We have an online support system so we can better serve our customers. Please use this system for all future support and enhancement request. The information below provides step-by-step instruction on how to submit a ticket and how to handle the responses.

Enhancement requests will be prioritized by Transcendent Technologies based on a number of factors including the input received from all users. We will make our best effort to accommodate as many requests as we can. However, the request, or any discussions concerning the request, does **not** guarantee that this enhancement will be done or infer any timeframe in which it will be done.

Important Information

Always provide the appropriate level of detail with each support request. The amount of detail will vary depending on the complexity of the situation. However, at a minimum, our support team will require

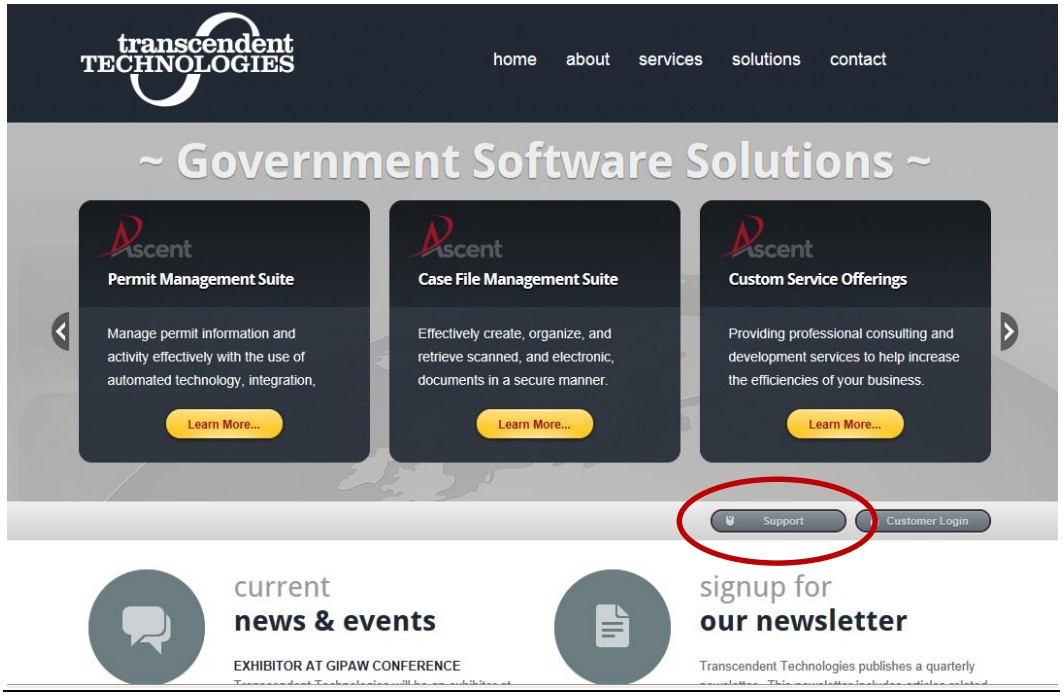
1. Subject line that succinctly highlights the issue
2. Message that explains the situation in more detail and also provides any other information that may be useful
3. Detailed sequence of events under which the user experiences the issue.

Not providing the appropriate information in the original support request will require the individual(s) handling the support issue to respond with additional requests for this information, which may slow resolution of the issue, so it is best to provide this information when opening a new ticket. Additionally, any supporting documents can be attached to the request.

A sample of a ticket is provided at the end of this document. The instructions to open and update a ticket are:

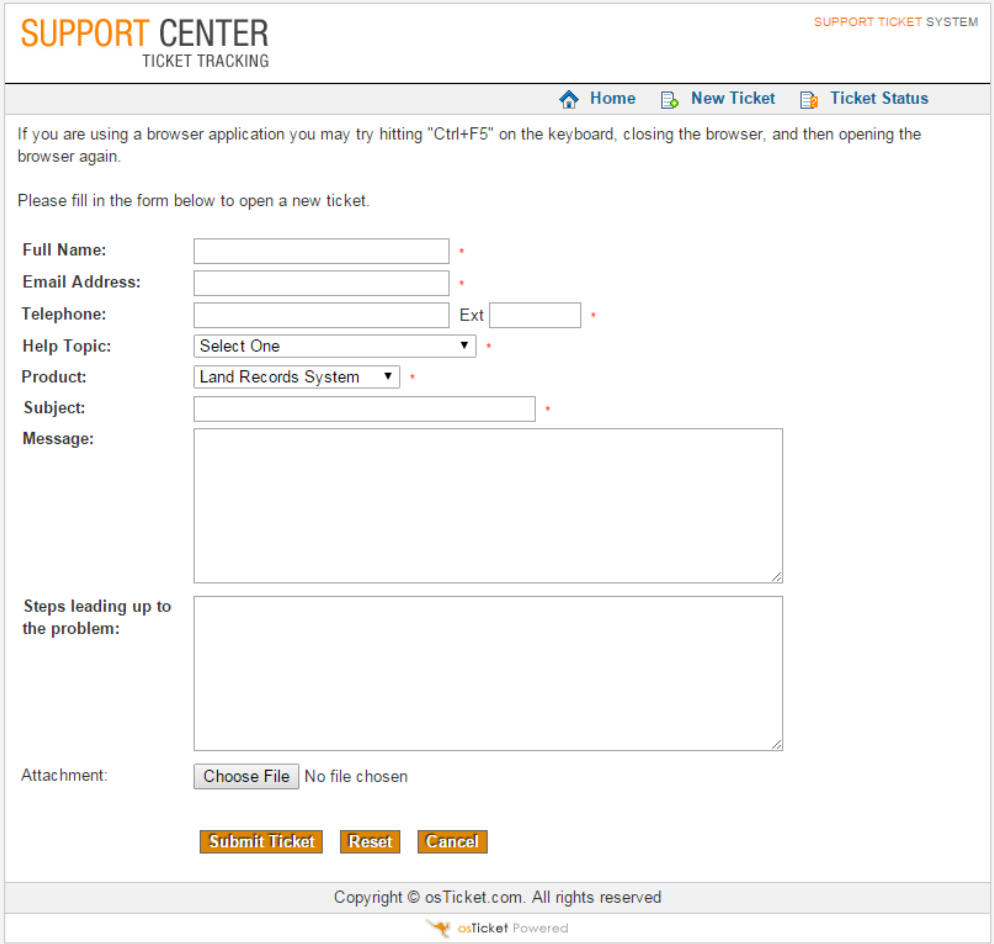
Open a New Ticket

- Open the internet browser of your choice to http://www.transcendenttech.com/



- Click on the Support URL in the middle of the home page.

- Click on [Open New Ticket]
- Begin filling in the ticket information



- Fill in the Name, Email Address, and Telephone fields.
- In the 'Help Topic' field, use the drop down menu to select the appropriate function the ticket is related to. The options are:
    - Ascent Land Records (ALR - Web)
    - Ascent Permit Mgmt: FPP
    - Ascent Permit Mgmt: Land Use
    - Ascent Permit Mgmt: Sanitary
    - Land Records System (LRS)
    - Municipal/Bank Receipting - Ascent
    - Pet Licensing – Ascent
    - Pet Licensing – Mauel Web (Username/Password)
    - Pet Licensing – Mauel Windows (Dog Icon)
    - Municipal/Bank Receipting Mauel Software

- Select which product the ticket is for from the Product drop down menu
    - Land Records System – LRS
    - Permit Tracking System - PTS
    - eCaseFile
- Write out a short description of the problem in the subject line
- Write out a thorough description of the problem in the Message field. Please include a precise description of what happened, the data that was being used, and the error that was generated. ***Also, please provide the municipality name or bank branch if you are a municipal or bank user.***
- Write out the steps that were taken that generated the error in the field "Steps leading up to the problem" field. It is imperative that we understand the exact flow of what was done to recreate the issue for problem resolution. (See below for example):
- Attach any files that show relevant information regarding the error by clicking on the browse button next to the attachment field. Select the document of choice from your local computer and click on the open button on the lower left side. Only PDF, word documents, and Excel spreadsheets will be allowed to be uploaded. **This field is not required.**
- Click on the [Submit Ticket] button

You will receive an email with the ticket number. Please keep the ticket number for your records

Update/View a Current Ticket

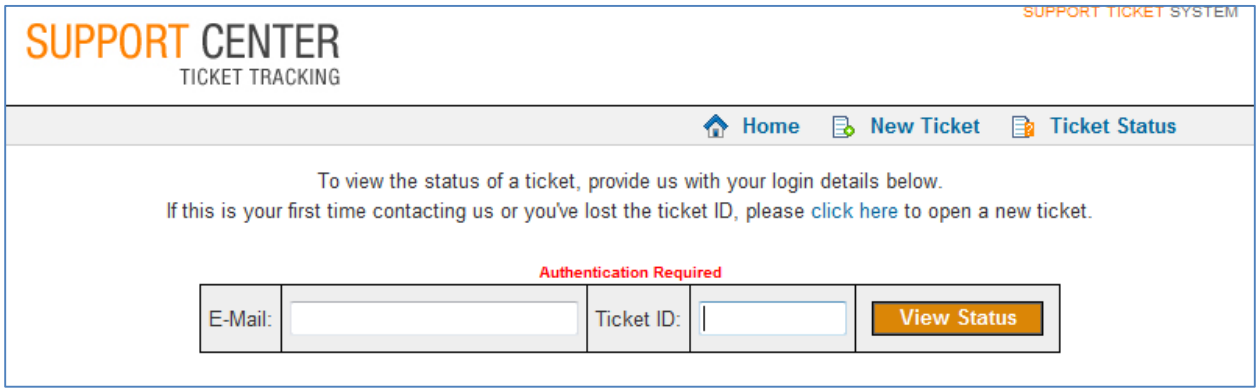
When the one of Transcendent Technologies highly trained support staff answers your question or is looking for more information on the submitted ticket, an email will be sent to the email address that was used when first creating the ticket.

