

eSupport User's Guide

May 2009

HARRIS
School Solutions

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How to contact Harris School Solutions

Harris School Solutions is committed to providing its customers with reliable products and excellent customer support. If you have any questions, please contact us by using the toll-free support line, by email, or by entering your question through eSupport on the website.

Please remember to notify us of any changes to your email addresses or contact people within your office.

Logon to eSupport: <http://support.harriscomputer.com>

Toll-free: 866.450.6696

Email: support@harriscomputer.com

Toll-free forms information: 800.259.8222 x223

Overview

This document provides an introduction to the features of eSupport with instructions for the most commonly used features including: entering a service call, checking the status of a call, using the KnowledgeBase, downloading documents and updates, and maintaining your account profile.

Not all divisions use all eSupport features, but most are included in this document.

Benefits of using eSupport to open an issue include increased clarity in issue descriptions, the ability to upload attachments to issues, and immediate notification to support personnel when an issue is updated.

In addition, eSupport provides much background information on using the software through KnowledgeBase articles, instruction downloads, and user forums.

Note: You will need to allow all popups from the eSupport website to fully use its features.

Log onto to eSupport

If you do not have login information, email support@harriscomputer.com, and it will be provided.

1. Enter <http://support.harriscomputer.com> in the address field of your internet browser, and you'll see this window.

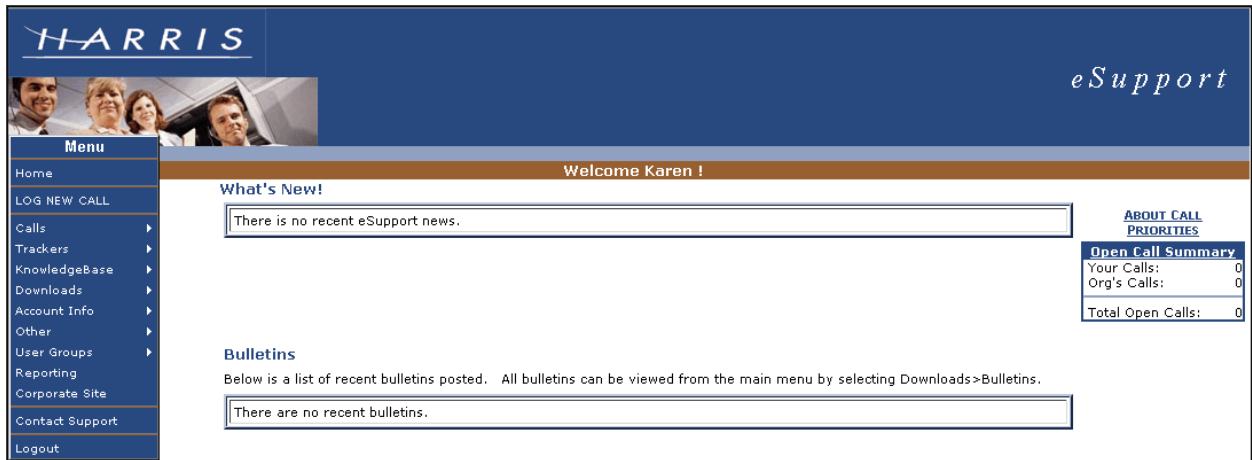
The screenshot shows the Harris eSupport website interface. At the top left is the Harris logo with a photo of four people. At the top right is the 'eSupport' logo. Below the header are three main sections: 'Contact Support' with an 'Email Support' icon and phone number (866.450.6696); 'Login Now!' with a login form containing fields for 'Customer ID' and 'Password', a 'LOGIN' button, and a note that 'Passwords are case sensitive.'; and 'Don't have a login yet?' with a text box explaining that access is restricted to customers with a valid support agreement and an eSupport Customer ID, and a note that users should email support to request a Customer ID. Below these sections is a note: 'eSupport is best viewed using Internet Explorer 6.x with a screen resolution of 1024x768.' At the bottom is a 'Forgotten your Customer ID or Password?' section with a text box for email address and a 'REQUEST LOGIN' button.

2. Enter your user name and password in the login fields.



Customer ID: dmckay
Password: [masked]
LOGIN
Passwords are case sensitive.

3. The eSupport homepage opens.



HARRIS eSupport

Home
LOG NEW CALL
Calls
Trackers
KnowledgeBase
Downloads
Account Info
Other
User Groups
Reporting
Corporate Site
Contact Support
Logout

Welcome Karen !

What's New!
There is no recent eSupport news.

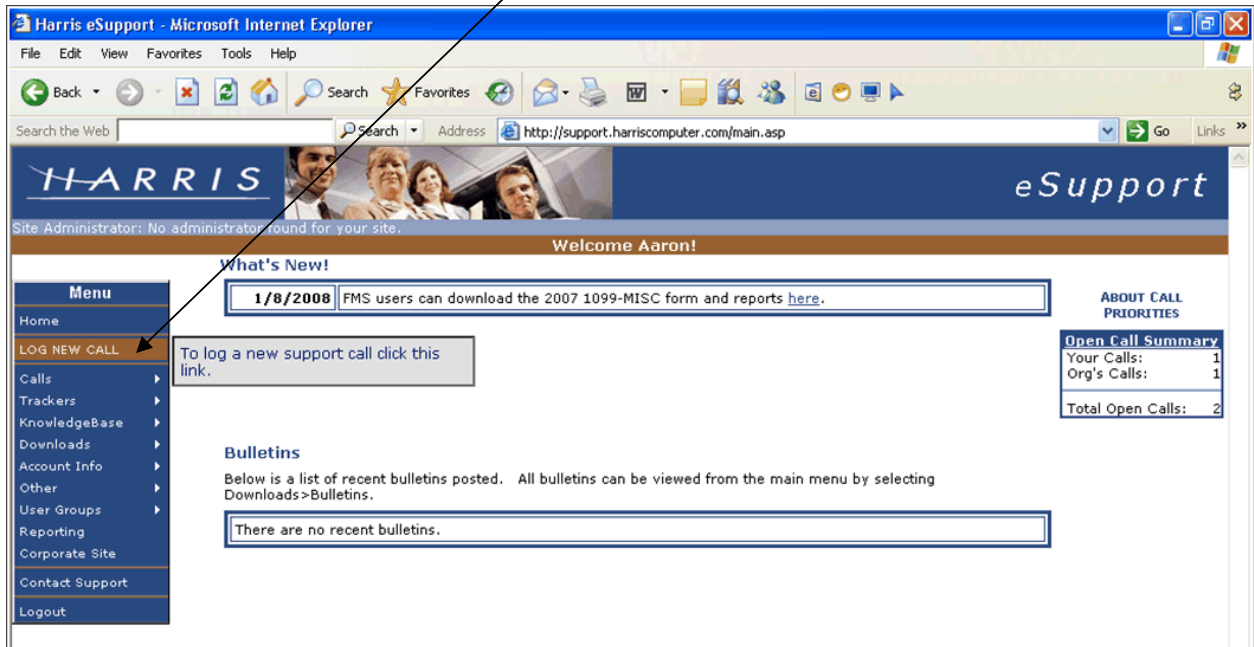
Bulletins
Below is a list of recent bulletins posted. All bulletins can be viewed from the main menu by selecting Downloads>Bulletins.
There are no recent bulletins.

