

Customer Portal User Guide

[Home](#) [New Ticket](#) [Find Ticket](#) [Sign Out](#)

DataWorks Plus

A Leader In Law Enforcement & Criminal Justice Technology

[User Home](#)

[Change Password](#)

OPEN TICKETS

Ticket #	Date Created	Organization	Assigned Technician	Text Preview
000010	3/30/2011	ORGANIZATION	Don S	A preview of the text entered for this ticket will appear here.
000009	3/29/2011	ORGANIZATION	Don S	A preview of the text entered for this ticket will appear here.
000008	3/24/2011	ORGANIZATION	Don S	A preview of the text entered for this ticket will appear here.
000007	3/18/2011	ORGANIZATION	Kennie R	A preview of the text entered for this ticket will appear here.
000006	3/17/2011	ORGANIZATION	Kennie R	A preview of the text entered for this ticket will appear here.
000005	3/14/2011	ORGANIZATION	Tom C	A preview of the text entered for this ticket will appear here.
000004	3/8/2011	ORGANIZATION	Don S	A preview of the text entered for this ticket will appear here.
000003	2/24/2011	ORGANIZATION	Charlie P	A preview of the text entered for this ticket will appear here.
000002	2/24/2011	ORGANIZATION	Charlie P	A preview of the text entered for this ticket will appear here.
000001	2/24/2011	ORGANIZATION	Charlie P	A preview of the text entered for this ticket will appear here.

[<< Prev](#)

[Next >>](#)

Page 1 of 3

Table of Contents

DataWorks Plus Customer Portal.....	3
First Time Users.....	3
Logging in	3
Home Page	4
Changing Your Password.....	5
Creating a New Ticket	6
Ticket Information.....	6
Equipment Information	7
Contact Onsite	7
Description of Problem	7
Submit the Ticket	7
Finding a Ticket	8
Opening and Viewing a Ticket.....	9
Ticket Information.....	10
Linked Equipment	10
Contact Onsite	10
Description of Problem	10

DataWorks Plus Customer Portal

The DataWorks Plus Customer Portal allows you to enter and view technical support tickets and their status from the internet.

First Time Users

You must have a username and account within the DataWorks Plus system. To setup your account, please send an email to Support@dataworksplus.com with the following information:

- Name
- Department/Title
- Agency
- Email Address
- Phone number

Logging in

- Enter <https://customer.dataworksplus.com> or click **Enter Support Center** from DataWorks Plus support page (<http://www.dataworksplus.com/support.html>).
- The login screen will be displayed.



The screenshot shows the login interface for the DataWorks Plus Customer Portal. At the top, there is a red banner with the text "DataWorks Plus" and "A Leader In Law Enforcement & Criminal Justice Technology". Below this banner is a grey box containing the login form. The form has two input fields: "User Name:" and "Password:". Below the "Password:" field is a "Login" button.

- Enter your user name in the **User Name** field. Enter your password in the **Password** field and click **Login**.
- The home page will be displayed.

Home Page

When you first log into the system, the home page will be displayed. The home page lists the tickets that are currently open. From the home page, you may do the following:

- Create a new ticket. (See **Creating a New Ticket** on page 6 for more information.)
- Find a ticket. (See **Finding a Ticket** on page 8 for more information)
- Log out of the system.
- Change your password. (See **Changing Your Password** on page 5 for more information.)
- Open and view a ticket. (See **Opening and Viewing a Ticket** on page 9 for more information.)

NOTE: The home page only displays open tickets. To view closed tickets, you will need to click “Find Ticket”. Please see *Finding a Ticket* on page 8 for more information.

Home Page Overview

Click the buttons at the top to go to the homepage, enter a new ticket, find a ticket, or log out.

From the homepage, you may use these tabs to display the home page or change your password.

Click a ticket number to open the ticket.

View general ticket information including creation date, organization, assigned technician, and a portion of the notes that were entered.

Use to scroll through the pages of open tickets.

Indicates the current page number and total number of pages.

