



Management Software Support Request

Batesville Support is Batesville’s new portal to log and track support requests for issues/questions with your MIS software (Café, Advantage, HMIS). This portal replaces both eResolve and the MISProSupport@Batesville.com email address.

Please note:

- MISProSupport@Batesville.com will be deactivated on 06/19/23.
- MIS Support phone number – 800.297.6177, option 2 .
- Standard support hours are Monday – Friday, 9:00 a.m. - 5:00 p.m. ET.
- Critical Support hours will extend to 7:00 p.m. Eastern Time Monday - Friday.
“Critical Application Support” means system error or system down type situations that prevents “must-have” functionality with no work around in place.
- Batesville Support portal registration begins on 06/19/23.

Things to know:

- To register in the portal, you will need to know your account number.
- The number of users you have in the portal is at your discretion.
- Support requests entered in Batesville Support use your allotted support hours to get resolved.
- In the Batesville Support portal, you will be able to see your support hours balance.
- When other users create support requests, you will not get email notifications letting you know what their questions are or what the resolution is. This was an option with eResolve but will not be available in Batesville Support.
- You will be able to see all activity within the portal by reviewing the support requests and their details.
- **Only registered users can submit/request a support ticket either through the portal or by phone.**

IMPORTANT: Do not provide the URL for this application and your account number to people you do not want to create support requests and use your support hours.

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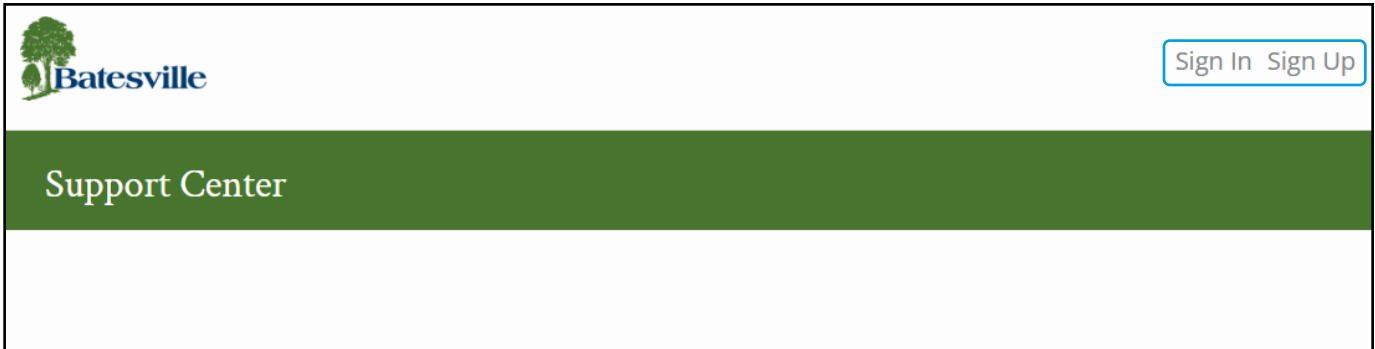
Click any of the titles below to go directly to the page in this document.

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Registering (Signing Up)

URL: support.batesville.com

Click on this link to navigate to Batesville Support. From here, you can either sign in if you have an existing account, or sign up (register) for a new account.



After navigating to the Batesville Support URL (support.batesville.com), click on the 'Sign Up' button to register for a User ID.

Each user must register with a unique email address. Email accounts cannot be shared.

Create an Account

First Name
Enter your first name
Required

Last Name
Enter your last name
Required

Email
Enter your email
Required

Phone Number
Enter your phone number
Required

Account Key
Enter your account key
Required

By clicking register you are accepting our privacy policy

REGISTER

Enter the following information:

First Name

Last Name

Email

Phone Number

Account Key (your account number)

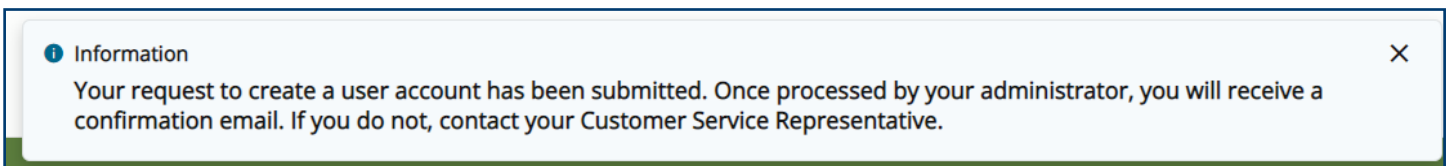
Click on [privacy policy](#) (bottom left corner) to review.

