

CRMS SUPPORT PROCESS

**CRMS User
with Issue/
Problem**

**Internal Agency
Support**

CRMS Support

support@crms-software.com

1.800.617.2767 x 221

PLEASE NOTE

**We only respond to requests from registered
CRMS Administrators**

Information required when submitting support issue:
Agency Name, Contact Number (Where you can be reached).
Description of Issue (Screenshots preferred).

OR

Support Provided by Agency IT

- Maintain Server Hardware, Network Infrastructure, Operating System, Internet Connections, System Backups.
- PDA/Tablet Configurations.
- VPN/RDP Access if applicable

Excludes, CRMS Application Support & Training

2nd Level Support Provided by CRMS

- Responding to Request for Information
- Application error resolutions.
- Publishing custom reportable forms created by your agency.
- CRMS Update related data structure alignments.

Excludes the following

- Custom reports, Reportable forms and templates outside of the ones allocated by support fees (these can be purchased as required).
- Custom Application Changes (can be purchased as required).
- Network Issues between partnering agencies.
- Admin features
- Additional Training (can be purchased as required).
- User caused data integrity issues (contact support for details).

Support Provided by your Agency

- 1st Level Software Support.
- Managing Users, Accounts, Passwords, etc.
- Unlocking Clients In CRMS.
- Merging Clients.
- Maintaining dropdown lists.
- Audit reports
- Creating and Publishing Note Templates, Reportable Forms.
- Training Staff for Administrative & Daily Functions of CRMS.
- Data Monitoring/Quality Assurance
- Computer, Network and Infrastructure Issues.
- Testing new software features.

**Every Agency receives adequate training to
accomplish the CRMS administrative tasks.**