Support Tickets – Overview

Support Ticket Type	Description
Account Administration Support Tickets	Staff member access activities need to be changed in WITS (such as add/remove roles or permissions).
Client Record Support Tickets	Client activities need to be changed in WITS (such as delete client activities, re-open intakes, etc.).
Error/Bug Support Tickets	Bugs or problems (such as yellow screens) within WITS.*
Suggestions/Other Feedback Support Tickets	Give suggestions for improvements to WITS.
System Performance/Connectivity Support Tickets	WITS System is running slow and individual computer and network issues have been ruled out or when the GAIN ABS bridge is not functioning.*
WITS Navigation/Training Support Tickets	WITS system training is requested on a particular section of WITS for the Agency.

*If there are critical issues in WITS that prevent you from providing services to your clients, please call the WITS Help Desk at 208-332-7316.

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