ABOUT CALL PRIORITIES	
Open Call Summary	
Your Calls:	0
Org's Calls:	0
Total Open Calls:	0

Calls

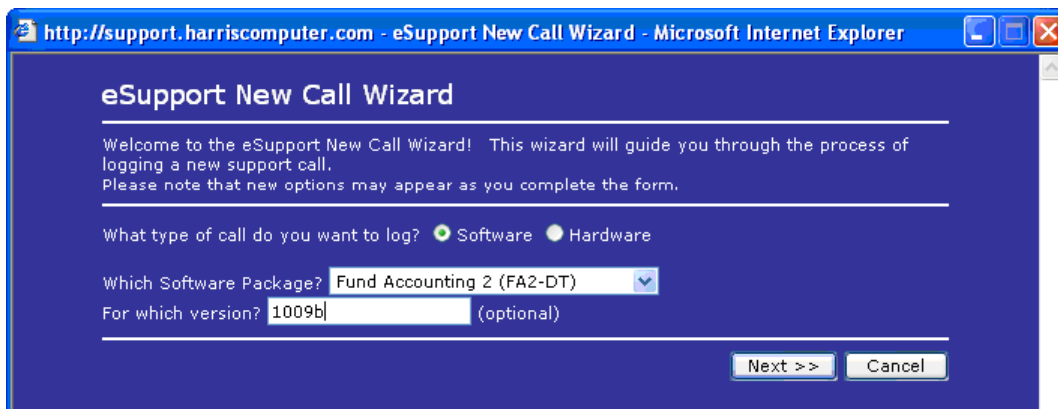
Create a support call

1. Once you have successfully logged in, click **LOG NEW CALL** or select **Calls**, then **Log New Call** from the left sidebar menu.



This action will launch the eSupport *New Call Wizard*.

Note: You need to allow all popups from this site.



2. Click the radio button for either software or hardware.
3. Select the software package from the pull-down menu.
4. (Optional) Enter the version you are using.

5. Click the **Next** button. Use this window to enter the details of the issue — primary contact, priority, brief summary, and detailed description. **Note:** See the Appendix for a description of call priorities.

http://support.harriscomputer.com - eSupport New Call Wizard - Microsoft Internet Explorer

eSupport New Call Wizard

Who should be the primary contact for this call?
Mary Lou Wilbois

What priority would you like to assign this call?
Low [Learn About Call Priorities Here](#)

Enter a brief summary of your issue:
Adding a new pay code

Enter a more complete description of the issue:
I would like help adding a new pay code. I also need help adding a the pay code as a repeating entry for a new employee.

<< Back Next >> Cancel

6. Once complete, click **Next**.

http://support.harriscomputer.com - eSupport New Call Wizard - Microsoft Internet Explorer

eSupport New Call Wizard

Thank-you. Your call has been successfully logged.

For your reference your new call number is: **199268**

Do you have any attachments you would like to add to your call?
YES NO

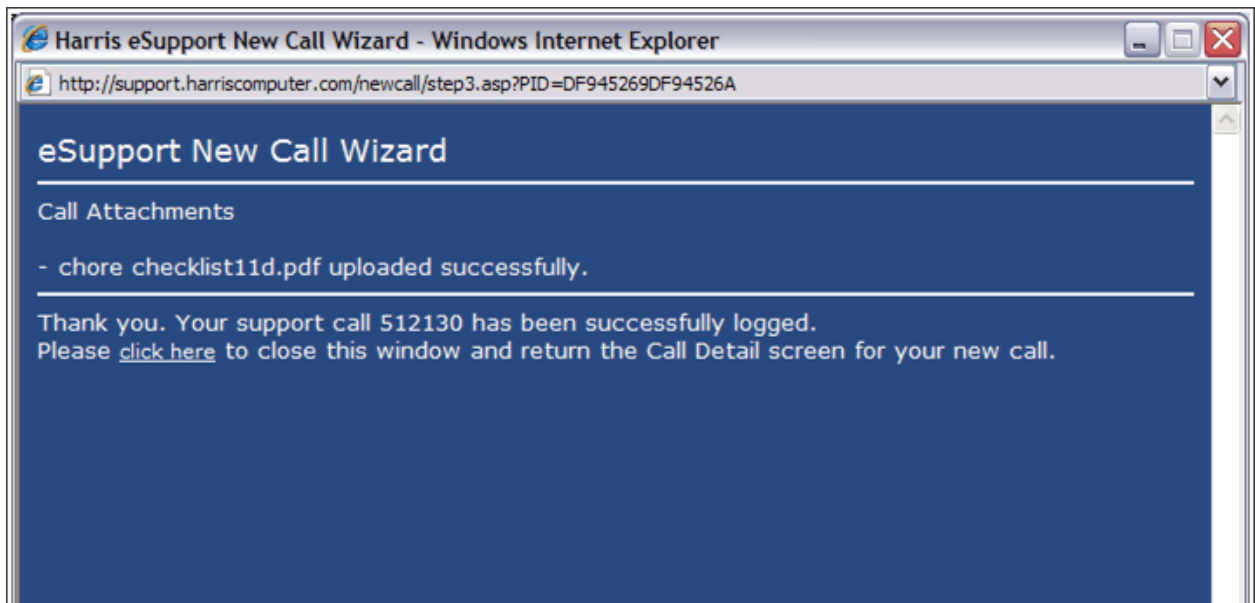
Selecting "No" will close this window and return you the the call detail screen for this call.

