

Creating Support Tickets

Client Record Support Tickets

These are created when there are client activities that need to be changed in WITS, such as; delete client activities, re-open intakes, etc.

1. **Getting here in WITS:** Login, select the Facility, select **Support Ticket** on the navigation pane.
 2. Click on **Add New Support Ticket**.
 3. Select **Client Record** from the drop down menu.
 4. Select the correct Facility, if necessary.
 5. **Enter the first couple of letters of the End User's last name and click on the magnifying glass.** Select the correct name from the drop down menu. The Contact Email will auto populate.
- Note: End user is the person who will receive questions regarding this support ticket.**

6. **Enter the first couple of letters of the clients last name and click on the magnifying glass.**

Select the correct name from the drop down menu. The Unique Client Number will auto populate.

7. **Optional: Enter the Specific Screen(s), Field(s), and Button/Action Link Involved as well as Occurrence Time.**

8. Enter the Occurrence Date and Description of the issue.

9. **Optional: Enter the instructions for how to perform the activity you were working on in Steps to Reproduce.**

10. **Optional: Select the appropriate answers from the drop down menu's. Click Save.**

11. **Optional:** Click on **Browse** and attach any supporting documentation, such as a screenshot, etc. Click **Save**.

12. Click on **Submit to WITS Admin**.

Please fill in this form as completely and thoroughly as possible. Missing information may impact our ability to effectively investigate and resolve this issue.

Support Ticket Profile

Support Ticket ID: 239 Work Item: No Status: Pending User

Support Ticket Type: Client Record Support Agency: Provider Training Agency Facility: Treatment Location 1

End User: Beth, Crystal Contact Email: BethC@the.ohio.gov

Client Name: Traning, Jane (6291990) Unique Client No: 2002819000016A

Specific Screen(s) Involved? Occurrence Date: 1/13/2013 Occurrence Time (HH:MM):

Description: Encounter created under wrong client. Please delete encounter 12345 and leave encounter 14321.

Steps to Reproduce:

Does this happen every time in the same situation? Is there a yellow screen error associated with this problem? Are you experiencing problems accessing or working with other pages on the web?

Note: Click browse to select an attachment. Each file size cannot exceed 4096 KB. If multiple files are selected the total file size cannot exceed 10240 KB.

Add Attachments **1**

Attachment	Created By	Actions

Priority: Admin Notes:

Are other users experiencing this problem? Reviewed By: Were you able to reproduce the problem? Reviewed Date:

Signed Resolution Notes: Unsigned Resolution Notes: [Sign Resolution Note](#)

Resolved By: **12** Resolved Date:

Administrative Action: [Submit to WITS Admin](#)