

User Guide for Online Support Incidents

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 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 requests to Technical Support any time, from any Internet connection. Not only that, all Online Support Incident 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.

What browsers can I use? You can access the portal using Microsoft Internet Explorer version 10 or higher, and Edge, and the latest publicly-released versions of Mozilla Firefox, Google Chrome and Apple Safari (running on Mac OS X 10.8 and above).

Do I need a user ID and password? Yes, every user is required to log in.

The Tyler team has migrated 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 contact your Support Organization.

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, i.e.: [MUNIS](#)
- Click on [Online Support Incidents](#)

If you have any questions or problems registering for a User ID and password, please contact your Support Organization.

Once you're logged into Online Support Incidents, you will be able to see your existing cases, update your open cases, search closed cases and submit new requests for service.

Home > My Cases

My Cases

Apply		My Cases - Open											
Clear		<input type="text" value="Search"/> <input type="button" value="Q"/> <input type="button" value="Create a Case"/> <input type="button" value="Export Cases"/>											
Case Id	Id	Created On	Status Reason	Case Title ↑	Priority	Assigned To	Product Suite	Product Module	Program	Recommended Version	Customer	Primary Contact	Modified On
<input type="text"/>	6088353	3/13/2018 3:53 PM	Waiting for Customer to Close	Can we use workflow to monitor updates to employee bank accounts for review	2 - High	Patty Leino	MUNIS	Personnel Management	Personnel Actions		Munis, A Tyler Technologies Company	Patricia Leino	3/19/2018 11:40 AM
Product Suite	5516963	6/7/2017 2:53 PM	Update Available	Client is receiving an error when they try to migrate users in ESS	3 - Medium	Kelle Clark	MUNIS	ESS Employee Self Service	ESS	11.2.0.0	Munis, A Tyler Technologies Company	Patricia Leino	3/20/2018 12:31 PM
<input type="checkbox"/> DAX	5513588	6/6/2017 12:26 PM	Update Available	Errors on migration of employees to ESS	2 - High	Patty Leino	MUNIS	ESS Employee Self Service	Admin/Migrate Users	11.2.0.0	Munis, A Tyler Technologies Company	Patricia Leino	3/15/2018 8:54 AM
<input type="checkbox"/> Document Pro	6117314	3/19/2018 7:05 AM	Open	I'm looking for the general billing invoices import form to import invoices for collection	3 - Medium	Patty Leino	MUNIS	General Billing	Import/Export		Munis, A Tyler Technologies Company	Patricia Leino	3/20/2018 1:42 PM
<input type="checkbox"/> Eagle	6117258	3/15/2018 10:21 AM	Waiting for Customer to Close	Is there a cube with salary and benefit projection information	3 - Medium	Patty Leino	MUNIS	Salary and Benefit Projections	Cubes		Munis, A Tyler Technologies Company	Patricia Leino	3/18/2018 5:27 PM
<input type="checkbox"/> EDEN	6117323	3/20/2018 1:37 PM	New/Not Started	is there a way to import general billing invoices for collection	3 - Medium	MUNIS TAX SUPPORT	MUNIS	General Billing	Import/Export		Munis, A Tyler Technologies Company	Patricia Leino	3/20/2018 1:38 PM
<input type="checkbox"/> Education Solution													
<input type="checkbox"/> EnerGov													
More													
Priority													
<input type="checkbox"/> 1 - Critical													
<input type="checkbox"/> 2 - High													
<input type="checkbox"/> 3 - Medium													
<input type="checkbox"/> 4 - Non-Critical													
Status													
<input type="checkbox"/> New/Not Started													
<input type="checkbox"/> Open													

How do I enter a support request?

