



## Using the Bug Report vs. emailing [helpdesk@phmc.org](mailto:helpdesk@phmc.org)

### Helpdesk Tickets:

There are 2 ways that a ChildWare 2.0 user can submit a technical support request to the ChildWare Team.

- 1) Email [helpdesk@phmc.org](mailto:helpdesk@phmc.org) – include details related to the issues providers are experiencing.
- 2) Click on the “Bug Report”  icon within ChildWare 2.0. The bug report icon is on every page of ChildWare located in the upper right corner.

When a provider submits a service ticket to [helpdesk@phmc.org](mailto:helpdesk@phmc.org) via email or the “bug report” the provider is expected to supply a detailed description of the technical issues they are experiencing within ChildWare, and to CC: their contract specialist or [PHLpreK@phmc.org](mailto:PHLpreK@phmc.org) on each ticket they submit.

If a provider emails [helpdesk@phmc.org](mailto:helpdesk@phmc.org) the provider will receive an automated reply with a ticket number that the helpdesk system has assigned to their technical support request. This unique ticket number makes it easy to track the ticket.

If a provider chooses to use the “bug report”  option to send a help request to the ChildWare team the provider does not receive the automatic ticketing reply highlighting their assigned ticket number. This is due to the system redirecting the bug report message to a different source (application). The PHMC helpdesk assigns any “bug report” they receive to the ChildWare team with a ticket number. To ensure that the provider receives information related to their “ticket number” an extra process is initiated by the ChildWare team.

- a. When a “bug report” ticket (CWBR) is assigned to the ChildWare team the ChildWare support specialist will reply to the requester acknowledging the support request and provide the requester with the ticket number that was assigned to the ticket, so they can make a record of the ticket number. The ticket number will also be displayed on the subject line of the email. This initial reply email will also be CC: to [phlprek@phmc.org](mailto:phlprek@phmc.org) so that the PHLpreK team will also have the ticket information and ticket details.