Tyler User Guide

User Guide for Online Support Incidents
Objective

At Tyler, we understand how important your time is. We know that, day in and day out, you may be called on to complete task after task...from data entry to complex processes. And the time it takes to enter, complete, review or analyze each task takes valuable time away from your day.

And we heard your requests for more access to your support incident information.

That’s why we’ve designed an Online Support Incident resource to meet your needs. We’ve made the process easy—and up to date. Now you can submit your incidents to Technical Support any time, from any Internet connection. Not only that, all Online Support Incident account, incident and survey data is available in real time, which means all the information you see is completely current.

How do I start?

Accessing Online Support Incidents is done over the Web, using your Internet Web browser. To begin the process, verify you’re running Microsoft® Internet Explorer (Version 6 thru Version 8 are supported). If you’re not, you’ll need to download it from the Microsoft Web site. Internet Explorer is the only supported browser at this time.

Do I need a user ID and password? Yes, every user is required to log in. The Tyler team has worked to migrate all registered users to the Online Support Incident portal. If you log into the http://www.tylertech.com website and cannot access Online Support Incidents, or if you need to create or are having trouble with your login information, please send an e-mail to TCPSupport@tylertech.com or contact MUNIS Technical Support at 1-800-772-2260.

Once I have my ID and password, how do I log in? To enter Online Support Incidents and begin logging or checking your incident reports, follow these easy steps:

- Log on to http://www.tylertech.com/
- Enter the Client Support section of the website
- Click on your Tyler product, ie: MUNIS
- Click on Online Support Incidents
- Click the Enter Online Support Incidents button

If you have any questions or problems registering for a User ID and password, please send an email to TCPSupport@tylertech.com or contact MUNIS Technical Support at 1-800-772-2260.
Once you're logged into Online Support Incidents, you will be able to submit new incidents, see your existing incidents, and update your open incidents.
How do I enter a support incident?
It's as simple as 1,2,3!

1. The top section of the screen is customized for each user. Please take a moment to review the information for accuracy.

2. To log a support call, simply follow the on-screen steps.
   - Click the “Add a new support incident” link
   - Enter a summary of your issue
   - Indicate the importance of this incident to your site, by selecting a Priority code 2-4. Please note that all mission-critical incidents (aka Priority 1) need to be reported via telephone, to ensure prompt attention by our technical support department.
   - Select a Product Group to indicate which Solution is affected.
   - Select which Product Module is affected.
   - You can select the specific program that is associated with your incident—this field is optional.
   - Select which Version of the software you’re using
   - Enter a full description of your incident in the Enter new work notes here: text field. You can be as descriptive as necessary, and can attach files to further explain your incident (Word Excel, etc.). Please note that the maximum file size for your attachments is 9.77 MB; you may attach any available file type.

3. When you’re done completing your information, click submit and your incident is logged.
How will I know if my support incident was received by Technical Support?
Once you click submit, you will receive an automated e-mail response that includes an incident number. This incident number provides you with an easy reference for your records. Additionally, you will also receive an e-mail response when your incident is closed including a summarized resolution description.

Can I see all of my prior incidents?
Absolutely. Simply log into Online Support Incidents to view the incident ID, description, status, priority, assigned to, date/time entered, and modified date.

Can I make changes to my technical support incidents?
Yes. You may add notes or attachments to your incidents that are status "new/not started" or "open." You may also proactively close your "open" incidents yourself if you feel there is no additional follow-up required by technical support. With support incidents that are still open (not flagged with the status “closed”), you can continue to add to your notes or attachments for review by the technical support staff.
NOTE: You may not close incidents that are in the "new/not started" status. You must wait until the incident is in the "open" status.

Is there any way to see all support incidents for my organization?
Every client organization can designate “Super User” privileges for any of their Online Support Incident users. A Super User can view and update all incidents for their entire organization, and can change the organization’s demographic information as necessary (such as address, phone number, and so forth.) Requests for Super User ID and password need to be directed to MUNIS Technical Support.

Can I sign up for additional Tyler news and information?
You can register for additional product support information such as technical support Helpful Hints, and company press releases, from the Online Support Incident screen. To do so, simply click on the Surveys link in the top navigation menu, and follow the screen prompts to indicate your choices.