Readiness Insight - Support Portal Instructions

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The Readiness Insight Support Portal is your easy access route to the Readiness Insight Support Team. Signing up for the portal is easy. Once you've created your portal account, you can quickly ask questions, report functionality issues, and recommend enhancements.
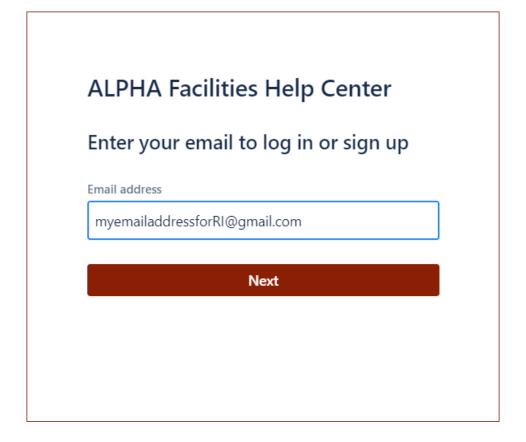
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Sign-Up Process
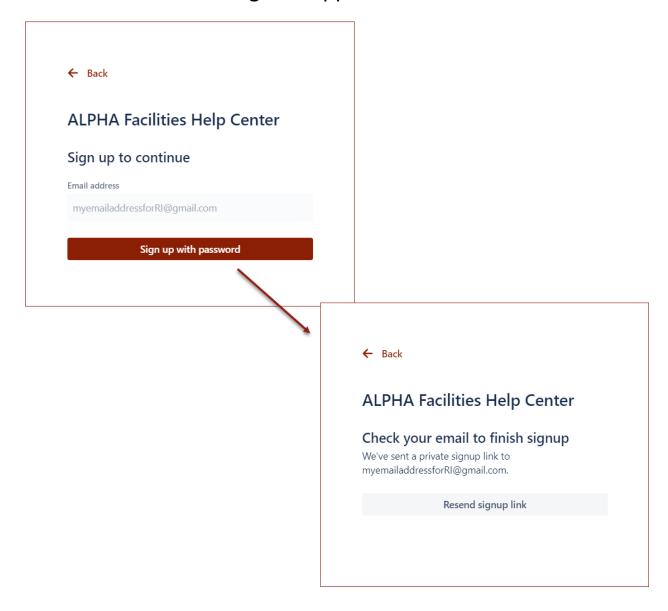
Follow these steps to create your portal account:

1. Login to Readiness Insight.
2. Click on your initials in the top right-hand corner, then click 'Support':
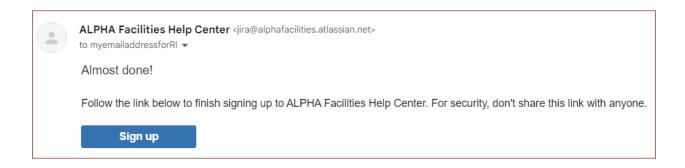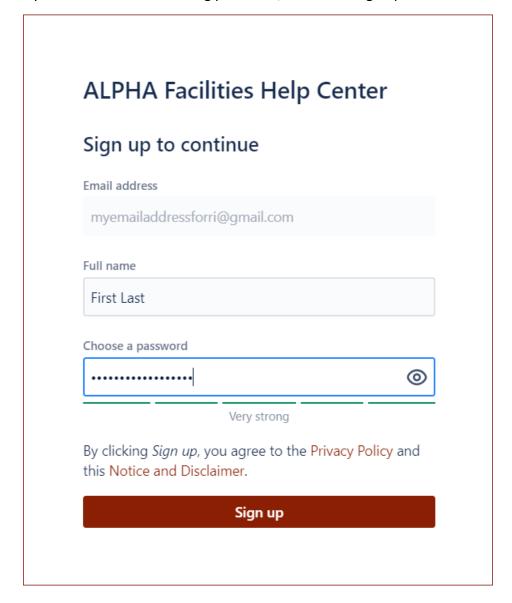

3. Enter your email address and click 'Next':

4. Click 'Sign up with password':

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5. Open the email from ALPHA Facilities Help Center and click 'Sign up':

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6. Enter your full name and a strong password, then click 'Sign up':

ALPHA Facilities Help Center

Sign up to continue

Email address

myemailaddressforri@gmail.com

Full name

First Last

Choose a password

•••••••••••••

Very strong

By clicking *Sign up*, you agree to the Privacy Policy and this Notice and Disclaimer.

Sign up

You can now access the Support Portal from anywhere in RI and create support requests as needed. Need help submitting a request? Check out the walk-through on the next page!