To create a new request for Support assistance, click the "Create a Case" link:

Create a Case

Customer

Munis, A Tyler Technologies Company

Case Title *

Priority *

3 - Medium ▾

Product Suite *

MUNIS

Product Group *

Description *

Follow the on-screen steps to complete the request:

Field	Action or Description
Customer	<p>Required.</p> <p>This entry defaults to the account, or client site, where your contact resides. If you are a superuser tied to child accounts, you can change this entry.</p>
Case Title	<p>Required.</p> <p>Brief, summary description of the issue. This is the first information about the case viewed by staff in triage list. Case Title is displayed on the My Cases summary screen.</p>
Priority	<p>Required.</p> <p>Indicates the importance of this issue to your site. Please note: we recommend you report all mission-critical cases via telephone, to ensure prompt attention by Support staff.</p> <p>1 – Critical; issue is severe and requires immediate resolution. A critical issue is one where there is a complete work stoppage, or the loss of multiple essential system</p>

	<p>functions for all users.</p> <p>2 – High; A high priority issue is one where there is a repeated, consistent failure of essential functionality affecting more than one user, or the loss or corruption of data. Your system is operational, but an essential piece of functionality is not working.</p> <p>3 – Medium; issue is a non-severe support call</p> <p>4 – Non-Critical; issue is a lower priority and you will work with Support as time permits</p> <p>We default to Medium as this is the most common priority.</p>
Product Suite	<p>Required.</p> <p>Indicates the Tyler product in use; defaults to the value set in your profile in the preferences. This selection determines the values presented in Product Group.</p>
Product Group	<p>Required.</p> <p>Select the functional product category within the selected product suite. This selection determines the values presented in Product Module.</p>
Product Module	<p>Required.</p> <p>Product or function in use for this case within the Product Group selected. The case is assigned to the appropriate support team based upon the module selection.</p> <p>If the desired module is not displayed, make another selection in Product Group and a new drop-down module list will be presented.</p>
Product Program	<p>Optional.</p> <p>Process, menu option or technology for this incident. Select program from drop-down list; list is presented based upon Product Module selected. While this is an optional field, providing additional details like program can result in a more efficient routing of the question to the appropriate resource.</p>
Version	<p>Optional.</p> <p>Version of product in use for this case. Select version from drop-down list. Providing the version on entry is extremely helpful to us when beginning research or referencing documentation, especially if you have one version in production and others in test environments.</p>
Description	<p>Required.</p> <p>Enter information describing the problem or question, with as much detail as needed to convey the substance of the issue or request for assistance.</p> <p>If you have a significant amount of information to share, including XML code or trace logs, we recommend including this information as an attachment.</p>

Sample Entry

tyler technologies

Home > My Cases > Create a Case

Create a Case

Customer
Munis, A Tyler Technologies Company

Case Title *
Is there an updated fiscal year end processing document?

Priority *
3 - Medium

Product Suite *
MUNIS

Product Group *
Financial

Product Module *
General Ledger

Product Program
Year End

Version
11.3.8.0

Description *
My fiscal year ends March 31st and I will be preparing to close in May. Is there an updated fiscal year end processing checklist?

Submit and Add Attachments Cancel

Submit and Add Attachments

Use Cancel to abort the case creation.

Choose Submit and Add Attachments to create the case and continue. At this time the case is logged to the team associated with the product identified in your request, and you will receive a confirming email.

--or--

Cancel

Once submitted, the case details screen is presented for the case just created. The attachments area presents under the Timeline section. Optionally attach supporting documentation to the new case.

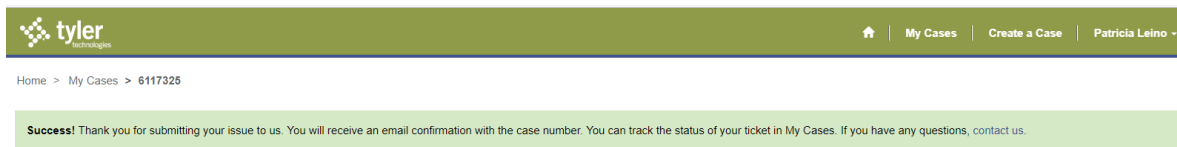
During case creation you can attach files as supporting documentation that you feel will

be valuable to Support's ability to quickly diagnose the issue. Examples might include: a screen image of an error message, a page of a report demonstrating the issue, a snippet of XML code. Maximum file size for attachments is 25 MB; you may attach any available file type.

This is the first information support sees. Attach information you feel will help us quickly address the question.