Ticket #	Date Created	Organization	Assigned Technician	Text Preview
000010	3/30/2011	ORGANIZATION	Don S	A preview of the text entered for this ticket will appear here.
000009	3/29/2011	ORGANIZATION	Don S	A preview of the text entered for this ticket will appear here.
000008	3/24/2011	ORGANIZATION	Don S	A preview of the text entered for this ticket will appear here.
000007	3/18/2011	ORGANIZATION	Kennie R	A preview of the text entered for this ticket will appear here.
000006	3/17/2011	ORGANIZATION	Kennie R	A preview of the text entered for this ticket will appear here.
000005	3/14/2011	ORGANIZATION	Tom C	A preview of the text entered for this ticket will appear here.
000004	3/8/2011	ORGANIZATION	Don S	A preview of the text entered for this ticket will appear here.
000003	2/24/2011	ORGANIZATION	Charlie P	A preview of the text entered for this ticket will appear here.
000002	2/24/2011	ORGANIZATION	Charlie P	A preview of the text entered for this ticket will appear here.
000001	2/24/2011	ORGANIZATION	Charlie P	A preview of the text entered for this ticket will appear here.

Changing Your Password

To change your password:

- From the home page, click **Change Password**.



- The Change Password screen will be displayed.

The screenshot shows the "Change Password" screen. The navigation menu includes Home, New Ticket, Find Ticket, and Sign Out. The main header displays the DataWorks Plus logo and the tagline "A Leader In Law Enforcement & Criminal Justice Technology". Below the header, there are two tabs: "User Home" and "Change Password". The "Change Password" tab is highlighted. Below the tabs, there is a section titled "CHANGE PASSWORD" with three input fields labeled "Current Password", "New Password", and "Retype Password". A "Submit" button is located below the input fields.

- Enter your current password and new password. Re-enter your new password and click **Submit**. A screen indicating that your password change was successful will be displayed.

The screenshot shows the "Change Password" screen after a successful password change. The navigation menu includes Home, New Ticket, Find Ticket, and Sign Out. The main header displays the DataWorks Plus logo and the tagline "A Leader In Law Enforcement & Criminal Justice Technology". Below the header, there are two tabs: "User Home" and "Change Password". The "Change Password" tab is highlighted. Below the tabs, there is a section titled "CHANGE PASSWORD" with three input fields labeled "Current Password", "New Password", and "Retype Password". A "Submit" button is located below the input fields. At the bottom of the screen, a message reads "Password change successful."

Creating a New Ticket

To create a new ticket:

- From the home page, click **New Ticket**.



- The new ticket screen is displayed. The screen is divided into 4 sections: Ticket Information, Equipment Information, Contact Onsite, and Description of Problem. More information about each section follows.

The screenshot shows the 'New Ticket' form in the DataWorks Plus system. The form is divided into four sections: Ticket Information, Equipment Information, Contact Onsite, and Description of Problem. The Ticket Information section includes fields for Ticket Number (000000), Assigned Engineer (QUEUE), Organization (a drop-down menu showing ORGANIZATION), and Creator (Creator@dataworksplus.com). The Equipment Information section includes fields for Location/Site, Machine Name, and IP Address. The Contact Onsite section includes fields for Name, Primary Phone #, Secondary Phone #, and Email Address. The Description of Problem section includes a Note: 'Send all screen shots or attachments to support@dataworksplus.com.' and a large text area for the problem description. A Submit button is located at the bottom right of the form.

Ticket Information

The close-up screenshot shows the Ticket Information section of the form. It includes the following fields: Ticket Number (000000), Assigned Engineer (QUEUE), Organization (a drop-down menu showing ORGANIZATION), and Creator (Creator@dataworksplus.com).

- Ticket Number:** This number is automatically generated by the system.
- Assigned Engineer:** By default, this is automatically specified as QUEUE. It will be updated with the particular Customer Support Engineer's name when assigned.
- Organization:** Select the appropriate organization from the drop-down list.
- Creator:** Your user name will be automatically entered.

Equipment Information



EQUIPMENT INFORMATION

Location/Site:

Machine Name:

IP Address:

- **Location/Site:** Please enter the Location/Site of the equipment.
- **Machine Name:** Please enter the name of the machine.
- **IP Address:** Please enter the IP address of the machine.