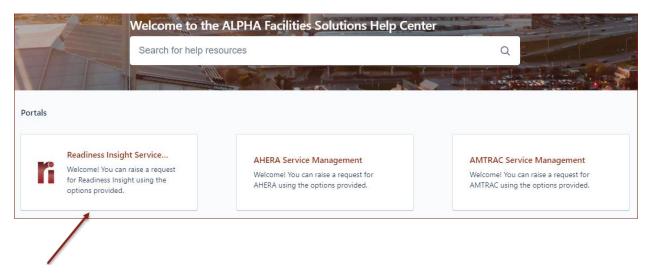# Readiness Insight - Support Portal Instructions

Submit a Request with The Support Portal

Do you need to create a support request? Follow these steps for timely resolution of your request.
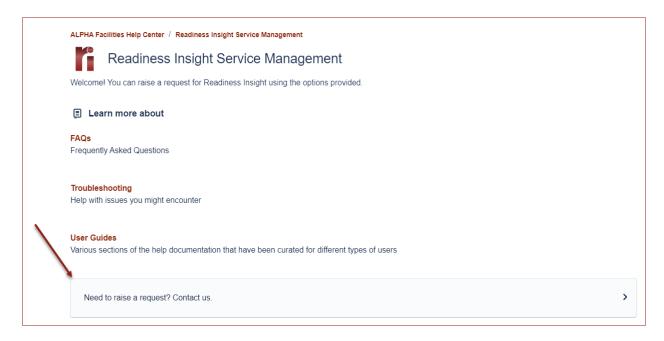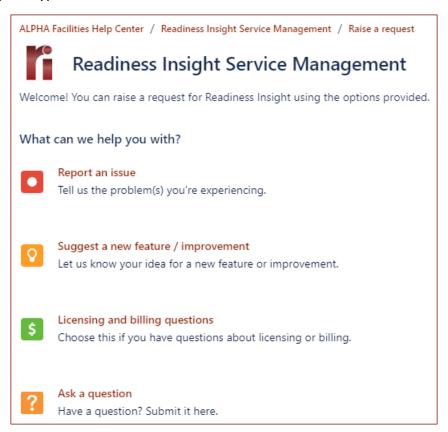
First, open the Support Portal:

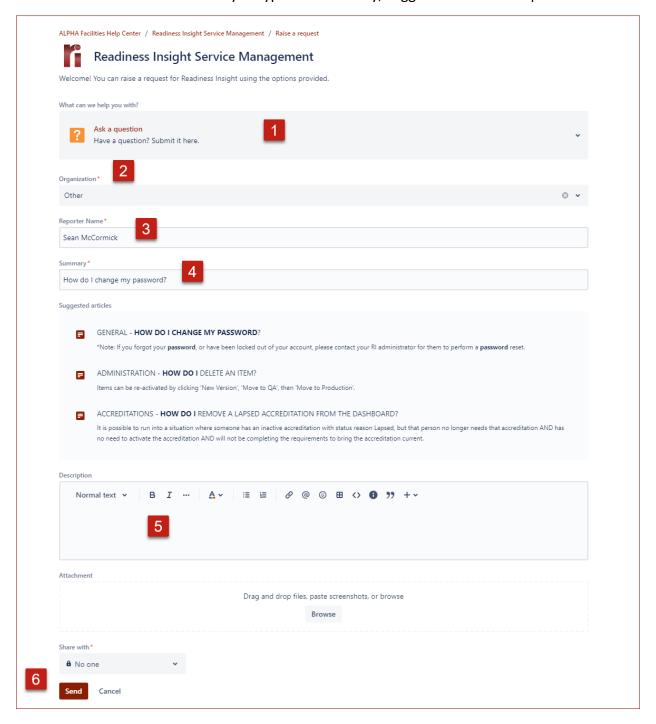Once you've logged into the support portal, click on the Readiness Insight tile:

You will be presented with several categories which contain articles to help you resolve issues you might encounter in Readiness Insight. Once you've reviewed the categories to determine if there is a known solution, click on 'Contact us':

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Select the request type:

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Fill in the form as directed. After you type in a summary, suggested articles are presented:

1. You can change the request type by clicking this dropdown.
2. Select your organization/company.
   a. If you have access to multiple squadrons/organizations, select the one the issue is affecting. If it spans multiple sites, simply select the parent organization. You may only have access to one organization.

3. Type in your name.
4. Enter a summary for the request.
5. Be as descriptive as possible when writing up the Description. Examples of affected items/personnel are necessary if creating a ticket for an issue or malfunction. Please refer to Ideal Ticket Description Format.
6. Click 'Send' and your ticket is off to our Support Team!

You will receive a response within the timeframe defined in our Service Level Agreements (typically 8 business hours, as clocked between 0700-1900 Central Time, Monday-Friday). The standard method of communication for support requests is by the email address you use to login to the portal.

