
RedAlert™ Direct

Usage

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Introduction

This manual provides detailed instructions on the access and use of the RedAlert Direct support system. The system is designed to provide a convenient place for customers to create and manage support matters. Please review the guidelines below to determine which support issues are appropriate for submission using RedAlert Direct.

Issues that should be submitted through RedAlert Direct

- General questions about functionality. How do I.....?
- Problems you might encounter using the system.
- Requests for documentation.
- Tracking longer term projects with Alpine. This may involve Alpine issuing you a tracking number which will then be used to communicate updates. Additionally it will allow you to provide feedback and pose any additional questions related to that project.

Issues that should not be submitted through RedAlert Direct

- Enhancement requests. These types of requests need to be discussed with Alpine personnel so that the scope of the project, time frames and costs can be established. Enhancements often require a proposal and subsequent purchase order from the customer and therefore are not appropriate for the RedAlert Direct system.
- Mission critical and business continuity issues. Should a mission critical problem arise with the RedAlert system that prevents you from carrying on normal operations, please call us for assistance.

Accessing RedAlert Direct

RedAlert Direct (RAD) can be accessed in two ways, directly from the RedAlert NMX system and via the web. Below are instructions for each method.

Accessing RAD from the RedAlert NMX System

1. From within the RedAlert NMX System click on Internet then RedAlert Direct
2. A login window appears containing your account number, your state and FDID (NY12345) and the user logged into the system.
3. Enter your name in the Author field and click Update Settings.
4. When the RAD window opens you may now review and edit cases as needed.

Accessing RAD from the web

Red Alert direct requires the use of a standard web browser, username and password. An authorized party from your agency needs to contact Alpine Software for the assignment of a username and password.

To access the system, direct your web browser to: www.alpinesoftware.com then click on the Support tab. Towards the bottom left side of the page click on the RedAlert Direct link. Enter your state, username and password in the appropriate fields, click **Submit**. The Support History Report page will load, you are now logged into the RedAlert Direct support system.

Submitting a Support Request from the RedNMX System

- While viewing any screen within the RedAlert system press and hold the Ctrl Key and tap the "P" key once. This will capture a screen shot and other information important to Alpine personnel with regard to responding to your inquiry.
- Complete the Descriptions field with a brief statement of the subject of your inquiry.
- Enter a detailed question or explanation in the white box found below the description field. Please be as specific as possible as this will speed our investigation and ultimately our response to your submission.
- Press the RedAlert Direct button once to submit the request. An acknowledgment message will be displayed within a few seconds.

- The following message will displayed if your inquiry was successfully received.
Request has been submitted to RedAlert Direct Internet Support. Your reference number is XX-12345-9999. Where XX is your State, 12345 is your agency ID and 9999 is the unique reference number.

Note: Should you not receive a proper acknowledgment message please check to ensure that your agency firewall(s) are set to allow outbound TCP/IP over port 3306

Submitting a Support Request from a Web Browser

Log into the RedAlert Direct following the instructions in the **Accessing RedAlert Direct** section of this document.

1. Click the **New Topic** button located under the Refresh button, about half way down the page.
2. Enter your name in the Author field.
3. Enter the subject of the inquiry in title field.
4. Select the RedAlert module that is related to your inquiry.
5. From the Type field choose the selection that best matches your submission.
6. New Topic will appear in the Status field by default. Please leave this unchanged.
7. Enter a detailed question or explanation in the Response field. Please be as specific as possible.

Please note there is no accommodation for screen shots or attachments to your inquiry at this time. Please submit any screen shots or attachments via email to support@alpinesoftware.com. Be sure to reference the RedAlert Direct tracking number in your email.

Viewing Existing Support Requests

Log into the RedAlert Direct system as described above and any previously submitted requests can be viewed, replied to and closed. Should there be a lengthy list of support issues, filters can be applied that hide or display requests based upon status.

Under the Hide Status heading checking the boxes adjacent to a status, will hide all requests with that status from view. Any status that does not have the box checked will be included in viewable list of requests. Any number of boxes can be checked or unchecked at any given time. Please be sure to press the refresh button after checking or un-checking any status boxes.

Replying to Support Requests

Follow these steps to add a reply or additional information to a support request:

1. Click on the subject of a support request from the list to access that particular request.
2. Click the **Post Reply** button.
3. Type your name in the Author field.
4. Type desired information into the Response field.
5. Click **Submit**.

Closing Support Requests

Support requests can be closed two ways. The first method is to click the **Close Topic** button found in the last column of the list of open topics. A request may also be closed from within a specific topic by clicking the **Close Topic** found at the bottom on the topic window. Please note you will be prompted by the system to enter your name when closing a topic.