLOAD A SCREENSHOT

continued...

How do I take a screenshot of a single window?

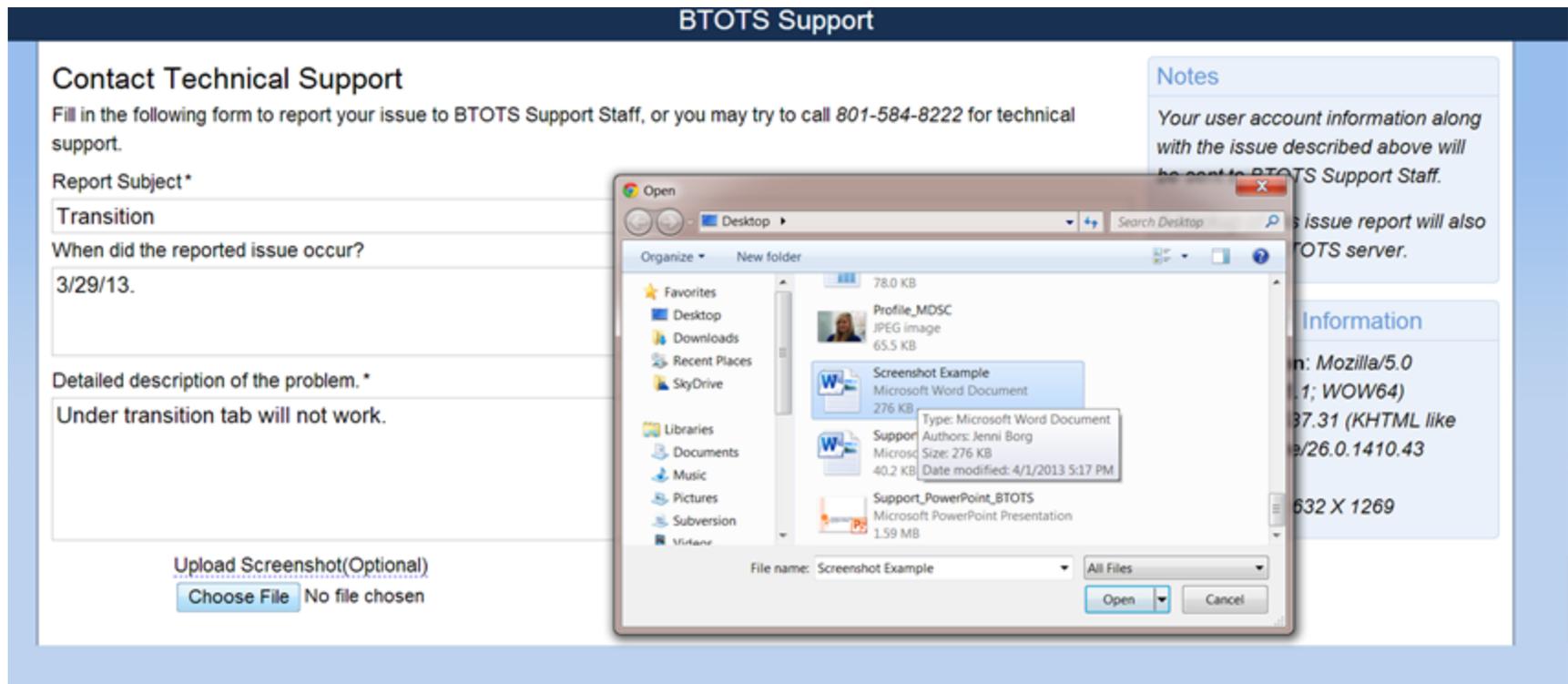


I guess it's in the clipboard now. How can I paste it into a document or something?



ONCE YOU HAVE SAVED THE SCREENSHOT

- Click “choose file” then open the folder where you saved the screenshot, select the file, and then click “open.”
- Support will remove Personally Identifiable Information (PII) from the screen shot (this is the only place it is acceptable to have PII).



The image shows a screenshot of a web form titled "BTOTS Support" for reporting technical issues. The form includes fields for "Report Subject*", "When did the reported issue occur?", and "Detailed description of the problem.*". A file selection dialog is overlaid on the form, showing a list of files on the Desktop. The file "Screenshot Example" (Microsoft Word Document, 276 KB) is selected. The dialog also shows other files like "Profile_MDSC" (JPEG image, 65.5 KB), "Support" (Microsoft Word Document, 40.2 KB), and "Support_PowerPoint_BTOTS" (Microsoft PowerPoint Presentation, 1.59 MB). The form also has a "Notes" section with a warning about PII and an "Information" section with technical details.

BTOTS Support

Contact Technical Support

Fill in the following form to report your issue to BTOTS Support Staff, or you may try to call 801-584-8222 for technical support.

