

ResMan Support Portal

Quick Start Guide





The ResMan Support Portal

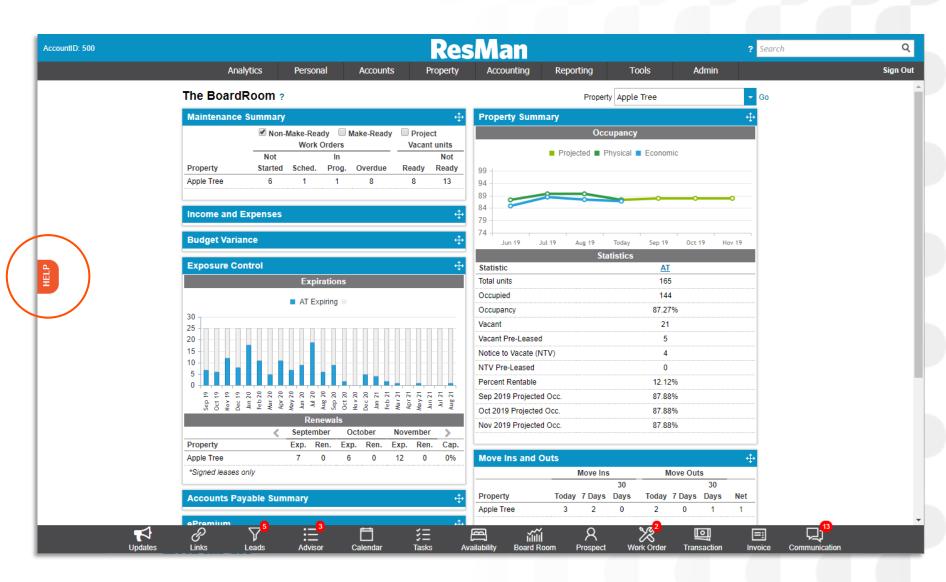
The ResMan Support Portal is your source for answers to your ResMan questions

- Quickly access over 600 knowledge base articles
- Create and track your support cases and enhancement requests
- Access release notes and update information
- See the most common articles from other ResMan users
- Live chat with support agents

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How to Access the Support Portal

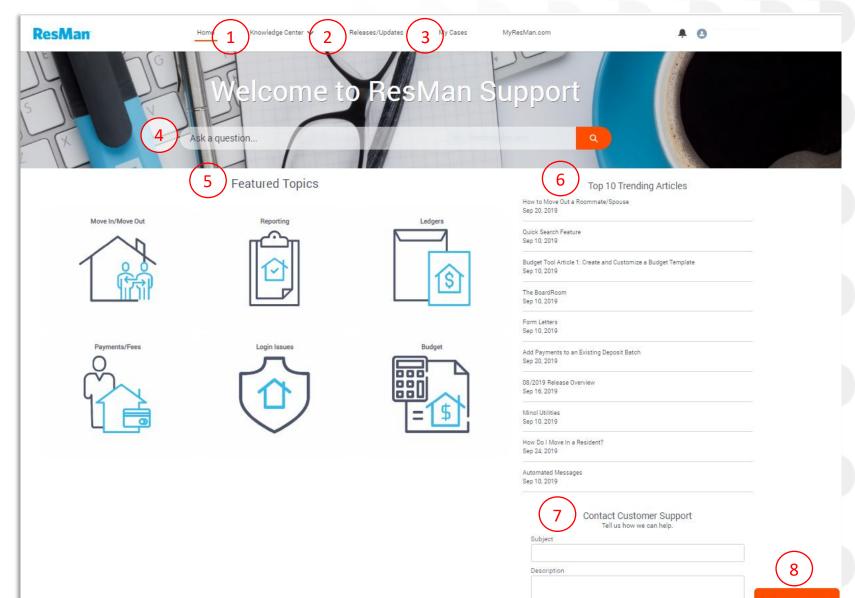
Access the support portal from ResMan by clicking the help button on the left side of the screen.



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Navigating The Portal

- 1. Knowledge Center Access over 600 articles about ResMan and our partners.
- Release/Updates Access release notes and highlights
- My Cases Access your open and closed tickets and your enhancement requests
- The Search Bar Type in a word, phrase, or question and a list of articles about that topic will be pulled up
- Featured Topics A rotating list of popular or seasonal topics
- Top 10 Articles A constantly updated top 10 most accessed articles
- Contact Customer Support Fill out the form if you can't find what you need in the knowledge center or if you need additional help
- Chat with an Expert Live chat with a support agent Monday – Friday 8:00 am to 7:00pm Central time



- Chat with an Experi

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Navigating Your Cases

1. My Open Cases

A list of your open cases. Access an individual case by clicking the blue case number

2. My Enhancement Requests

A list of your enhancement requests. With status and target release date

3. My Resolved ResMan Cases

A list of your previously resolved cases

Access any case or enhancement request by clicking the blue case number.

