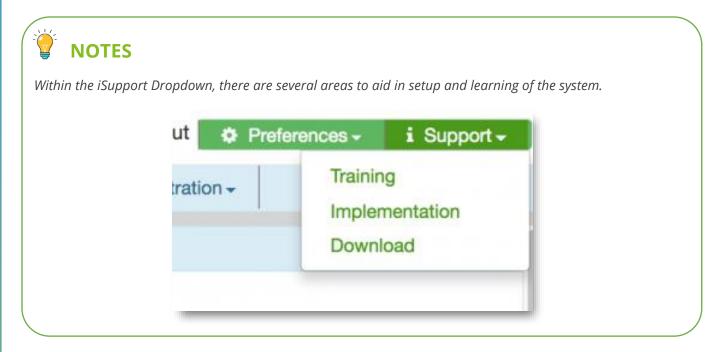


ISUPPORT SETTINGS



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 with 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.