- The Wizard assigns a call number which is displayed in red text.
 - The Wizard also provides the option of attaching appropriate documents such as reports and screenshots.
7. If you don't have an attachment to add, click **No**, and skip to step 11. If you have an attachment to add that will help with resolving the call, continue with step 8.


8. Click the **Yes** button. This window opens.



9. Click the **Browse** button(s) to locate the file(s) to attach.
10. Click the **Add Attachments** button. Please **DO NOT** close this window until you have been notified that the update is complete — even if it looks like your browser has stopped responding for a few moments. Once the attachments are uploaded successfully, you'll see the following message.




The Call Detail window opens after the call is logged and any attachments are uploaded.

HARRIS  **eSupport**

Support Call Detail

Menu

- Home
- LOG NEW CALL
- Calls
- Trackers
- KnowledgeBase
- Downloads
- Account Info
- Other
- User Groups
- Reporting
- Corporate Site
- Contact Support
- Logout

[Printable Version](#) 

Support Call # 366317 **Current Status: New**

Opened For: Mary Lou Wilbois **Priority:** Low

Opened On: 2/24/2008 4:29:33 PM **Opened By:** Mary Lou Wilbois (via eSupport)

Last Recorded Activity: 2/24/2008 4:29:33 PM

Product: Fund Accounting 2 **Installed Version:**
Reported Version: 1009b

Currently Assigned To: .DataTeam Call Queue **Call Attachments:** 0

Call Summary
Adding a new pay code **Total Time Spent on Call:** 0.08 hours

Event History

Added By: CLIENTELENET **Add Date:** 2/24/2008 4:29:33 PM
Status: New

Summary:
Adding a new pay code

Details:
I would like help adding a new paycode. I also need help adding a pay code as a repeating entry for a new employee

[Add New Event / Close Call](#)

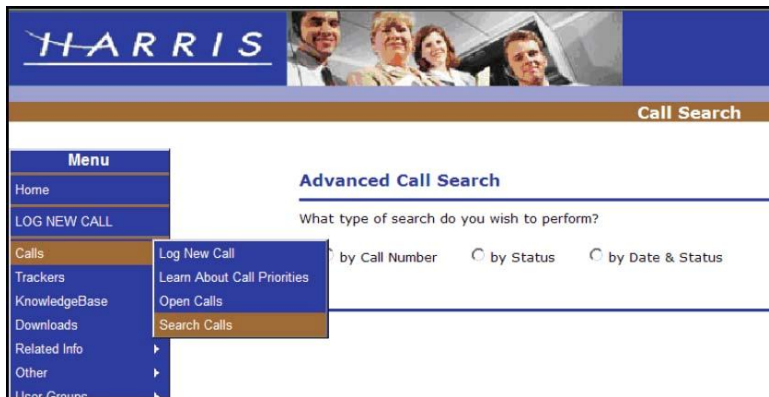
Print the call details

Your call is now logged and will appear in the appropriate division's support queue. You will also receive an email containing the details listed above.

You may also print a copy of your call.

Check the status of a call

1. From the left sidebar, click **Calls**, then **Search Calls**. You'll see the following window.



2. Click the radio button for the type of search you want – **by Call Number**, **by Status**, or **by Date & Status**.
3. Enter the requested information, and click **Search**. The search results for each type of search are illustrated below.

Search by Call Number

Call #	Opened	Opened By	Status	Summary	Version	
368523	02/29/08	Sheree Mills	Closed	Error calculating net pay	b1009a	Details...

[New Search](#)

Search by Status

Call #	Opened	Opened By	Status	Summary	Version	
368128	02/28/08	Sheree Mills	Closed	Have questions about how to attach a document to e-support call	b1009a	Details...
368523	02/29/08	Sheree Mills	Closed	Error calculating net pay	b1009a	Details...
368621	03/03/08	Sheree Mills	Closed	Issue with a PO		Details...
368628	03/03/08	Sheree Mills	Closed	Wrong log on's		Details...
368667	03/03/08	Sheree Mills	Closed	Issue with PO's	b1009	Details...
368671	03/03/08	Sheree Mills	Closed	Payroll Issue		Details...

[Export to CSV](#)

Search by Date & Status

Call #	Opened	Opened By	Status	Summary	Version	
512130	05/25/09	Sheree Mills	Closed	Pictures for Documentation		Details...
512131	05/25/09	Sheree Mills	Closed	testing		Details...

[New Search](#)

4. Click **Details...** and the current status of your call is displayed.

HARRIS **eSupport**

Support Call Detail

Menu

- Home
- LOG NEW CALL
- Calls
- Trackers
- KnowledgeBase
- Downloads
- Account Info
- Other
- User Groups
- Reporting
- Corporate Site
- Contact Support
- Logout

[Printable Version](#)

Support Call # 366317 **Current Status: Closed**

Opened For: Mary Lou Wilbois **Priority:** Low

Opened On: 2/24/2008 4:29:33 PM **Opened By:** Mary Lou Wilbois (via eSupport)

Last Recorded Activity: 2/24/2008 4:44:21 PM

Product: Fund Accounting 2 **Installed Version:**

Currently Assigned To: Jeannie McClure **Reported Version:** 1009b

Call Summary: Adding a new pay code **Call Attachments:** 0

Total Time Spent on Call: 0.10 hours

Event History

Added By: CLIENTELENET **Add Date:** 2/24/2008 4:29:33 PM
Status: New

Summary: Adding a new pay code

Details: I would like help adding a new paycode. I also need help adding a pay code as a repeating entry for a new employee

Added By: MCCLUREJ **Add Date:** 2/24/2008 4:41:37 PM
Status: Open

Summary: we added 1New1

Details: new paycode with retirement added as a contract repeating entry for Susie Smith

[Add New Event / Re-Open Call](#)

Print the call details

You can print this page.

