outline

issuetrak

user training

This document outlines what is covered in an End User training. Depending on the level of detail and the number of questions, the training should take approximately 45-60 minutes. Beyond the standard items below, additional information (e.g. Workflow) may be included in the training if requested by the Issuetrak Administrator.

navigating Issuetrak

- How to Log In
- Your Issuetrak Homepage (if not My Issues)
- Left-hand side Main Menu links

my issues*

- Tabs specific to open Issue roles
- My Reports: Reports or Searches that you create or are shared with you

my settings*

- How to change your Issuetrak homepage
- Updating your contact information

knowledge base*

- Using Quick Search and Categories
- Full Search

calendar*

submitting issues

- Walk through the page, field visibility depends on Permissions

searching issues

- Any Issue you can see can be searched on by any Issue field
- Personal searches can be saved to run in the future

working with issues

- Once an Issue exists, you can add notes to update it
- Walk through additional functionality enabled in the left-hand submenu

email messages received

- When someone adds a note to your Issue
- When someone submits an Issue on your behalf
- When someone closes your Issue

** feature covered only if activated by the Issuetrak administrator*