Contact Onsite



CONTACT ONSITE

Name:

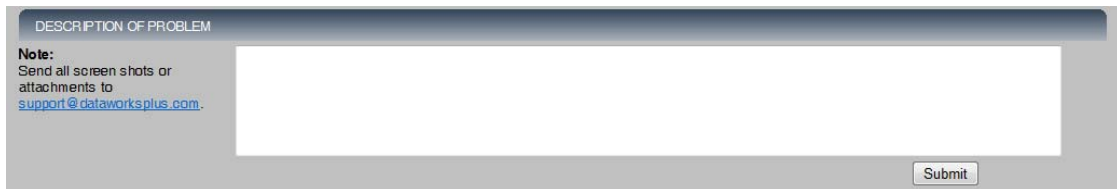
Primary Phone #:

Secondary Phone #:

Email Address:

- Please enter the contact information for the individual onsite, so he or she can be contacted by DataWorks Plus support. Include the name, primary phone number, secondary phone number, and email address in the appropriate fields.

Description of Problem



DESCRIPTION OF PROBLEM

Note:
Send all screen shots or attachments to support@dataworksplus.com.

Submit

Note: Use this field to enter any notes about the ticket. If you wish to include screen shots or attachments, please email them separately to support @dataworksplus.com

Submit the Ticket

When all the information has been entered, click **Submit** to send the ticket to DataWorks Plus.



DESCRIPTION OF PROBLEM

Note:
Send all screen shots or attachments to support@dataworksplus.com.

Submit

NOTE: Tickets entered via the web are not monitored after normal business hours. For critical issues, please contact support directly by calling our toll-free number.

Finding a Ticket

To search for a support ticket:

- From the home page, click **Find Ticket**.



- A screen with search criteria will be displayed. You may search on ticket number, organization, or the date.

The screenshot shows the search criteria form. It has a navigation bar at the top with Home, New Ticket, Find Ticket, and Sign Out. Below the navigation bar is a red header with the DataWorks Plus logo and tagline. The main content area contains a search form with the following fields: Ticket Number (text input), Organization (dropdown menu with 'ORGANIZATION' selected), Opened After (text input), and Opened Before (text input). A 'Search' button is located at the bottom right of the form.

- Enter the desired information and click **Search**. Results matching your search criteria will be displayed.

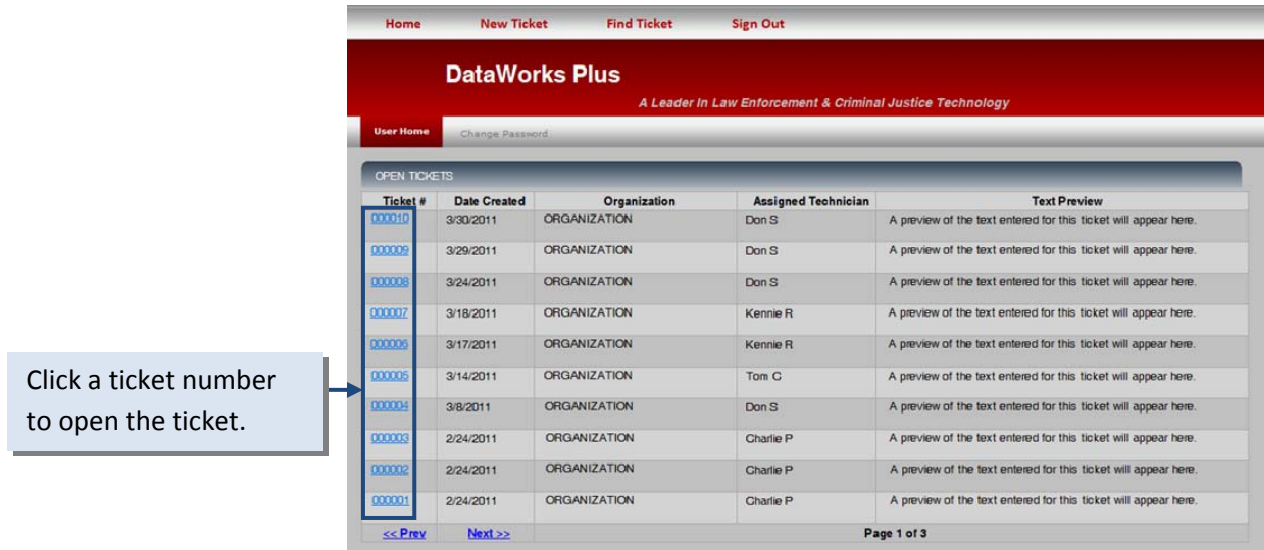
The screenshot shows the search results page. It has a navigation bar at the top with Home, New Ticket, Find Ticket, and Sign Out. Below the navigation bar is a red header with the DataWorks Plus logo and tagline. The main content area features a table titled 'SEARCH RESULTS' with columns for Ticket ID, Status, Assignee, Date Created, and Text Preview. The first row shows a ticket with ID 000000, status Closed, assigned to Ryan G, created on 3/30/2011. The second row shows a ticket with ID 000001, status Closed, assigned to David H, created on 3/28/2011. A dropdown menu under the Status column is set to 'Filter: All'.