If the call is closed, you can re-open it here by clicking **Add New Event / Re-Open Call**.

KnowledgeBase

We are in the process of adding frequently asked questions to our KnowledgeBase. The FAQ section will provide an online resource to look up answers to many of your questions.

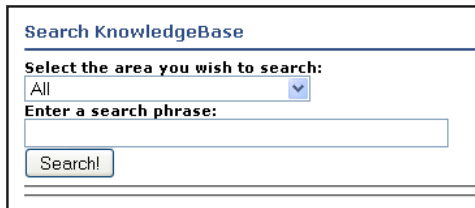
We are also working to add articles to the KnowledgeBase, so be sure to check back often to see what is available.

In the left sidebar click on **KnowledgeBase** to see the KnowledgeBase menu.



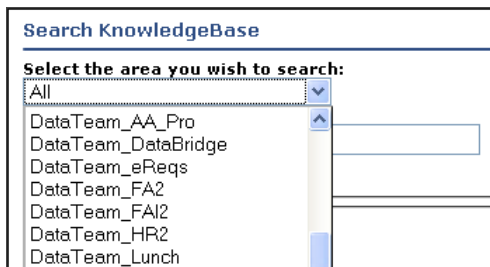
Search the KnowledgeBase

1. Click on **Search** in the KnowledgeBase menu.



Note: If Support provides an article number, use **Search by Article #** for the fastest results. Enter just the numeric characters not the # symbol.

2. To search by product, click the down arrow to display the list of products.



3. (Optional) Enter a word or phrase in the search phrase field. Entry can be in mixed case or lower case, and quotation marks are not necessary.
4. Click the **Search!** button.

Review the most recent articles

1. Click on **Recent Articles** in the KnowledgeBase menu. The list opens.



The screenshot shows the eSupport KnowledgeBase interface. The top navigation bar includes the Harris logo and the eSupport text. A left-hand menu lists various options: Home, LOG NEW CALL, Calls, Trackers, KnowledgeBase, Downloads, Account Info, Other, User Groups, Reporting, Corporate Site, Contact Support, and Logout. The main content area is titled "Recently Added KnowledgeBase Articles" and contains a section for "Recent KnowledgeBase Articles". Below this section, a table lists articles added within the last 30 days. The table has columns for KnowledgeBase, Summary, Added On, and More... An arrow points from the "More..." link of the article "User MT2 receiving error in PO - no menu access in combined menus payroll check problem" to the right.

KnowledgeBase	Summary	Added On	More...
Cayenta	Using Asset Data Loader Has Caused OMS interface to stop working on my PC	10/14/08	More...
Cayenta	Corrupt Batch Entry in Assets	10/14/08	More...
Cayenta	Depreciation Start Date problem	10/17/08	More...
Cayenta	Voluntary contribution Q	10/21/08	More...
Cayenta	Statement on account does not total correctly on the aging subtotals	10/21/08	More...
Cayenta	FY08 Depreciation Accounting Year/Period	10/22/08	More...
Cayenta	Budget version summary figures are doubled	10/22/08	More...
Cayenta	Purpose of two Required IE7 settings	10/28/08	More...
Cayenta	User MT2 receiving error in PO - no menu access in combined menus payroll check problem	10/29/08	More...
Cayenta	payroll check problem	10/30/08	More...

2. Click **More...** to view the selected article.

Submit a suggestion for an article

1. Click on **Submit Article Suggestion** from the KnowledgeBase menu.



The screenshot shows the eSupport KnowledgeBase interface for submitting a suggestion. The top navigation bar includes the Harris logo and the eSupport text. A left-hand menu lists various options: Home, LOG NEW CALL, Calls, Trackers, KnowledgeBase, Downloads, Account Info, Other, User Groups, Reporting, Corporate Site, Contact Support, and Logout. The main content area is titled "Submit KnowledgeBase Article Suggestion" and contains a section for "KnowledgeBase Article Suggestion". Below this section, a form is provided for submitting a suggestion. The form includes a "KnowledgeBase Book" pull-down menu (set to "DataTeam_FA2"), a "Summary" text box, and a "Description" text box. An "Add Suggestion" button is located at the bottom of the form.

2. Select a product from the **KnowledgeBase Book** pull-down menu.
3. Enter a brief summary and a more complete description.
4. Click the **Add Suggestion** button.

Downloads

Items that may be available for download are: bulletins, documents, files, software updates, and newsletters. These instructions cover documents and files.

Download documents

1. From the left sidebar, click on **Downloads** to see the Downloads menu.



2. Click on **Documentation**, and select a division, family and category. The document list opens.

A screenshot of the Harris eSupport application interface showing the 'Documentation' page. The top right corner has the 'eSupport' logo. The 'Menu' sidebar is visible on the left. The main content area has a header 'Documentation' and three dropdown menus for 'Division' (DataTeam), 'Family' (Fund Accounting2 (FA2)), and 'Category' (ALL). Below these is a 'Search Results' table with columns for Title, Release Date, File Type, and Download link. An arrow points to the 'Download' link for the document 'Iowa Year End Budget and Payroll Workshop Registration Form'.