Report Subject*

Transition

When did the reported issue occur?

3/29/13.

Detailed description of the problem.*

Under transition tab will not work.

Upload Screenshot(Optional)

Choose File No file chosen

Notes

Your user account information along with the issue described above will be sent to BTOTS Support Staff.

This issue report will also be sent to BTOTS server.

Information

Browser: Mozilla/5.0
OS: Windows 7; WOW64
IP: 192.168.1.107.31 (KHTML like)
User-Agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10_6_8; rv:2.0.1410.43) Gecko/20100826 Firefox/3.0.1410.43
Screen Resolution: 1024 X 768
Screen Depth: 32 Bit
Screen Size: 1536 X 1269

SUPPORT PROCESS

- ✓ You have filled out the support form and you have sent it to Support OR you have called the BTOTS Helpline for support.

Next Steps:

- Support now has your question, problem, or idea for an upgrade.
 - Please feel free to send suggestions!



SUPPORT PROCESS continued

- A notification is sent to Support.
- Support will send you a notification e-mail indicating that we have received your ticket and we are working on a solution. Support will send another notice when the problem is fixed.
- Support will read through the problem/question, then assign a ticket number and also someone to work on the issue.



SUPPORT PROCESS continued

- If the problem is a bug or system issue, Support will notify the developers at MDSC.
- If it is a question regarding policy or training, Support will contact Baby Watch.
- The support process will be documented and tracked via systems called “ZOHO Support” and “ZOHO Assist.”



FYI: WHAT ZOHU ALLOWS SUPPORT TO DO

- Zoho Support allows Support to connect with multiple people (i.e., Baby Watch, MDSC, users).
- Zoho Assist allows Support to share a user's screen to physically see the problem or question at hand.
- Zoho will help Support solve issues and the information contained within Zoho, other than that found on the customer support portal, is for Baby Watch use only and will not be available to the user.



SAMPLE E-MAIL VERIFICATION

Dear Jenni Borg,

Welcome to the BTOTS Customer Self Service Portal!

You are invited to access BTOTS [Customer Self Service Portal](#). By accessing this portal you can now track your requests online.

Your User Name: jenni.borg@mdsc.com

Please [click here](#) to accept this invitation.

If you are not the intended recipient of this invitation, please contact BTOTS Support at btotshelp@utah.gov.

Thank you,

BTOTS Support



KNOWN ISSUES

Please review the “Known Systems Issues” to find a fast solution to your question.

BTOTS Support

BTOTS Support Request

Fill in the following form to report your issue to BTOTS Support Staff. This form is secure and is the preferred method of requesting support. A detailed support requests will assist us in resolving the issue in a timely manner.

Report Subject* [Show Example](#)

Priority ⓘ
--Un-prioritized--

Issue Scenario: What specific folder/wizard were you on when the issue occurred (include Child ID if possible)?*

Issue Description: Detailed description of the problem and resulting outcome of the error.*

Upload Screenshot (optional)
 No file chosen

Support Quick Links

Phone Support
801-584-8222

Known System Issues
Review the [list of known issues](#) to see if there is a work around available for your issue.

Your System Information

System Version: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML like Gecko) Chrome/30.0.1599.101 Safari/537.36

Window Size: 1727 X 861

Remote Screen Share

Enter Session ID

© 2013 Utah Baby Watch UDOH Use Disclaimer

Version 3.1.5039 (updated 10/19/2013)

WHAT YOU CAN EXPECT FROM SUPPORT

- Timely response to problems, questions, concerns, and/or suggestions.
- An e-mail notifying you that support has received your question.
- A response, as soon as possible, indicating a solution has been reached.
- If a solution will take longer than 24 hours to fix, a response will be sent indicating that we are working on the problem and will contact you when it is fixed.
- Live support from 9 a.m.-3 p.m. (telephone and screen share) and 9 a.m.-5 p.m. (BTOTS support link or e-mail).



WHAT YOU CAN EXPECT FROM SUPPORT *continued*

- o “Known Systems Issues” and FAQ links in BTOTS to help you quickly find your own solutions to common problems and frequently asked questions.
- o Professionalism in all aspects of support: questions, problems, and suggestions.
- o Secure handling of child and family information.



CONTEXT-SPECIFIC HELP USING BTOTS FIELD DEFINITIONS

“Review Errors” messages will pop up if you are required to complete data entry before moving on.

