

POLICY AND PROCEDURES

- All support tickets must be submitted to support@uaginc.com.
- Prior to submitting a ticket, please contact your RM to verify that they are unable to assist you.
- All support tickets must have the Regional Manager included in the request.
 - When an assistant manager submits a ticket, they must Cc the manager and the RM.
 - When a leasing agent submits a ticket, they must Cc the assistant manager, the manager, and the RM.
- Always include a brief description of the issue in the subject line.
 - If you manage multiple properties, indicate which property you are referencing.
- Please be DESCRIPTIVE in the body of the email! Include as many details as possible.
- If the support ticket involves a discrepancy with a report, please include the report, highlighting the issue.
- If you are receiving an error with a program, please provide screen shots of the issue.
- If you are having multiple issues, please submit a separate ticket for each issue and/or error message.
- DO NOT Cc: vendors or residents on any support help desk tickets.
- When requesting user access to our various programs, you MUST include the [Access Request Form](#) with the support ticket.
 - The Access Request form can be found in the Box at:
[All Files>Forms>Hiring & Human Resources Forms>Employee Setup](#)
- Help desks ticket will be closed if we have not received a response to additional information after 48 hours.
- Please be aware that help desk tickets are worked from oldest to newest.
 - An initial response will be provided to the requester within 24 hours of receipt of support ticket.
 - The support team will work to get the issues resolved within 48 to 72 hours unless additional assistance is needed from the product vendor.
 - The exception to 24-, 48-, and 72-hour policies: When tickets are received on the weekend or during holidays.
 - Support tickets received during these days require an initial response no later than 10:00 am on the next business day.
- The Product Support Specialist will provide step by step directions on how to complete any corrections if the employee has access.
 - This will include written steps and screen shots of examples.
 - These “How To” resources will be available on the Box in the learning library for the specific product.
 - If the employee is struggling with how to complete the corrections based on the directions provided, the PSS will schedule a telephone call or video conference via Zoom or Teams.
- During Mid-Month and Month End the PSS will complete all Mid-Month and Month End tickets immediately in the order they were received prior to any other non-emergency issues.

The operating procedures for the help desk can change and be updated at any time. All personnel will receive all updates in writing when implementing new policies and procedures.



EXAMPLES OF HOW TO SUBMIT A SUPPORT TICKET

Ops Technology:

When asking to void an invoice, you must include:

- Vendor name
- Invoice number
- Invoice date
- Amount of invoice
- Reason for void

You need to make sure the vendor agrees to the void. If we void and the vendor sends a credit memo to offset the charges, the memo will have to be voided as well since it is linked to a voided invoice. You must include very detailed notes in the disputed section before submitting the void request to support.

Vendor request:

- When submitting a vendor request, you must include the following:
- Vendor name – include the legal and DBA (doing business as) name of the vendor.
- Vendor address
- Vendor ID number and/or UAG vendor number

OneSite:

If you need market rents, UAs, or income limits updated, you MUST copy your Regional Manager and they MUST approve these changes before we can update them in OneSite.

You must include the following information:

- Unit number
- Floorplan type
- Old amounts

Mid-Month and Month -End

If you need assistance with correcting reports, you must provide the report with the support ticket.

- Clearly state what is to be corrected.
- If you oversee multiple properties, indicate what property is having the issue.

UAG HELP DESK DOES NOT SERVICE THE FOLLOWING PRODUCTS

Contact the below vendors directly:

- ConService: jtinsley@conservice.com
- Bluemoon Software: <http://www.bluemoonforms.com/index.php>
- Kronos/Prism HR: peo-hris@swbc.com
- Nationwide Compliant: support@nationwidecompliant.com
- National Credit Systems: jdgarci@nationalcreditsystems.com



SUPPORT EXAMPLES

Unified Platform (Support and Access)

Active Building (Resident Portal)	ILM Lead Management
AI Revenue Management	Knock
Answer Automation 2.0	Lead 2 Lease
Business Intelligence	Onsite: Leasing & Rents
Easy LMS	Ops Technology
Financial Suites	Vendor Credentialing
Facilities	

Marketing Examples

Market Rate Adjustments/Concessions	Social Media Access
Property Website/Apartment 247	Google My Business
CoStar Market Survey Access	

Technical Support Examples

Hardware issues (New/Existing)	Printer/Scanner issues
Internet	Virus/Software issues
Network issues	New PC request

Access Requests/Changes

New hire access	Microsoft Webmail: access, removal, and new property/employee set up
Termination: remove access	Portfolio updates
The Box: access/removal	