Title	Release Date	File Type	Download
2009 Changes to KPERS Employer Contribution for Retirees	05/21/09	.pdf	Download
2009 KASBO Year End Payroll	04/28/09	.pdf	Download
2009 KS Budget Document Report Instructions for FA2	07/01/08	.pdf	Download
2009 Year End Budget Info	04/28/09	.pdf	Download
403(b) Export Option Price Quote	10/13/08	.pdf	Download
File Specification for FA2 403(b) Report Exporting Options	10/13/08	.pdf	Download
Iowa Advance Balance Sheet and Accrual Registration Form	05/22/09	.pdf	Download
Iowa Year End Budget and Payroll Workshop Registration Form	05/22/09	.pdf	Download
IPERS Rate Change July 1, 2009	05/12/09	.pdf	Download
Kansas Year End Budget and Payroll Workshop Registration Form	05/13/09	.pdf	Download
Maintenance Software Agreement	05/26/09	.pdf	Download
Maintenance Software Agreement	05/20/09	.pdf	Download
New Tier for KPERS instructions REVISED 05/20/09	05/21/09	.pdf	Download
Revised EIC Tax Tables - February 2009	02/24/09	.pdf	Download
Revised Federal Income Tax Tables February, 2009	02/24/09	.pdf	Download
Sample Summer Payroll Recap	04/28/09	.doc	Download
Setting Up KPERS Employer Contribution for Retirees	07/18/08	.pdf	Download
Understanding GL Reports in FA2 Registration Form	05/13/09	.pdf	Download
Year End Budget and Payroll Workshop Registration Form	05/21/09	.pdf	Download

3. Click on the **Download** link for the document you want.

Download files

1. From the left sidebar, click on **Downloads** to see the Downloads menu.

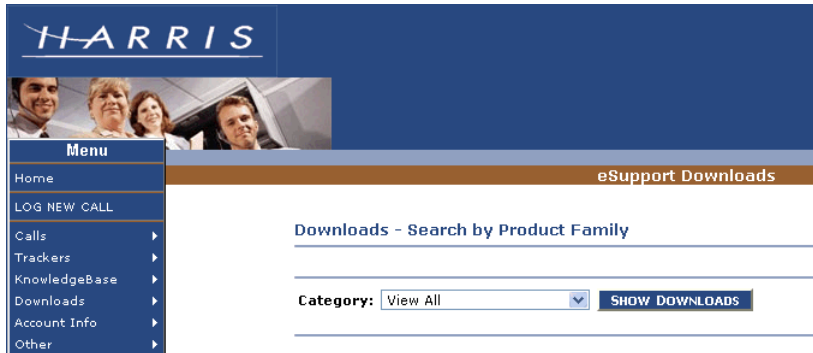


2. Click on **Downloads**, and this window opens.

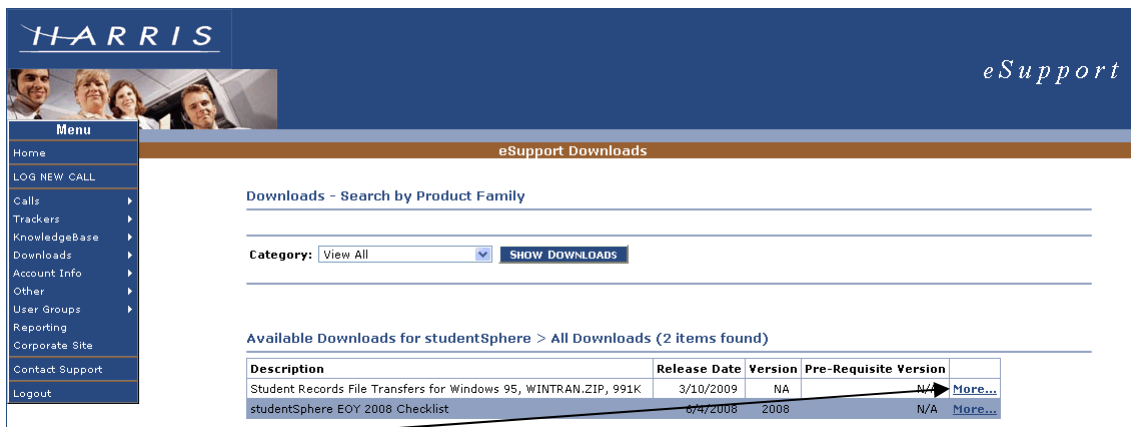


3. You may search the downloads by Product Family or by Tracker Number, or scroll through the list of Newest Downloads.

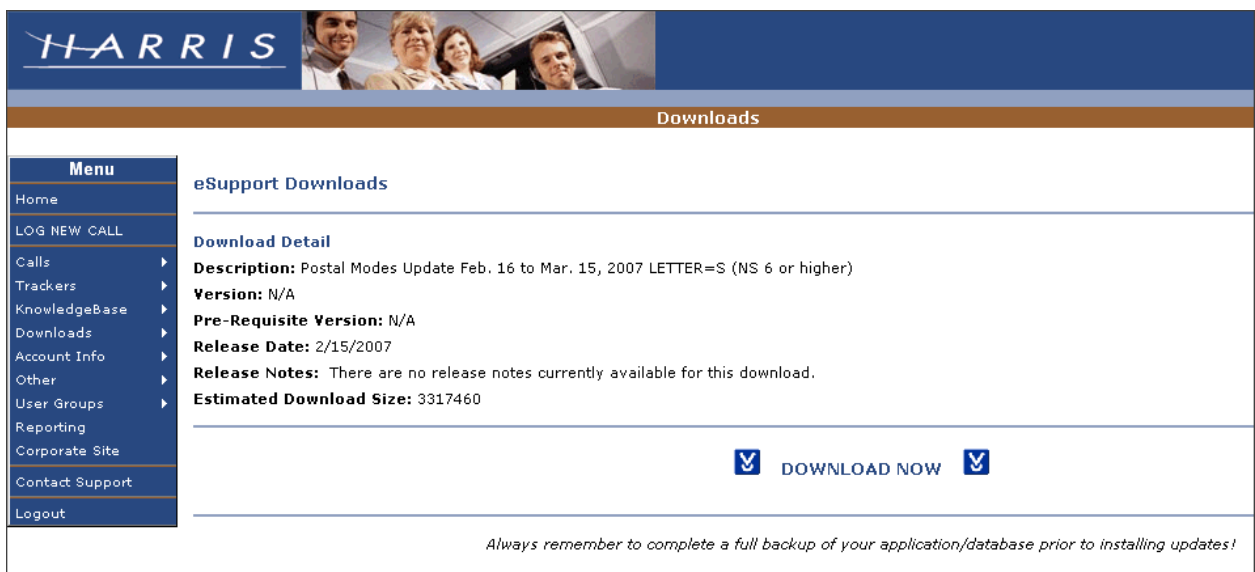
- To search by product family, select a product family from the pull-down menu, and click the **Next** button. This window opens.



