



TeamSupport CRM System


NEW WinCap Support Ticketing System

May 17, 2018

- **Improved Ticket Management and ease of use**
- **Easily track and view support ticket details**
- **Visibility into all customer/contact tickets across Harris**
- **A Knowledge Base Tailored to your specific products**
 - Find release notes & documentation
 - View our recorded webinars
- **Additional Features Coming Soon:** Community Forums, Integrated Screen and Video recording, Customer Chat




Search 



Knowledge Base

Answers to common questions and helpful training tips



Tickets

Send a ticket to our support team or review existing tickets

Popular Articles Recent Articles

Recent Tickets

2. Submitting Tickets on TeamSupport
1. Accessing the TeamSupport website
Release Notes 7/16/2017 Version 2.15.1
02 February 2018 - WinCap/WCWEB Release Note
03 March 2018 - WinCap/WCWEB Release Note

My Products

- InfoMatic Info-Club
- InfoMatic Info-Fund
- InfoMatic Info-Pay
- InfoMatic Info-Staff
- InfoMatic Info-Tax
- WinCap Accounting - WinCap
- WinCap Application Server Support - WinCap
- WinCap Employee Attendance - WinCap
- WinCap Employee Benefits/HR - WinCap
- WinCap Payroll - WinCap
- WinCap Timesheets - WCW
- WinCap WEB Employee Self Service - WinCap

Harris News and updates

Announcements (3)

- 1. Accessing the TeamSupport website
- 2. Submitting Tickets on TeamSupport
- 3. Editing Tickets on TeamSupport

WinCap News & Notes

WinCap PR/HR (1)

Employee fiscal year rollover refresher

WinCap Release Notes (5)

- 01 January 2018 - WinCap/WCWEB Release Notes
- 02 February 2018 - WinCap/WCWEB Release Note
- 03 March 2018 - WinCap/WCWEB Release Note
- 04 April 2018 - WinCap/WCWEB Release Note
- 05 May 2018 - WinCap/WCWEB Release Note

WinCap Recorded Webinars (1)

EOY Employee Rollover Activities Webinar

[Dashboard](#) / [Tickets](#)

- My Open Tickets**
- My Closed Tickets
- Organization Open Tickets
- Organization Closed Tickets
- All Tickets

 [Export CSV](#)

Ticket Name	Ticket Number	Date Created
Salary Notice Assistance - Printing	1773387	05/15/2018 3:05 PM
Roll Over Test Ticket	1773374	05/15/2018 1:43 PM

The ticket detail page shows the specifics of your ticket, the product associated with the issue, it's current status and the notes & activity posted by our support staff

Name
Salary Notice Assistance - Printing

Number
1773387


Type
Support

Status
New

Product
WinCap Employee Benefits/HR - WinCap

Severity
2 - Normal

Assigned To
Joel Shoemaker

Contacts 
J Shoe

Created
05/15/2018 03:05:58 PM


Last Updated
05/15/2018 03:08:35 PM

[New Comment](#) [Close Ticket](#)

Test Ticket: Provided instructions to print salary notices



 **Joel Shoemaker**
05/15/2018 03:06 PM

We began using salary notices on WCW July 1 and now we are getting ready for our audit and are having trouble printing acknowledgements for employees who had position changes during the year

 **J Shoe**
05/15/2018 03:05 PM

Here is a sample of the support ticket response email

You can “reply” to this email to update the ticket in TeamSupport

 Tue 5/15/2018 3:10 PM
support@harriscomputer.com
Harris School Solutions modified Ticket [1773387] - Salary Notice Assistance - Printing
To  Joel Shoemaker

--- Please reply above this line ---

[Ticket 1773387 - Salary Notice Assistance - Printing](#)

Harris School Solutions modified the following ticket.

Comment

Test Ticket: Provided instructions to print salary notices

- Joel Shoemaker 5/15/2018 2:06 PM

Description

We began using salary notices on WCW July 1 and now we are getting ready for our audit and are having trouble printing acknowledgements for employees who had position changes during the year

- J Shoe 5/15/2018 2:05 PM

Harris School Solutions

Logging a support ticket is as simple as sending or replying to an email

- Log a ticket via email: wincapsupport@harriscomputer.com
- Or for InfoMatic: infomaticsupport@harriscomputer.com
 - These email addresses will generate a support ticket automatically in TeamSupport

To access our Harris' Customer Portal:

- <https://schoolfinancialsolutions.na2.teamsupport.com/dashboard>
- Where you can access our Knowledgebase or track & log tickets