Ticket ID	Status	Assignee	Date Created	Text Preview
000000	Closed	Ryan G	3/30/2011	A preview of the text entered for this ticket will appear here.
000001	Closed	David H	3/28/2011	A preview of the text entered for this ticket will appear here.

You may filter the results by using the drop-down list under “**Status**”. You may choose to display only open tickets, only closed tickets, or both open and closed tickets (All). To open a ticket, click the desired Ticket ID.

Opening and Viewing a Ticket

To open a ticket, click the ticket id number in the far left column of the home page or search results screen.

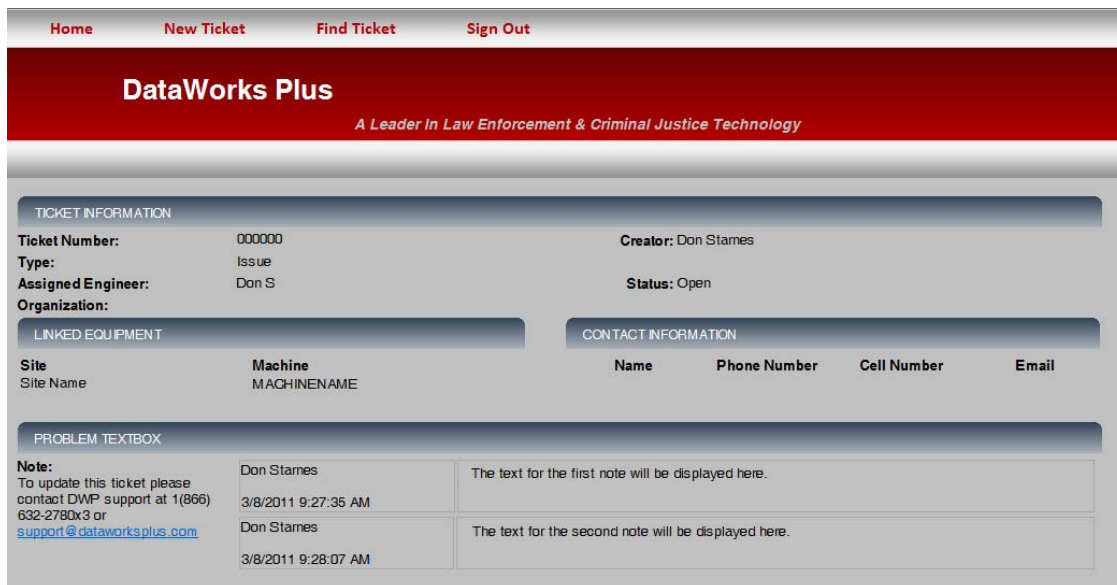


The screenshot shows the DataWorks Plus interface with a navigation bar (Home, New Ticket, Find Ticket, Sign Out) and a header section. Below the header is a table titled "OPEN TICKETS" with the following data:

Ticket #	Date Created	Organization	Assigned Technician	Text Preview
000010	3/30/2011	ORGANIZATION	Don S	A preview of the text entered for this ticket will appear here.
000009	3/29/2011	ORGANIZATION	Don S	A preview of the text entered for this ticket will appear here.
000008	3/24/2011	ORGANIZATION	Don S	A preview of the text entered for this ticket will appear here.
000007	3/18/2011	ORGANIZATION	Kennie R	A preview of the text entered for this ticket will appear here.
000006	3/17/2011	ORGANIZATION	Kennie R	A preview of the text entered for this ticket will appear here.
000005	3/14/2011	ORGANIZATION	Tom C	A preview of the text entered for this ticket will appear here.
000004	3/8/2011	ORGANIZATION	Don S	A preview of the text entered for this ticket will appear here.
000003	2/24/2011	ORGANIZATION	Charlie P	A preview of the text entered for this ticket will appear here.
000002	2/24/2011	ORGANIZATION	Charlie P	A preview of the text entered for this ticket will appear here.
000001	2/24/2011	ORGANIZATION	Charlie P	A preview of the text entered for this ticket will appear here.

Navigation links: << Prev, Next >>, Page 1 of 3

The actual ticket will be displayed. The ticket screen is divided into four sections: Ticket Information, Linked Equipment, Contact Information, and Problem Textbox.



The screenshot shows the DataWorks Plus interface with a navigation bar (Home, New Ticket, Find Ticket, Sign Out) and a header section. Below the header is the ticket details page, divided into four sections:

- TICKET INFORMATION**
 - Ticket Number: 000000
 - Type: Issue
 - Assigned Engineer: Don S
 - Organization:
 - Creator: Don Stames
 - Status: Open
- LINKED EQUIPMENT**
 - Site: Site Name
 - Machine: MACHINENAME
- CONTACT INFORMATION**
 - Name
 - Phone Number
 - Cell Number
 - Email
- PROBLEM TEXTBOX**
 - Note: To update this ticket please contact DWP support at 1(866) 632-2780x3 or support@dataworksplus.com
 - Don Stames 3/8/2011 9:27:35 AM: The text for the first note will be displayed here.
 - Don Stames 3/8/2011 9:28:07 AM: The text for the second note will be displayed here.

Ticket Information

TICKET INFORMATION		
Ticket Number:	000000	Creator: Don Starnes
Type:	Issue	
Assigned Engineer:	Don S	Status: Open
Organization:		

- **Ticket Number:** This is a unique number identifying the ticket in the system. The number is automatically generated by the system when the ticket is created.
- **Type:** Indicates the type of ticket.
- **Assigned Engineer:** Indicates the the particular Customer Support Engineer assigned to this ticket.
- **Organization:** Indicates the organization the ticket belongs to.
- **Creator:** Indicates the user that created the ticket.
- **Status:** Indicates the status of the ticket – open or closed.

Linked Equipment

LINKED EQUIPMENT	
Site	Machine
Site Name	MACHINENAME

- **Site:** Indicates the location/site of the equipment.
- **Machine Name:** Indicates the name of the machine.

Contact Onsite

CONTACT INFORMATION			
Name	Phone Number	Cell Number	Email

- Indicates the contact information for the individual onsite, so he or she can be contacted by DataWorks Plus support. Includes the name, phone number, cell phone number, and email address.

Description of Problem

PROBLEM TEXTBOX		
Note: To update this ticket please contact DWP support at 1(866) 632-2780x3 or support@dataworksplus.com	Don Starnes	The text for the first note will be displayed here.
	3/8/2011 9:27:35 AM	
	Don Starnes	The text for the second note will be displayed here.
	3/8/2011 9:28:07 AM	

- Displays any notes entered about the ticket, including the individual who entered the note, and the date and time the note was entered.

Note: You may not edit this information. If you wish to update the ticket, please contact DataWorks Plus support via our toll-free number 1-866-632-2780, extension 3 or email at support@dataworksplus.com.