- Select a category from the pull-down menu, and click the **Show Downloads** button. The download list for that category opens.



- Click the **More** link for the file you want to download. The Download Detail page opens.



- Click **DOWNLOAD NOW**. Depending on the type of file, the options will be to view, run, or save the file.

Account Info

Items on this menu allow you to update your account information, change your password, see a list of the products linked to your organization, and change contact information for the personnel at your site.

Maintain your account information

1. From the left sidebar, select **Account Info**, then **Your Profile**

The screenshot displays the Harris eSupport user interface. At the top left is the Harris logo, and at the top right is the eSupport logo. Below the logo is a navigation menu with the following items: Home, LOG NEW CALL, Calls, Trackers, KnowledgeBase, Downloads, Account Info (highlighted), Other, User Groups, Reporting, Corporate Site, Contact Support, and Logout. A sub-menu for 'Account Info' is open, showing 'Your Profile' (highlighted), Change Your eSupport Password, Product Listing, and Manage Site Contacts. An arrow points from the instruction text to the 'Your Profile' link. The main content area is titled 'User Profile for Karen Stewart' and contains the following information:

Your Profile

Organization Information: DataTeam Systems
4911 Legends Drive
Lawrence, KS 66049

Account Manager: Unknown
eSupport Site Administrator: Jeannie McClure
User Group:

Title:
Role: No Role(s) setup. [Edit Roles](#)
Email Address: kstewart@harriscomputer.com
Primary Phone: 866 450 6696
Alternate Phone:
Fax:
Mobile Phone:

From time to time Harris Support will send emails to our customers about our products and services. Please let us know if you would like to receive these emails by selecting from below.

Yes, I would like to receive support mailings.

Other Settings:

Send notification support calls have been updated: Yes, send update notifications.

Preferred Method of Communication: Email Phone Fax Mail

2. When you're finished making changes, click the **Update Profile!** button.

Change your password

1. From the left sidebar, select **Account Info**, then **Change Your eSupport Password**.



Change Your eSupport Password

Change Password

Complete the following form to change your password.

Current password:

New password:

Verify New password:

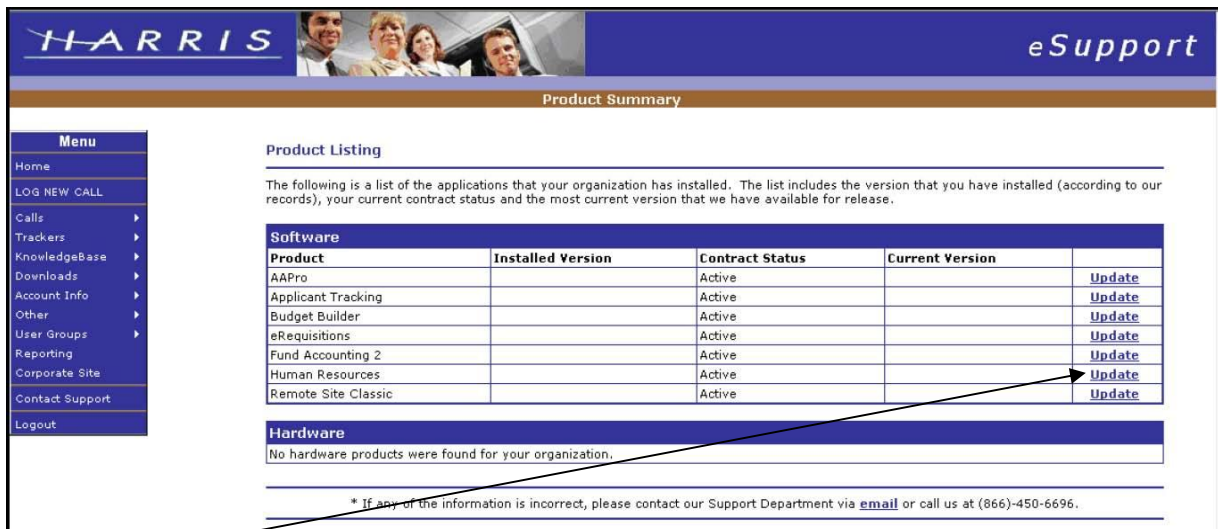
[Change Password!](#)

2. Enter the new password, and verify it by entering it again.
3. Click the **Change Password!** button.

Review your product listing

This window allows you to review products linked to your organization, support contract status and version information.

1. From the left sidebar, select **Account Info**, then **Product Listing**.



Product Listing

The following is a list of the applications that your organization has installed. The list includes the version that you have installed (according to our records), your current contract status and the most current version that we have available for release.

Product	Installed Version	Contract Status	Current Version	Update
AAPro		Active		Update
Applicant Tracking		Active		Update
Budget Builder		Active		Update
eRequisitions		Active		Update
Fund Accounting 2		Active		Update
Human Resources		Active		Update
Remote Site Classic		Active		Update

Hardware

No hardware products were found for your organization.

* If any of the information is incorrect, please contact our Support Department via [email](#) or call us at (866)-450-6696.

2. Click the **Update** link to change the installed version and installation date for a product. The Update Product Information page opens.

3. Change the version number and installation date.
4. Click **Update!**

Update site contact information

Only site administrators have access to update the contact information for personnel at their organization.

