

Incident Tracking System

Administration and User Guide



TPS of Illinois, Incorporated

www.tps-of-il.com

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Incident Tracking System - Introduction

Thanks for purchasing your copy of the Incident Tracking System by TPS of Illinois, Incorporated (www.tps-of-il.com).

We have created a ready-to-go application that can be used as a:

- Project management issue tracking system
- Helpdesk ticketing system
- System support tracking system
- Etc.

All you require is to have Microsoft Access 2000 or greater installed on your computer to use this application.

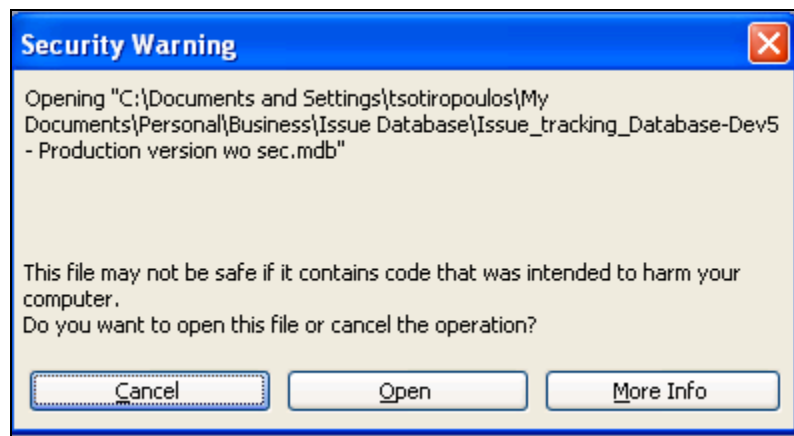
Enjoy and if you have any questions or comments, please contact us by visiting our website (www.tps-of-il.com).

Getting Started

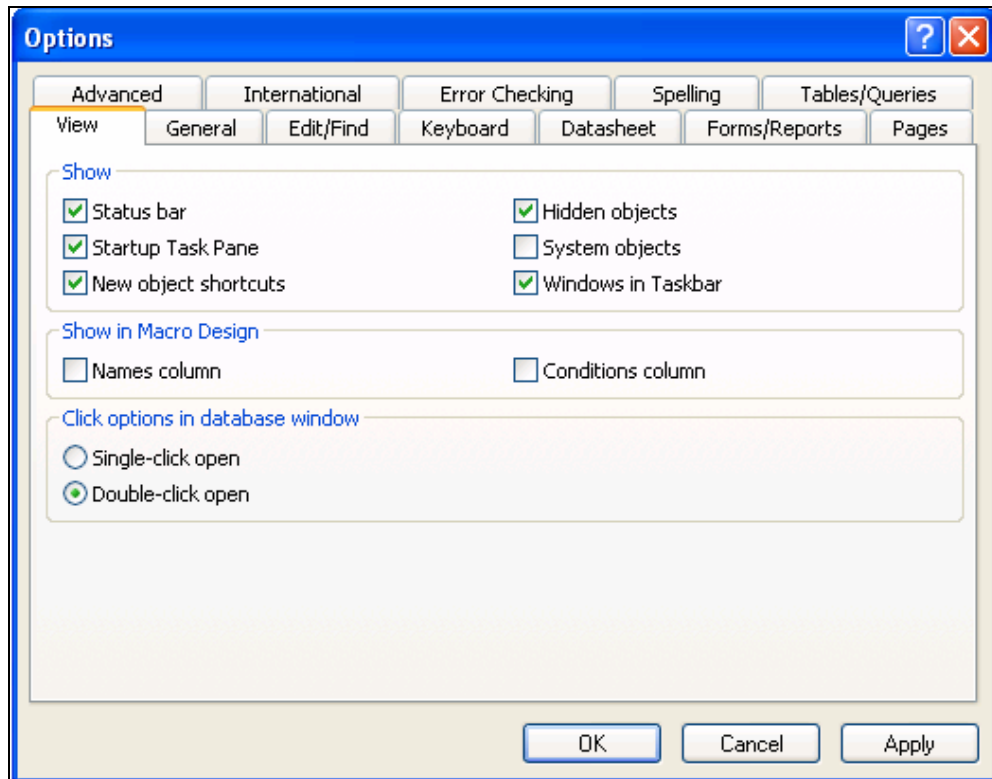
Follow these steps to setup your new Incident Tracking System.

Note: These steps should be performed by the person who is the administrator for this system.