******Please do not reply to the email*******

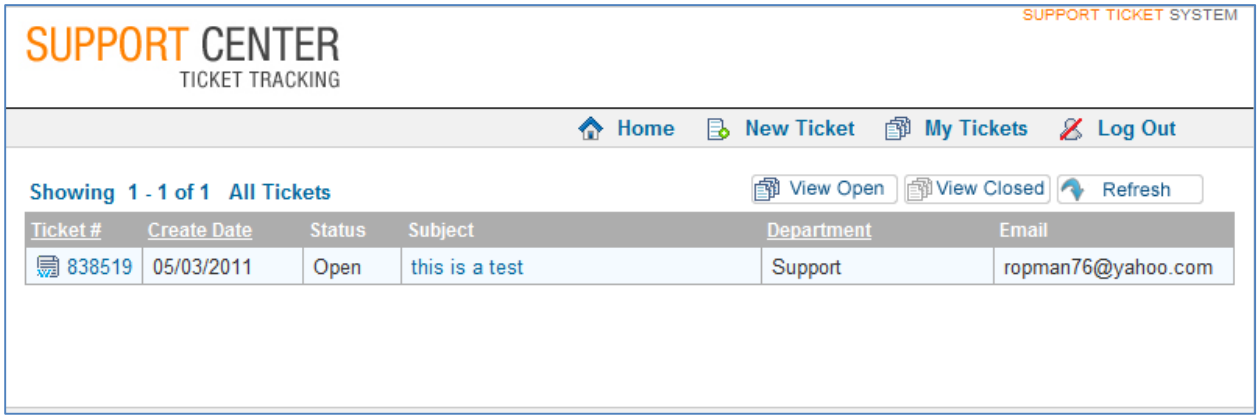
- Click on the link that is included in the email

This will take you back the Transcendent Technologies support site

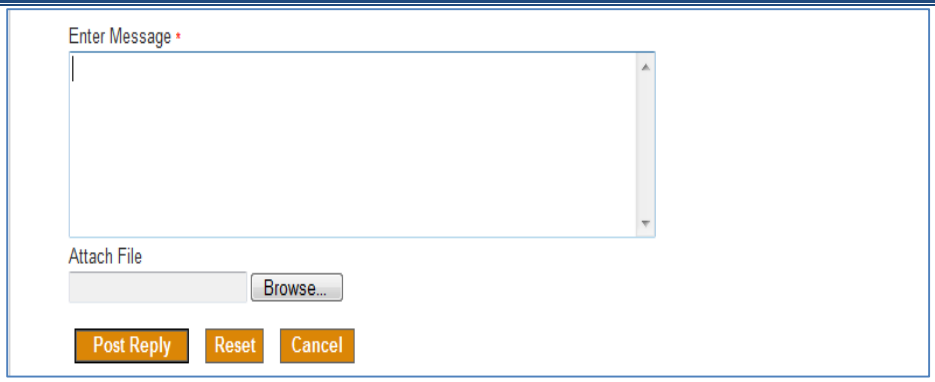
- Enter your email address associated with the ticket and the ticket number and click the "View Status" button



- Click on the ticket number to see the response to your inquiry



- View the response or add any additional information or attachments to the ticket.



- When the ticket is responded to, or closed, you will receive an email with the response from Transcendent support staff. If further information is needed please follow the instructions above to go back out to the support site and add further information to the ticket.
- To simply view the status of a current ticket you can go to the web site as if you are going to create a new ticket and take the option to [Check Status] after you have entered in your e-mail and ticket#

Example of Ticket

The following example illustrates a support request that provides an appropriate level of detail. In this example, the “Subject” line clearly states the function that is not working. The “Message” explains what the user is trying to accomplish and why the user is unable to complete the task. The user also provides other useful information: that another user does not have this issue. This piece of information will help isolate the problem. Finally, the detailed “Problem Path” describes the steps and input with which the user is working. Specific parcel and document numbers are provided. This will allow the individual(s) responding to the support ticket to re-create the issue quickly.

Subject: Unable to add the volume and page to a new RoD document in the LRS

Message: A new document was attached to a parcel under the 'Documents' tab after being processed through the Inbox.

Now I want to add the volume and page to the new document but it does not allow me to do this. Sherri, however, is able to add the volume and page.

Problem Path:
1. Open parcel for Village of Albany, 03911000
2. Go to the 'Documents' tab and right-click on the line for Doc # 533736. The option to edit the document details is disabled. It is not disabled for Sherri.