1. From the left sidebar, select **Account Info**, then **Manage Site Contacts**.

Last Name	First Name	Title	Email	Phone
View Abdullahi	Shukri	Support Coordinator	sabdullahi@harriscomputer.com	613 226-5511x2153
View Asbury	Dennis	Vice President Sales & Marketing	dasbury@cayenta.com	613 226-5511
View Bassett	Nancy	Support Coordinator	nbassett@harriscomputer.com	613 226-5511
View Bearse	John		jbearse@harriscomputer.com	613 226-5511
View Bender	Jeff	CEO	jbender@harriscomputer.com	613 226-5511
View Beverly	Jonathan		jbeverly@harriscomputer.com	613 226-5511
View Biondo	Jimmy		jbiondo@harriscomputer.com	613 226-5511
View Black	Michelle		MBlack@ADVANCEDUTILITY.com	416 496-0149x202
View Bolden	Toni		abolden@harriscomputer.com	613 226-5511
View Boode	Chad			
View Boulay	Simon			613 226-5511
View Bouvier	Marc	Manager/Remote Technical Services	mbouvier@Cayenta.com	
View Brending	Linda		lbrending@harriscomputer.com	613 226-5511
View Broadfield	Matt	Customer Service - Texas Office	mbroadfield@harriscomputer.com	613 226-5511

2. Click on the **View** link to the left of any individual for whom you would like to update contact information.

Discussion Forums

The Discussion Forums are an excellent way to share hints, tips & tricks with other customers using similar products.

From the left sidebar, select **Other**, then **Discussion Forums**, and a new window will open.

If you are a first time visitor, you will need to register by clicking on the **Register** icon in the top right hand corner of the screen.

Forum	Topics	Posts	Last Post
NorthStar (PUBS)			
Account Information Account Information	51	272	13 May 2009 at 2:45pm
Billing & Bill Prints Billing & Bill Prints	85	333	01 May 2009 at 1:00pm
CARE CARE	32	115	05 March 2009 at 1:45pm
Cashiering (PAP, Lockbox, Credit Card) Cashiering (PAP, Lockbox, Credit Card)	37	152	15 May 2009 at 10:48am
Credit Control & Notices Credit Control & Notices	30	122	12 May 2009 at 2:57pm
Database Database	10	31	02 October 2008 at 3:11pm
Deregulation Deregulation	119	771	19 May 2009 at 4:53pm

Once you have registered, you will be able to view all the posts in the Forums, ask questions, and/or post new topics and information.

To access one of the topics, click on one of the blue links on the left hand side. See the illustration of the forum window on the next page.

HARRIS

Admin Hidden Topics Active Topics Memberlist Calendar Search Help
Private Messenger Settings Logout [nilly]

0% Balance Transfer Card
Visa, MasterCard, AMEX & Discover.
Compare Offers & Apply Online.

Bad Credit Card
We Have a MasterCard for You -Apply
Now and Get Your Card in 3 Days
Ads by Google

Account Information
Harris eSupport Forums : NorthStar (PUBS) : Account Information
Topic: balance transfers
Oldest Post First

Author	Message
CEllis Newbie ★★★★★ Joined: 11 October 2006 Location: United States Online Status: Offline Posts: 7	Topic: balance transfers Posted: 02 January 2007 at 9:16am A question has come up regarding how other utilities handle balance transfers when a customer has left the utility and then moves back on to your utility service. We have customers who leave us with a large outstanding bill and when they come back to our service, we try to collect. (At this time, we are not doing any collection procedures ourselves or outsourcing to a 3rd party collection agency). Usually we try to collect the balance up front, but occasionally based on the amount owed, we will give them 6 weeks or so to make arrangements to pay the balance. Any pointers on how we can do this process efficiently? Also, if a customer moves from one address to another on our service, we move their current balance, our system is set up so that it takes quite a while for the new invoice to catch up with them. Cathy Ellis Accounting Supervisor Orrville Utilities, OH
Becky Moderator ★★★★★ Joined: 02 September 2003 Location: United States Online Status: Offline Posts: 307	Posted: 02 January 2007 at 1:07pm Like you, often how we handle it depends on the amount due. We will either collect up front or create a payment arrangement. Also, we transfer balances between accounts when a customer transfers their service within our territory. Another option is to write the balance off of the final account and add it to the new account via Miscellaneous Billing. That way the system takes care of adding the charge to the new account each month and also adjusts the full amount in the event the new account gets finalized. The City of LaGrange, GA handles some (if not all) payment arrangements this way. Contact person is Patrick Bowie, pbowie@lagrange.net Becky

Save on Balance Transfers
Get Blue from American Express® and get a low balance transfer rate.

0% APR Balance Transfers
0% for 12 months or 3.9% for life. Compare & Apply. Instant Decision.
Ads by Google

edit delete hide move IP: 12.168.92.242

edit delete hide move IP: 216.45.38.10

To participate in the forum, click on the **Post Reply** button to the top right of the screen. A reply window opens.

HARRIS

Admin Hidden Topics Active Topics Memberlist Calendar Search Help
Private Messenger Settings Logout [nilly]

Helpdesk software
Customizable to meet your needs. Easy to use & install, 24/7 support

TechExcel HelpDesk
For the most demanding help desk and asset management. Try it live.
Ads by Google

Post Reply
Harris eSupport Forums : NorthStar (PUBS) : Account Information : Post Reply
Topic: balance transfers

Edit Post

Font Size [B] [I] [U] [A] [?] [Link]

Message:

Emotions
 😄 😊 😋 😌 😍 😎 😏 😐 😑 😒 😓 😔 😕 😖 😗 😘 😙 😚 😛 😜 😝 😞 😟 😠 😡 😢 😣 😤 😥 😦 😧 😨 😩 😪 😫 😬 😭 😮 😯 😰 😱 😲 😳 😴 😵 😶 😷 😸 😹 😺 😻 😼 😽 😾 😿 😺
 more...