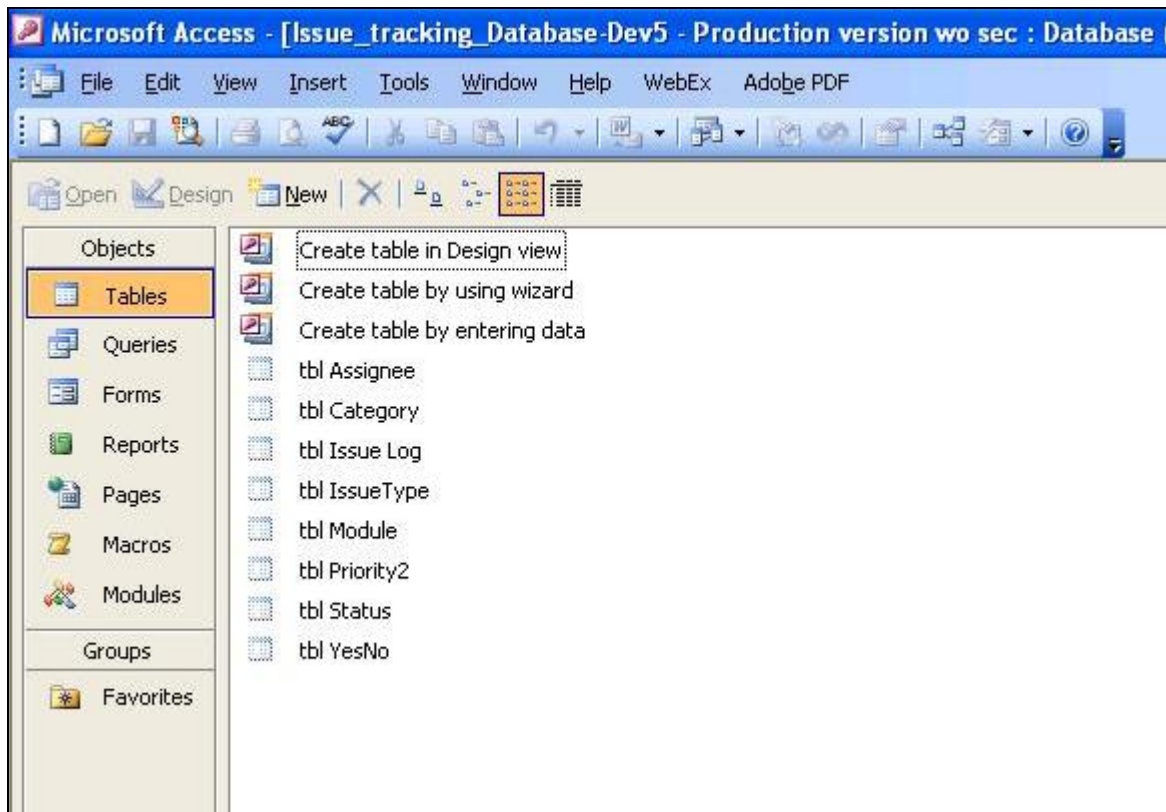
1. Copy the MS Access database file to a location you and other users have access to.
2. Double click on the MS Access file to open the database.
3. When you get the following screen, hold the Shift key and click on “Open”.



- Once the database opens, click on the “Tools” menu and open the “Options” submenu. Then click on the “Hidden objects” check box and click “OK”. This will display all the hidden database objects.



5. Click on the MS Access Objects Tables link. From here you can configure the Incident Tracking System for you specific business needs:



The following tables can be configured for your organization:

- **Tbl Assignee:** Stores all users/resources that will be utilizing the system or that will be assigned to work on incidences.
- **Tbl Category:** Classification type to further break-down the Issue Type.
- **Tbl IssueType:** Classification type for each Incident.
- **Tbl Module:** Area/System that the incident pertains to.
- **Tbl Priority2:** Priority level for the incident.
- **Tbl Status** Status for the incident.

To enter/edit values in these tables, select the specific table and click on the



button. Click "Save" when your have completed your changes.

The screenshot shows a Microsoft Access window titled "Microsoft Access - [tbl Assignee : Table]". The menu bar includes File, Edit, View, Insert, Format, Records, Tools, Window, Help, WebEx, and Adobe PDF. The ribbon contains various icons for editing and viewing. Below the ribbon is a table with the following data:

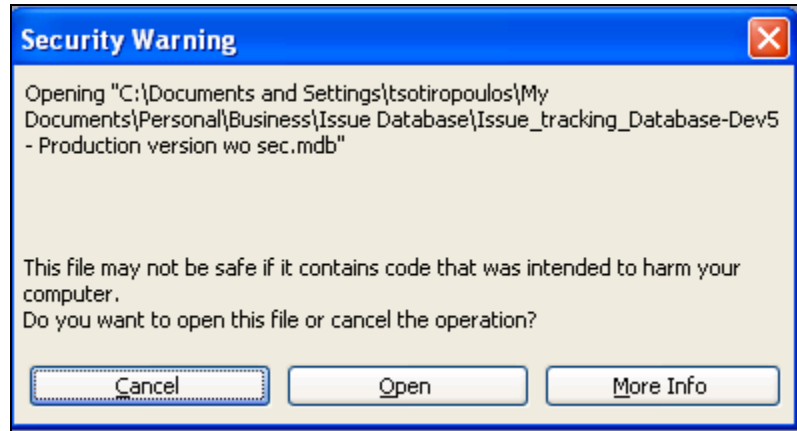
	Name	Title	Organization	Phone
▶	Jill Simons	IT Developer	IT	202-997-5545
	Jimmy Jones	Analyst	Financial Reporting	202-555-5445
	John Smith	Project Manager	PMO	202-857-1122
	Patty Klien	Business Owner	Financial Reporting	202-888-4444
*				

6. Once you have completed all your configuration changes in the tables identified above, click on the "Tools" menu and open the "Options" submenu again. Then uncheck the "Hidden objects" check box and click "OK". This will hide all database objects to avoid accidental changes from happening.
7. Your Incident Tracking System is now ready for use.

