

Virtual RLS Support

THE FIRST STEP TO SOLVING A PROBLEM IS REPRODUCING IT

Inbound Support Request Channels

Phone System:

- Attendants: Keegan, Tirza, Jesse, Phil (T2)
- Sign in/out (Dial *90, Log-in code 35159)
- Escalation (Transfer Line)

Slack:

- Tech Support Channel

Contact Us:

- Cases Created and Sent to Joseph for Routing

Documentation Protocol

1. Find Contact in Salesforce
2. Create Case
3. Document Solution
4. Close Case

Troubleshooting Steps for Common Issues

Common Zoom Issues:

- Audio
 - Check Speaker Volume
 - Check Zoom Audio Output Settings
 - Check Application Permissions
 - If all else fails, ask to call in
- Video
 - Check if Webcam is covered
 - Check if Application has permissions
- Can't find window
 - Walk through window cycling (Alt + Tab on PC, Command + Tab on Mac)
- Can't Join Room
 - Ensure user is logged into website to access link

Common Website Issues:

- Can't Login
 - Ensure user is logging in to correct website
 - Reset Password
- Can't find session
 - Ensure Filters are correctly applied on agenda page
- Website Won't Load
 - Verify Internet Connection (Try other websites, etc.)
 - Verify Internet Speed (Run speedtest via Google)
 - Verify Site isn't down (Visit website on your own computer)
 - Explore firewall settings (or escalate to Jesse/Tirza)