

Submit a DCI Support Ticket

Description: In this topic, learn how a super user can submit a support ticket to DCI if unable to resolve the question or issue by accessing the resources in the DCI Help Center. A support ticket may also be submitted to request services or new features. Login credentials for the Help Center are required to submit a support ticket to the DCI Support Team. Contact the DCI Account Manager for assistance with login credentials.

*Please note: If your issue or question requires immediate attention, type Urgent in the subject line.

Role Required: Super User

Permission Required: N/A

1. Log in to DCI
2. Navigate to the DCI Help Center by clicking **Help** in the upper right-hand corner of the main menu on the dashboard
3. Click the blue **Submit a Request** link
4. The sign-in page will open. Enter the Help Center **credentials** (email and password) and click the blue **Sign in** button
 - a. The Help Center credentials are different than the DCI Portal credentials
5. **For issues or questions**, complete the form as follows:
 - a. Subject - Provide a short description of the issue. For example, "John Smith unable to use Client Transportation."
 - b. Description - Provide a detailed description of the issue, including:
 - i. The precise steps that were taken which resulted in the issue. In other words, the steps to recreate the issue.
 - ii. Any associated entry IDs
 - iii. The user Interface (Web Portal, Mobile Web, or Mobile App)
 - iv. The device type, operating system, app version, and/or browser.
 - c. Your Name - Enter the name of the person submitting the ticket
 - d. Requested Completion Date
 - e. Page URL - Copy and paste the URL from the page at which the issue occurred. Please do not use this field for taking or storing screenshots that contain confidential information. Use the Attachments field for this purpose.
 - f. Attachments - Attach any relevant files. For screenshots, copy them into another file, such as a Word document, and add them as an attachment.
6. **For new feature requests or services**, complete the form as follows:
 - a. Subject - Enter the Feature Request followed by a short description of what is being requested. For example, "Feature Request: Add a pink button to the home page."
 - b. Description - Provide a detailed description of the feature request, including:
 - i. The problem the new feature would solve
 - ii. How the system works today versus how it should work
 - iii. One or two specific examples of what this feature would look like in the operational workflow
 - c. Your Name - Enter the name of the person submitting the ticket
 - d. Requested Completion Date
 - e. Page URL - Optionally, copy and paste the URL for the page the request is for. Please do not use this field for taking or storing screenshots that contain confidential information. Use the Attachments field for this purpose.
 - f. Attachments - Attach any supporting documentation to help the DCI Support Team understand the request. Examples may include:
 - i. Mock-ups of the feature request
 - ii. A file external to DCI used for the same task referenced in the feature request
 - iii. Screenshots of another system that does something similar
7. Click the gray **Submit** button at the bottom of the form. A member of the DCI Support Team will be in touch soon!
8. To view the status of open tickets, click on the **user's name** in the upper right-hand corner of the screen, and select **My Activities** from the drop-down menu.
9. Other options on the drop-down menu include **Edit my profile**, **Change password**, or **Sign out**.

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