

Section #1: How to get help with ProjNetSM

1.1 Using the Call Center



Department of State/Overseas Building Operations users must contact Document Control for assistance with ProjNetSM. To reach Document Control, send e-mail to DocumentControl@state.gov. Users from all other agencies may utilize the Call Center as discussed below.

No matter how easy a computer program may be to use, everyone can use a little help once in a while. Sometimes, you just need to talk to a “real person”. The ProjNetSM Call Center staff is here to help. The Call Center can help with a wide range of user issues, including, but not limited to:

- Password resets
- General how-to questions
- New office requests
- Technical problems (unable to access ProjNetSM, web page errors, etc.)
- Questions about Best Practices

The Call Center offers support not only to agency employees who use ProjNetSM, but also to the Customers, Contractors, and Design firms involved in the design review process*. Depending on the way you work, you may find it convenient to contact the Call Center by phone, or you may prefer to submit an automated Helpdesk ticket. Here’s how to reach us when you need to:

Contacting the Call Center by phone

The Call Center is available for telephone support Monday through Friday from 8:00am until 5:00pm Central Standard Time (CST)*. To reach the ProjNetSM Call Center, please call:

(800) 428-4357 or (217) 367-3273

Submitting an online helpdesk ticket

Both logged-in and non logged-in users are able to submit a ticket to the Call Center through the ProjNetSM website. To submit a new ticket to the Call Center:

1. Point your web browser to <https://www.projnet.org>
2. Move your mouse over the “Help” option in the “Home/Design/Bid/Build” menu bar (non logged-in users) or “My Account/Design/Bid/Build” menu bar (logged-in users) located at the top of the screen.

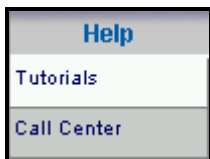


Figure 1-1

* Support hours and user groups serviced may vary according to the support contract options your Agency has selected.

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3. Click on “Call Center” from the drop-down menu that appears (Figure 1-1).
4. The Call Center information page displays. Under the “On-line Help” header, click the link to “open a new ProjNetSM issue”.
5. The “Request Help” form is shown. Choose your Issue Type and Priority from the drop-down menus. (Optionally, logged-in users can also select the Application they have been working with from the “c. Application” drop-down menu).
6. Enter a Description of your issue. Please include any relevant details such as project ID number, comment number, and/or text of any error messages received.
7. If you are not already logged in to ProjNetSM, type your first and last name in the fields provided. You will also need to enter your phone number and e-mail address. (It is important that this information be accurate so that the Call Center will have a valid way to reach you regarding your problem report).
8. Click the “Submit Ticket” button.

Help tickets are continuously monitored by Call Center staff, so once your Call Center ticket has been submitted, you will receive a response from the Call Center by e-mail and/or telephone within the next business day.

1.2 Self-help Tools

The following self-help resources are available to help you learn about ProjNetSM and get answers to commonly asked questions quickly:

1. **Tutorials:** Access the ProjNetSM tutorials by moving your mouse over the “Help” option in the “Home/Design/Bid/Build” menu bar (non logged-in users) or “My Account/Design/Bid/Build” menu bar (logged-in users) located at the top of the screen. Click on “Tutorials” from the drop-down menu that appears (Figure 1-2). Here you will find links to all available ProjNetSM training pieces in the form of Macromedia Flash animated slides and accompanying audio.

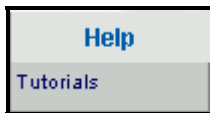


Figure 1-2



Figure 1-3



2. **Context sensitive help:** At different places in the system, such as the upper right-hand corner of any page on the ProjNetSM website and next to some form fields and options, you will find a question mark symbol as in Figure 1-3. Click on this symbol to receive pertinent help for the page you are visiting and/or field you are entering.



The user's manual is available online in .PDF format. Before accessing the user's manual online, make sure you have the free Adobe Reader installed. Visit <http://www.adobe.com/products/acrobat/readstep2.html> to download the Adobe Reader software.