



## Remote Ticket Entry Refresher

RTE Users can brush up on their skills and get questions answered during the January 2019 teleconferences. The following topics will be discussed. Bring ticket examples you'd like to review.

### HELP Tab Features- Tools & Resources

- Tickets
  - Ticket Entry
  - Ticket Search
    - Lite
      - Attaching Documents to Tickets
      - Excavator Positive Response
    - Lite-Long Term
- Maintenance- Resources
- Reports
  - Damage Reporting Tool
  - 
  - Positive Response

### Ticket Entry Guidelines & features

- Required Ticket Information
- How members get notified
- Begin Date

### Recent ticket entry changes

- Map Lookup
- Map Icons
- GPS
- Search

### Ticket Examples

- Viewer's choice of ticket examples

### RTE Account Types

- Basic Accounts
- Full Access