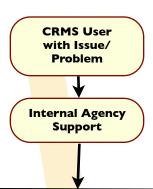
# CRMS SUPPORT PROCESS



## **CRMS Support**

support@crms-software.com

 $1.800.617.2767 \times 221$ 

PLEASE NOTE

We only respond to requests from registered CRMS Administrators

Information required when submitting support issue:

Agency Name, Contact Number (Where you can be reached).

Description of Issue (Screenshots preferred).

## OR

## **Support Provided by Agency IT**

- Maintain Server Hardware, Network Infrastructure, Operating System, Internet Connections, System Backups.
- PDA/Tablet Configurations.
- VPN/RDP Access if applicable

**Excludes, CRMS Application Support & Training** 

### 2nd Level Support Provided by CRMS

- Responding to Request for Information
- · Application error resolutions.
- Publishing custom reportable forms created by your agency.
- CRMS Update related data structure alignments.

#### **Excludes the following**

- Custom reports, Reportable forms and templates outside of the ones allocated by support fees (these can be purchased as required.
- Custom Application Changes (can be purchased as required).
- Network Issues between partnering agencies.
- Admin features
- Additional Training (can be purchased as required).
- User caused data integrity issues (contact support for details).

### **Support Provided by your Agency**

- 1st Level Software Support.
- Managing Users, Accounts, Passwords, etc.
- Unlocking Clients In CRMS.
- Merging Clients.
- Maintaining dropdown lists.
- Audit reports
- Creating and Publishing Note Templates, Reportable Forms.
- Training Staff for Administrative & Daily Functions of CRMS.
- Data Monitoring/Quality Assurance
- Computer, Network and Infrastructure Issues.
- Testing new software features.

Every Agency receives adequate training to accomplish the CRMS administrative tasks.



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