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ResMan	Home	Knowledge Center 🗸	Releases/Updates	My Cases	MyResMan.com	≜ 0	
E X	Ask a question	-	to Res		Support		
MY OPEN RESMAN	N CASES				Ne	ed Answers Fast?	
CASE NUMBER	SUBJECT	STATUS	DAT	E/TIME OPENED		nd what you need here.	
00257314	testing the portal	New	9/16	5/2019 1:39 PM	How to Move Out a Roommate Sep 20, 2019	How to Move Out a Roommate/Spouse Sep 20, 2019	
00257604	Move out	Pending – Custom	ner 9/17	7/2019 3:16 PM	Quick Search Eesture	Quick Search Feature Sep 10, 2019	
00257639	can't move someone in	New	9/17	7/2019 4:25 PM			
00257650	My payments didn't batch	New	9/17	7/2019 4:29 PM		Budget Tool Article 1: Create and Customize a Budget Template	
00257660	Can't move someone out	New	9/17	7/2019 4:56 PM	Sep 10, 2019		
CASE NUMBER	NT REQUESTS SUBJECT	STATUS	TARGET	RELEASE DATE	Form Letters Sep 10, 2019		
00257214	testing the portal	New			Add Payments to an Existing D	eposit Batch	
00257314	testing the portal	New			Add Payments to an Existing D Sep 24, 2019 	eposit Batch	
00257604	Move out	Pending – Customer					
00257604	Move out can't move someone in	Pending – Customer New				eposit Batch Contact Support	
00257604 00257639 00257650	Move out can't move someone in My payments didn't batch	Pending – Customer New New					
00257604	Move out can't move someone in	Pending – Customer New					
00257604 00257639 00257650	Move out can't move someone in My payments didn't batch	Pending – Customer New New					
00257604 00257639 00257650 00257660	Move out can't move someone in My payments didn't batch Can't move someone out	Pending – Customer New New					
00257604 00257639 00257650 00257660 View All	Move out can't move someone in My payments didn't batch Can't move someone out	Pending – Customer New New New		TIME OPENED			
00257604 00257639 00257650 00257660 View All MY RESOLVED RES	Move out can't move someone in My payments didn't batch Can't move someone out	Pending – Customer New New New	TATUS DATE/1				
00257604 00257639 00257650 00257660 View All MY RESOLVED RES CASE NUMBER	Move out can't move someone in My payments didn't batch Can't move someone out SMAN CASES SUBJECT	Pending – Customer New New New SI	TATUS DATE/7 esolved 9/16/2	TIME OPENED			
00257604 00257639 00257650 00257660 View All MY RESOLVED RES CASE NUMBER 00257169	Move out can't move someone in My payments didn't batch Can't move someone out SMAN CASES SUBJECT testing cases for new client portal	Pending – Customer New New Start Ri Ri	TATUS DATE/7 esolved 9/16/2 esolved 9/16/2	TIME OPENED 2019 8:45 AM			
00257604 00257650 00257650 00257660 View All MY RESOLVED RES CASE NUMBER 00257169 00257196	Move out can't move someone in My payments didn't batch Can't move someone out SMAN CASES SUBJECT testing cases for new client portal testing portal	Pending – Customer New New Star Pi Ri Ri Ri	TATUS DATE/7 esolved 9/16/2 esolved 9/16/2 esolved 9/16/2	TIME OPENED 2019 8:45 AM 2019 9:51 AM			

Submitting and Tracking a Case

1. Case Comments

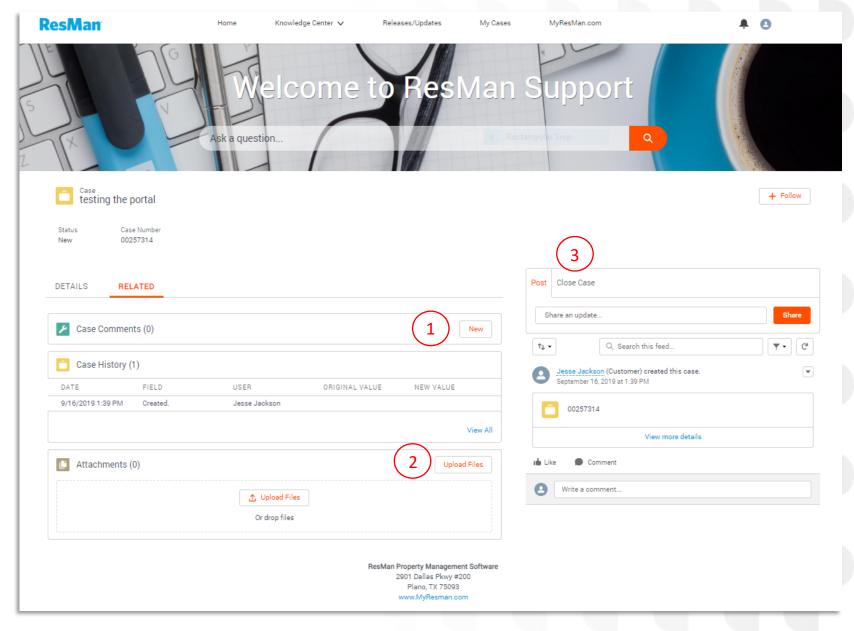
Add new information on a case and respond to comments from support

2. Attachments

Upload and attach documents to your case

3. Close a Case

Close a case if the problem has been resolved or if you have found the answer to your question



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