

HOW TO ENTER A HELP DESK TICKET ONLINE

In Internet Explorer or your preferred Web Browser, go to www.horizon-is.com/portal and log in with your email address and password.

If you have not been set up to access the portal, please call Horizon at 814-535-7810 and ask Sascha to set up an ID and password for you.

You will find buttons at the top of the page for

- Home – initial page
- Incident List – opens with your current “Open” Incidents. You may click on the incident ID to preview the details of the incident, update information pertaining to the incident, view the work progression, or attach a file or a screen shot to the incident. In addition, you may also change the Incident Status to “Marked as Resolved”, “Closed” and “Open and Closed” to view other incidents.

Submit New – from here you may submit a new incident and all fields must be completed in order to submit an incident. There are 2 Incident Types: **Software Support** – use this option for all requests and questions pertaining to Horizon & Stratus software modules. **IT Support** - use this option for help with hardware, Windows operating systems, and all non-Horizon software such as antivirus programs, backing up data files, and Microsoft products.

SOFTWARE SUPPORT TICKET

Incident type – select “Software Support” for Horizon Software and Stratus questions.

Title – please enter a brief description of the issue. For example, “AP Vouchers will not post”. This description will help staff find the incident during and after it has been resolved. Do not simply type “please call”.

Problem Area – select “Horizon Software”.

Category - select the product line under which your module would be found. For example, if you are using Tenant management, select “Housing Product Line”. If it is a payroll issue, select “Financials Product Line”.

Application – select the module about which you are submitting the incident. If your module is not listed, go back and change or select the Category Selection until the correct module is available.

Version – select the version number of your module or operating system. If you are uncertain, refer to the module in question. At the top of the main screen in the horizontal menu bar, select “Help” then click “About”. The version will be listed here.

Priority – please select “High”, “Medium” or “Low”.

Description – enter a detailed description of the issue. For example, “error reads File not open c:\hztemp\Dean\Financial Series V11.1\T001\apckbody.k1 - Error No 37 - Line No 15876” or “voucher No 5782 Invalid GL Account”.

- Enable KnowledgeWise AutoSearch to recommend relevant knowledge** Check mark this box to enable system to search the knowledge articles for a possible solution.

Press the Submit button to send the request to the Horizon Help Desk.

IT SUPPORT TICKET

Incident type – select “IT Support” for hardware issues and software problems that are not related to Horizon or Stratus modules.

Title – please enter a brief description of the issue.

Problem Area – select the option you believe is closest to your issue.

Category- select the option you believe is closest to your issue.

Application - select the option you believe is closest to your issue.

Version – select the version of the operating system about which you are submitting the incident.

Priority – please select “High”, “Medium”, or “Low”.

Description – enter a detailed description of the issue. For example, “antivirus software keeps popping up error that file C:\Windows\DLA.exe is infected with BackDoor Trojan” or “computer keeps locking up when I try to open MS Excel”.

Enable KnowledgeWise AutoSearch to recommend relevant knowledge Check mark this box to enable system to search the knowledge articles for a possible solution.

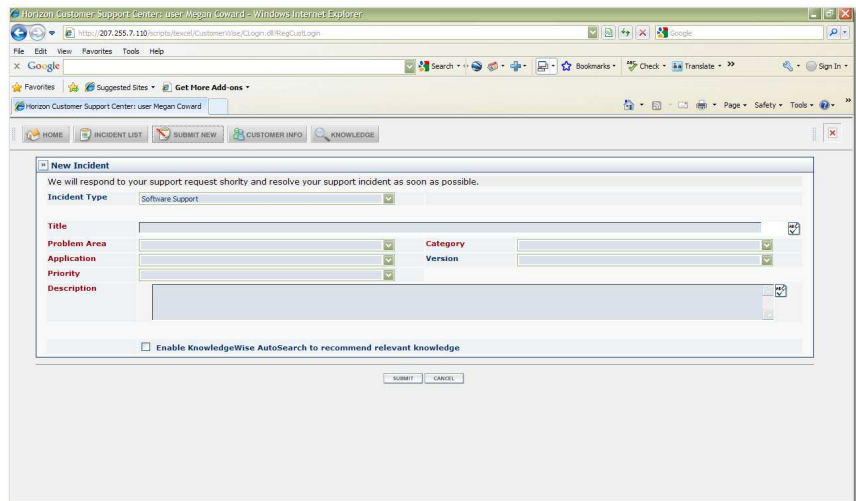
Press the Submit button to send the request to the Horizon Help Desk.

CUSTOMER INFORMATION

o You may not edit the Company information here. Please call Horizon at 814-535-7810 to have any corrections made to your company information.

o You may edit your personal contact information. Click on your name to open. After making changes, press the Submit button to save.

o You may also change your portal password by pressing the Change Password button and entering a password of 5 characters or more. NOTE: this password is not the same as the Forum password or your password to open Horizon modules.

A screenshot of a web browser displaying the 'New Incident' form in the Horizon Customer Support Center. The browser window title is 'Horizon Customer Support Center: user Megan Coward - Windows Internet Explorer'. The address bar shows 'https://207.255.7.110/scripts/level3/CustomerWise/CLLogin.dll/Reg/CustLogin'. The page has a navigation menu with 'HOME', 'INCIDENT LIST', 'SUBMIT NEW', 'CUSTOMER INFO', and 'KNOWLEDGE'. The 'New Incident' form includes a message: 'We will respond to your support request shortly and resolve your support incident as soon as possible.' The form fields are: 'Incident Type' (dropdown menu with 'Software Support' selected), 'Title' (text input), 'Problem Area' (dropdown menu), 'Application' (dropdown menu), 'Priority' (dropdown menu), 'Category' (dropdown menu), 'Version' (dropdown menu), and 'Description' (text area). At the bottom of the form, there is a checkbox labeled 'Enable KnowledgeWise AutoSearch to recommend relevant knowledge' and two buttons: 'SUBMIT' and 'CANCEL'.

Knowledge – this is the knowledge base of articles and solutions to software and IT issues. You may search this area for possible solutions to your submitted incident.

After you have submitted a Help Desk request, you will receive an email confirmation of the submitted incident which will include the Incident ID number. Please reference this incident number if you call the Help Desk about the issue. A Help Desk Agent will contact you as soon as possible about this incident.