Ideal Ticket Description Format – Report an Issue

When submitting 'Report an issue' support tickets through the Readiness Insight (RI) Support Portal, including specific details surrounding the issue/concern at the time of ticket submission will significantly expedite the resolution process.
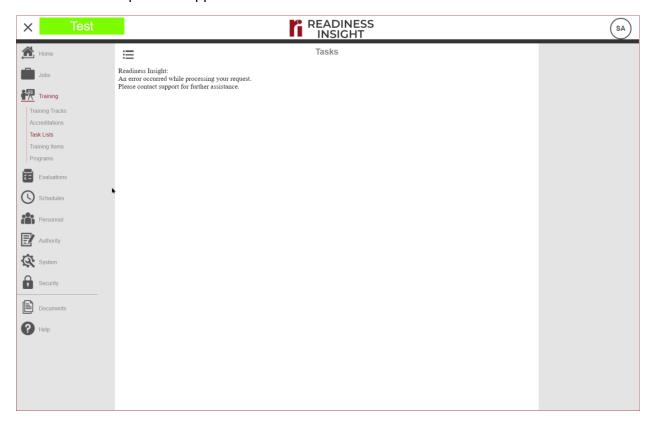
Basic requirements for ensuring efficient resolution of your issue are as follows:

- Always include a full screen shot of the page where the issue occurred. This should include the left pane where the menu is located and the page header that includes the name of the individual that is logged in (where applicable).
  - Callouts on the image are helpful but not necessarily required if the relevant locations of the issue can be adequately described.
- What you had attempted to accomplish, and the response you expected when the issue occurred.
- The steps you took before you encountered the issue.
- A list of all users/records that you know are experiencing the issue.
- When the issue began. State whether you noticed speed/latency issues with the RI site—or other websites you were using—surrounding the time of the issue.
- Any other details you think might be relevant.

Please refer to Example of a Support Ticket for an example of an ideal support ticket.

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Example of a Support Ticket

Below is an example of a support ticket with the ideal format and relevant details:

^Screenshot

I am attempting to access Administration > Task Lists > 310 CDI SYLLABUS > Tasks so I can update several of the tasks. When I click the 'Tasks' tab, I receive the above error.

Typically, when I click 'Tasks', I'm presented with the list of tasks so I can update the tasks as needed.

This happened first thing this morning. I had only logged in, went straight through the path I outlined above, then received the error message.

The other training coordinator, Adrian Walker, also reported the error. We have not had any other issues with RI so far.

I encountered the error at 0630 today. We don't appear to be experiencing issues with internet speed/latency with either the RI site or any others.

I'm able to access the administration side of other task lists without issue.

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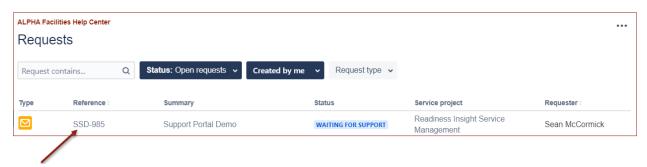
Tracking Your Requests

Following up on your requests is simple. From the portal, click 'Requests' then 'Created by me':

By default, all your open requests will be displayed. You can filter these as necessary with the search field and/or dropdown menus:
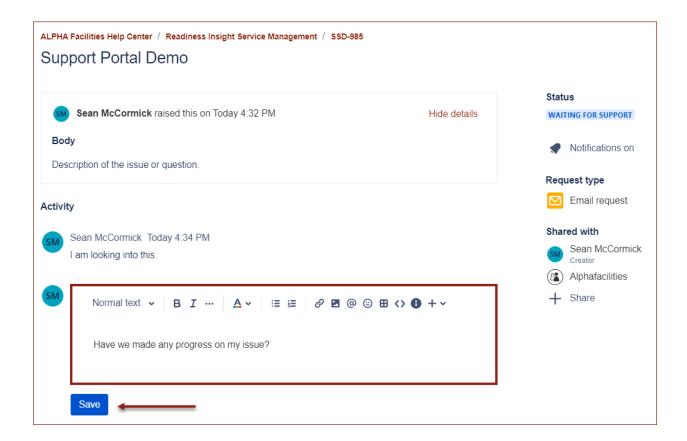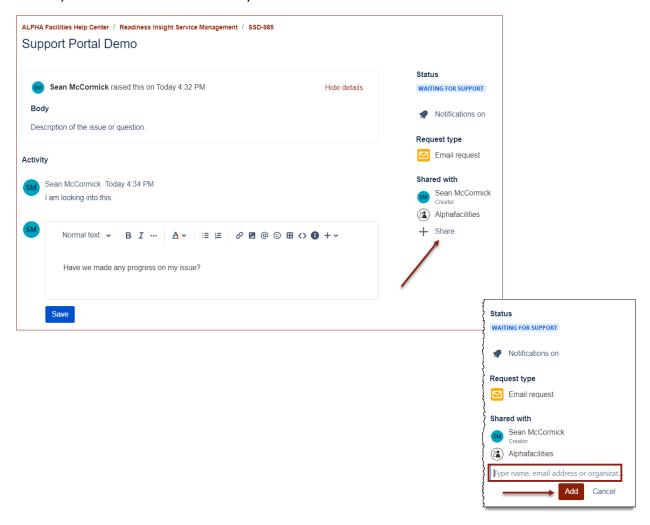

Click on the request:

You will be able to see all relevant information to the case, including communications to and from the Support team.

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You can even communicate right from within the request itself. Type in the text field and click 'Save' and your message will be sent directly to Readiness Insight Support Services:

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Sharing Requests

Support requests may also be shared with other users in your organization. This will allow them to receive email notifications of all activity on the support request. From an open request, click 'Share', then insert the user's name/email address:

Users with a Support Portal account in your organization will be available for selection.