Enable Forum Codes to format post
 Show Signature Email Notify me of Replies

Post Reply Preview Post Clear Form

Message
 Topic: balance transfers
 Posted: 02 January 2007 at 7:41am By Annette Kunder
 Hi Cathy
 We will try to collect it all up front when they come back however will do a payment arrangement if need be.
 We however, do collections. We do small claims and lien when possible. If we get a small claim judgment we will do a state tax garnishment as well. Only if we are unable to lien or serve for small claims will we send to a 3rd party for collection.

Type your message in the Message field, and click the **Post Reply** button.

User Groups

Currently there are user groups for NorthStar, Cayenta, Spectrum and GEMS.

The web page for each regional group typically contains contact info, dates for the next meetings, and documents from previous meetings.

From the left sidebar, select **User Groups**, then your division, and then your group.



Reporting

Clicking Reporting in the left sidebar opens the following page.



This feature gives you the ability to display calls logged by employee, product, call priority, or nature, for a specified time period. The results may be displayed in a pie chart or table of columns.

Corporate Site

Clicking **Corporate Site** in the left sidebar opens the Harris Computer Systems website in a new browser window.

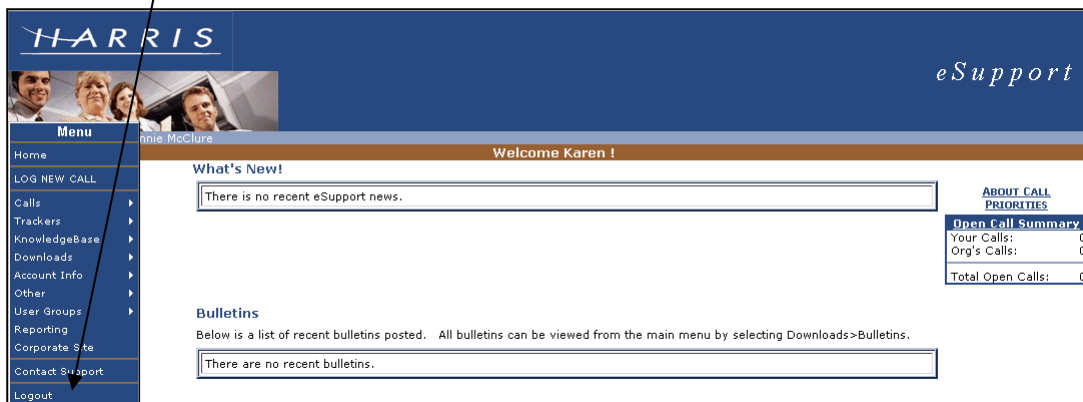
From there you can access all Harris divisions and any websites maintained by companies within the divisions.

Contact Support

Clicking **Contact Support** opens a page containing the phone, fax, and email information for Harris Support.

Logout

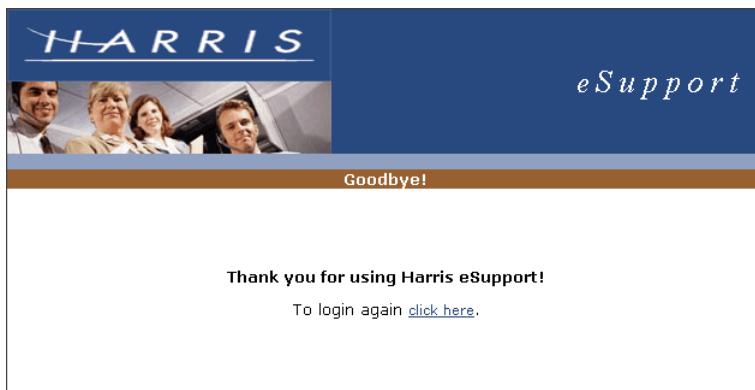
Click the **Logout** link in the left sidebar to log out of eSupport.



The screenshot shows the Harris eSupport user interface. At the top left is the Harris logo. Below it is a navigation menu with the following items: Home, LOG NEW CALL, Calls, Trackers, KnowledgeBase, Downloads, Account Info, Other, User Groups, Reporting, Corporate Site, Contact Support, and Logout. An arrow points to the 'Logout' link. The main content area displays a welcome message for 'Karen McClure' and sections for 'What's New!' (no recent news), 'Bulletins' (no recent bulletins), and 'ABOUT CALL PRIORITIES' (Open Call Summary table).

Open Call Summary	
Your Calls:	0
Org's Calls:	0
Total Open Calls:	0

You'll be taken to a page from which you can login again if you wish.



The screenshot shows the Harris eSupport user interface after logging out. The top navigation bar is visible. Below it is a 'Goodbye!' message. The main content area displays a 'Thank you for using Harris eSupport!' message and a link to login again.

Thank you for using Harris eSupport!
To login again [click here](#).

Appendix: Call Priorities

In an effort to assign our resources to incoming calls as effectively as possible, Harris has identified three types of call priorities, 1, 2 & 3. A Priority 1 call is deemed by our support staff to be an Urgent or High Priority call, Priority 2 is classified as a Medium Priority and Priority 3 is deemed to be a Low Priority. The criteria used to establish guidelines for these calls are as follows:

Priority 1 – High

- System Down (Hardware, Operating System, Database, Application)
- Inability to process Payroll checks
- Inability to process Accounts Payable checks
- Inability to process bills
- Program errors without workarounds
- Incorrect calculation errors impacting a majority of records
- Aborted postings or error messages preventing data integration and update
- Performance issues of a severe nature impacting critical processes
- Hand-held interface issues preventing billing

Priority 2 - Medium

- System errors that have workarounds
- Calculation errors impacting a minority of records
- Report calculation issues
- Printer related issues (related to interfaces with our software and not the printer itself)
- Security issues
- Hand-held issues not preventing billing
- Performance issues not impacting critical processes
- Usability issues
- Workstation connectivity issues (WS specific)

Priority 3 - Low

- Report formatting issues
- Training questions, how to, or implementing new processes
- Aesthetic issues
- Issues with workarounds for large majority of accounts
- Recommendations for enhancements on system changes
- Questions on documentation