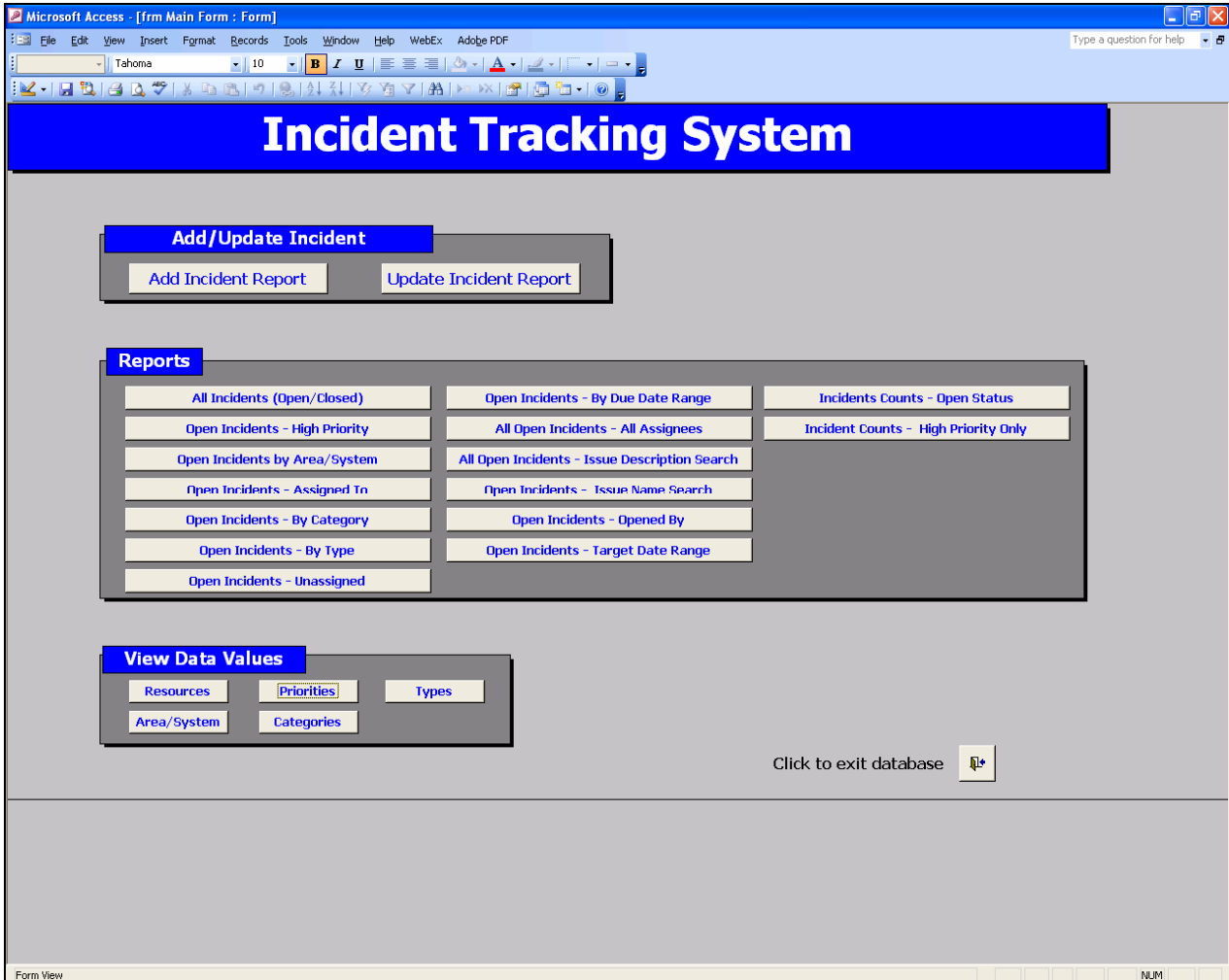
User Guide

Follow these steps to begin using your new Incident Tracking System.

1. Double click on the MS Access file/icon to open the database. Note: all users need to have MS Access installed on there computer in order to utilize this system.
2. When you get the following screen, click on "Open".



- This will then take you to the Incident Tracking System home page. From here you can click on the appropriate button to access the function you require.



Support

Any questions or comments that you have can be directed to the customer service department at TPS of Illinois, Incorporated. We can assist with ways to enhance or secure your specific Incident Tracking System.

Our email address is cust_service@tps-of-il.com

Or

Visit our website at www.tps-of-il.com