



HELP DESK ETIQUETTE

SUPPORT@UAGINC.COM

Prior to submitting a help desk ticket:

You must 1st contact your Manager and/or Regional Manager for help before submitting a help desk support ticket.

When submitting a help desk ticket:

Who? What? When? Why?

- Include a brief description of the issue in the subject line.
- If you manage multiple properties, indicate which property you are referencing.
- Make sure your email has a signature line per our UAG policy. We need to know who we are speaking with and how to get a hold of you or the property staff. Tickets without signatures will be rejected and closed.
- BE DESCRIPTIVE! Include as much details as possible.
- When requesting systems access, you must include the UAG Access Request Form.

Here are some examples of how a support ticket should be submitted:

Ops Technology

Invoice Void Request

When asking to void an invoice, you must include:

1. Vendor name
2. Invoice number
3. Invoice date
4. Amount of invoice
5. Reason for void
6. Vendor void approval

You need to make sure the vendor is in agreement 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 Invite/Request

When requesting a vendor request, you must include the following:

1. Vendor name – include the legal and DBA (doing business as) name
2. Vendor address
3. UAG Vendor code

UAG SUPPORT

SUPPORT EXAMPLES

ONESITE ACCESS
 ACCOUNTING ACCESS
 THE BOX ACCESS
 LEAD2LEASE ACCESS
 GRACE HILL ACCESS
 APTEXX ACCESS
 OPS TECHNOLOGY
 LOGIN ISSUES
 NEW EMAIL ADDRESSES
 REMOVAL OF ACCESS
 CLOSE OUT ISSUES
 ONESITE ERROR MESSAGES
 ONESITE TRANSACTION
 CORRECTIONS
 NEW HIRE ORIENTATION
 1 ON 1 TRAINING

TECHNICAL SUPPORT EXAMPLES

INTERNET
 PRINTER/SCANNER
 VIRUS/SOFTWARE ISSUES
 NETWORK ISSUES
 EXISTING HARDWARE
 NEW PC REQUEST

REGIONAL MAINTENANCE EXAMPLES

*REGIONAL APPROVAL:
 ADDITIONAL STAFF
 FLOATERS
 HELP WITH INSPECTIONS
 SPECIAL PROJECTS



Aptexx Payments

When requesting an aptexx payment refund, you must include the following:

1. Reference Number
2. Date of payment
3. Name of resident
4. Unit number
5. Amount of payment
6. Reason for refund

Refunds are requested 5 days after the date the funds were deposited. The reason for the 5 business days is that we need to make sure that the resident hasn't disputed the charges with their bank.

The payment will be refunded in the same form the original payment was made minus any service fees. After the refund request has been made it typically takes 3 business days to be in their account, depending on their bank.

OneSite Leasing & Rents

1. If you need rents, UAs, or income limits updated, you **MUST** have Regional Manager approval for these changes before we can update them in OneSite. For rent changes please provide old and new rent amounts, unit numbers and/or unit floor plans.
2. Down units/Insurance Claims: When requesting a unit with an insurance claim to be placed in "Down" status, let support know that the vacancy needs to be classed to VACINSURANCE and ask that the units be moved-in to ensure they are getting setup and tracked correctly.

Do not submit multiple tickets for the same issue. Just reply to the email and it will re-open the ticket.

You need to make sure the ticket has a subject line (i.e. Void invoice in Ops, reset email password, Market rent updates, etc.)

No phone calls or direct emails to support staff. If you have a help desk issue, please email support@uaginc.com

Please be aware that we work on help desk tickets from oldest to newest.

DO NOT CC: vendors or residents on any support help desk tickets. Support@uaginc.com is for internal use only.

UAG HELP DESK DOES NOT SERVICE THE FOLLOWING:

- Apartments 24/7 Website – service@apartments247.com
- Windsor Compliance – Email Kyle.Mosher@RealPage.com
- Bank Scanner Information – Property Accountant or Bank Institution
- CoStar Market Survey – Jacob Sternberg Jacob.sternberg@uaginc.com
- Indatus – help@indatus.com
- Compliance Depot - <https://www.realpage.com/compliance-depot/login>
- ConService - <http://www.conservice.com>
- Bluemoon Software - <http://www.bluemoonforms.com/index.php>
- Kronos Time System/HR Prism–Bobbie Guerra-Garcia BGuerra-Garcia@swbc.com



HelpDesk