

## iSUPPORT SETTINGS



### NOTES

*Within the iSupport Dropdown, there are several areas to aid in setup and learning of the system.*



### GO TO

#### Support

This is where a user can create a support ticket and/or view current/previously closed support tickets. Each support ticket has its own identifier (ex: TT#####). To create a new ticket, you simply click 'New Ticket' and fill in the appropriate details>Submit.

#### Training

Welcome to our Virtual Classroom. This is where you can partake in self-guided training and proficiency monitoring. There are various areas, including:

- **Videos:** Here you will find a wide array of self-guided videos for the different areas of WRS. These videos are accessible 24/7. You will need Adobe Flash player downloaded to watch these videos.
- **Courses:** Here you will find course over views, for those that prefer written content over visual.
- **Webinars:** Here you will find a calendar of our LIVE webinars. Please note that you can register in advance by clicking on the associated webinar, clicking on the proceeding link, and registering your information. \*A plus is these will NOT deduct from any of your paid training time. \*\*Please note: All webinars are Eastern Time.
- **Release Notes:** Here you will find our latest release notes, including an archive of all of our releases. A release in WRS refers to New or Enhanced functionality in WRS. The release note will include a 7 overview of the functionality, including benefits, workflow and images of where the functionality can be found. \*\*A copy of the release notes will also be found on your login screen, and through an alert bell at the top of your screen (when applicable).
- **Documents:** Here you will find an overview (written) of our system setup documents.

- **Directory:** Here you will find an overview of our departments, including email, phone, and/or fax numbers.

## Implementation

This is your Implementation Queue "IQ". This is where we monitor the status of your Implementation to ensure setup and configuration is being completed in preparation for your Go-Live. Download – This area is used as a centralized location to include files such as add-on setup files, including our digital pen and medical card scanner.