The screenshot displays the BTOTS training application interface. At the top, the browser address bar shows the URL: `btots.mdsc.com/Child/Folder/Index/ffd6299f-1765-4f92-a367-3218662b7683#COSF`. The application header includes the 'kids Kare Early intervention' logo and navigation tabs: 'Home', 'Child', 'Person/Org', 'Tools', and 'Report'. The main content area shows a form for 'New COSF' for child 'Patricia Frankfoot' (ID: DV120862). The form is divided into three sections, each with an 'Interactive Decision Tree':

- 1. Positive Social Relationships:** Includes a 'Date Determined' field (10/21/2013), a 'Transferred COSF' checkbox, and a 'Consecutive Months of Service' field. The decision tree asks: 'For positive social relationships, does Patricia ever function in ways that would be considered age-appropriate?'. It has a 'Score' field (marked with a red error icon), a 'Progress' indicator, and a 'Rationale' text area.
- 2. Acquiring and Using Knowledge:** The decision tree asks: 'For acquiring knowledge and skills, does Patricia ever function in ways that would be considered age-appropriate?'. It has a 'Score' field (marked with a red error icon), a 'Progress' indicator, and a 'Rationale' text area.
- 3. Taking Appropriate Action to Meet Needs:** The decision tree asks: 'Does Patricia ever function in ways that would be considered age-appropriate?'. It has a 'Score' field (marked with a red error icon) and a 'Rationale' text area.

A 'Review Errors' dialog box is overlaid on the form, displaying the following message:

You must resolve the following errors before you can continue.

- The Social Score field is required.
- The Knowledge Score field is required.
- The Needs Score field is required.

The dialog also indicates '3 errors' and provides a 'Back to Form' button. The background form has 'Cancel' and 'Save' buttons at the bottom right. The application version is noted as 'Version 3.1.5039 (updated 10/18/2013)'.



CONTEXT-SPECIFIC HELP USING BTOTS FIELD DEFINITIONS

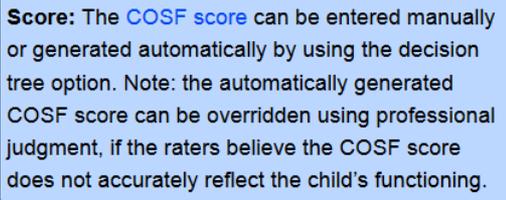
- Run your cursor over the blue dotted lines to see field definitions, instructions, and/or options on specific fields.

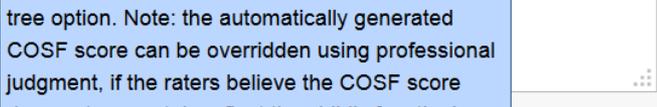
DV120862 Patricia Frankfoot Under IFSP

Edit COSF ? x

Date Determined: * 10/21/2013  Transferred COSF 3 Consecutive Months of Service

1. Positive Social Relationships

Score: *   

Rationale: 

2. Acquiring and Using Knowledge and Skills

Score: *  -- 

Rationale: 

3. Taking Appropriate Action to Meet Needs

Score: *  -- 

Rationale: 

COSF Note



REQUEST SUPPORT WHEN SYSTEM ERROR MESSAGES APPEAR

- Adding a screenshot to your support request will be very useful in the situation when an error message appears during data entry.

Enter Referral Information

```
Error saving child referral. New child has not been added to the system.  
Transaction Failed  
Inner Exception: null value in column "is_hispanic" violates not-null constraint  
Stack Trace: at Vitruvian.Data.DBConnection.EndTransaction() in C:\Projects\vitruvian\Dev\trunk\Framework\Vitruvian.Data\DBConnection.cs:line  
170  
at Domain.ViewModels.Child.NewReferralModel.Save(ModelStateDictionary modelState) in  
c:\cc\BTOTWeb\code\trunk\Domain\ViewModels\Child\NewReferralModel.cs:line 1391
```

Enter the referral date, concerns, and notes for the child below.

Referral Information	<input type="checkbox"/> Transfer from another EI Program
Referral Date* 03/29/2013	Sending Program --
Received By*	



SUPPORT CONTACT INFORMATION

- In BTOTS:
 - Complete a support ticket.
 - ***THIS METHOD WILL BE THE FASTEST WAY TO RECEIVE A RESPONSE FROM SUPPORT.***
- Call the BTOTS Helpline number:
 - 801-584-8222
 - This number can also be found on the “Support” link in BTOTS).
- To maintain system quality and integrity, direct calls to Baby Watch staff for assistance will be re-routed to the BTOTS Helpline and assigned a support ticket.



SECURITY REMINDER!

- **** DO NOT PUT THE CHILD'S OR FAMILY'S PII IN ANY E-MAIL OR SUPPORT REQUEST.****
- **** PLEASE USE ONLY THE CHILD ID (NO CHILD or FAMILY NAMES) ON THE BTOTS HELP REQUEST FORM AND IN ALL SUPPORT REQUESTS.****



QUESTIONS/CONCERNS

- Support tickets
- Support process
- User expectations of Support
- PLEASE USE CHILD IDs, NOT CHILD NAMES!