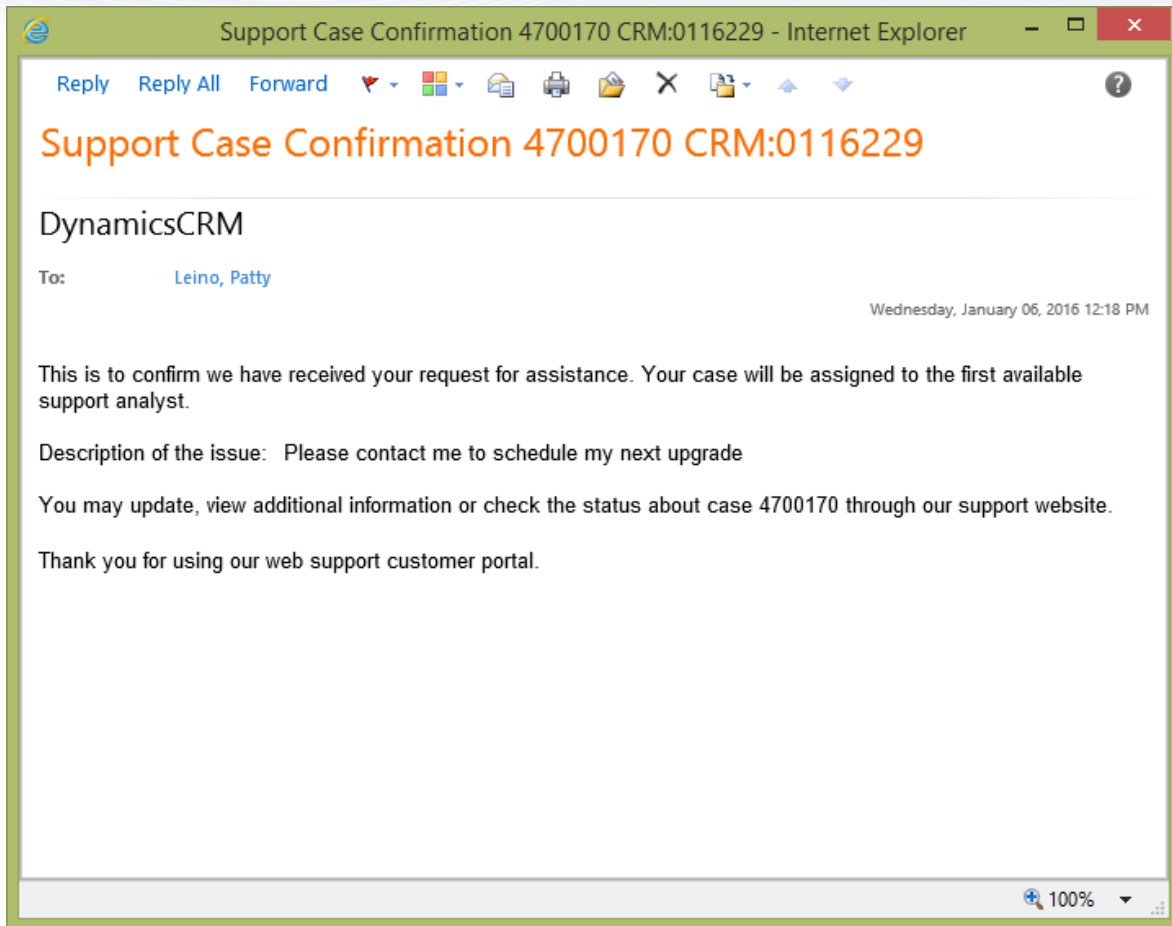
This is a secure file transfer. For those of you interested in specifics, the portal resides in a Microsoft Azure hosting facility, leveraging the strongest encryption products to protect communications including SHA-2 SSL certification and 2048 Bit encryption.

A screen message presents after the *Submit and Add Attachments* option is selected.



How will I know if my support incident was received by Technical Support?

Once you click *Submit and Add Attachments*, you will receive an automated e-mail response that includes a case number. This case number provides you with an easy reference for your records.



Can I see my prior incidents?

Absolutely. Simply log into Online Support Incidents and use the All My Cases view on the My Cases screen.

Can I make changes to my support incidents?

Yes. You may add comments or attachments to your cases. You may also proactively close your "open" cases yourself if you feel there is no additional follow-up required by support. With support cases 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 optionally update all cases for their entire organization. Contact your SupportOrganization to upgrade access to Super User.