Close this screen when done reviewing.

Click [Register](#)

If, before completing this screen, you realize you already have an account, click on [Sign In](#) at the bottom of the screen. There is also a [Sign In](#) link at the top, right corner of this screen.

After clicking on the [Register](#) button, you will receive a message:



Registering (Signing Up) continued

If you have already registered, you will receive a message:

✖ **Error**
The value you entered is already in use. Specify a different value for the Email field. (SVC-5295079)

When your registration has been approved, you will receive an email with a link to activate your account. The subject of the email will be: ***Your account for Batesville Support was created.***

Once the email is received, click the ***Activate Your Account*** button. This will open a screen to create a password.

The screenshot shows the Batesville website's 'Reset Password' page. At the top left is the Batesville logo, and at the top right are links for 'Sign In' and 'Sign Up'. The main heading is 'Reset Password'. The form contains two text input fields: 'New Password' and 'Re-enter New Password', both marked as 'Required'. A 'Change Password' button is positioned below the second field. The footer includes a 'Privacy Policy' link, copyright information for 2023, and social media icons for LinkedIn and Facebook.

Registering (Signing Up) continued

Enter a password and confirm it by re-entering it. Click **Change Password**. Your screen will refresh to let you know the password has been set and you can now login using that password.

The screenshot shows the Batesville website interface. At the top left is the Batesville logo. At the top right is a "Sign Up" link. A green confirmation message box is displayed, stating: "Confirmation: Your password has been reset successfully. Please login with your new password." Below this, on the left, is a "Support Request" section with the text: "Sign in or create your account to access your support request and help center. We look forward to assisting you!". On the right is a "Log in to your account" form. The form includes a "User ID" field containing "jenny.smith@bvconnect.com", a "Password" field with masked characters, a "Forgot password?" link, a "Sign In" button, and a "Don't have an account? Register." link.

Note:

1. Your User ID is the email address you used at time of registration
2. The **Activate Your Account** link you are sent will only be valid for 7 days. Please be sure to activate your account in a timely fashion.

Signing/Logging In

After navigating to the Batesville Support URL, click on the **Sign In** button to log into the application.

The screenshot shows the Batesville website interface. At the top left is the Batesville logo. At the top right are "Sign In" and "Sign Up" links. Below this is a green header bar with the text "Support Center". The rest of the page is white.

Signing/Logging In continued

Enter your User ID and Password and then click **Sign In** to log into the application.

Batesville Sign Up

Support Request

Sign in or create your account to access your support request and help center.
We look forward to assisting you!

Log in to your account

User ID

Password

[Forgot password?](#)

Don't have an account? [Register.](#)

Support Center

Once logged in, you will see your Support Center, also known as the **Home Page**.

Batesville Home My Profile Sign Out

Support Center

Jenny Smith
BATESVILLE CONNECT TEST CUSTOMER - SV

My Support Requests

My Company Support Requests

Create A Support Request

Technical Support
(800) 297-6177, option 2

My Open Support Requests: Current Support Hours Balance: 69

Support Request Number	Support Request Title	Severity	Status	Originator	Date Created
SR # 0000033046	Need to add a new user	Medium	New	Jenny Smith	03/08/23

This screen displays YOUR open support requests. In the upper, right-hand corner you can see the name you are logged in as and your company name. You have options to:

- Review your Support Requests
- Review your Company Support Requests
- Create a Support Request

My Support Requests

Click on this button to see a list of your support requests.

The screenshot shows the Batesville Support Center interface. At the top left is the Batesville logo. On the right are links for Home, My Profile, and Sign Out. Below the logo is the text 'Support Center' and the user's name 'Jenny Smith BATESVILLE CONNECT TEST CUSTOMER -SV'. In the center, there are three buttons: 'My Support Requests' (highlighted with a blue border), 'My Company Support Requests', and 'Create A Support Request'. On the right, there is a 'Technical Support' icon and the phone number '(800) 297-6177, option 2'.

The list will display all new, open and resolved (closed) support requests.

The screenshot shows the 'My Support Requests' page. At the top left is the Batesville logo. On the right are links for Home, My Profile, and Sign Out. Below the logo is the text 'My Support Requests' and a 'Support Request +' button. The user's name 'Jenny Smith BATESVILLE CONNECT TEST CUSTOMER -SV' is also visible. Below this is a 'My Support Request Summary:' section with a 'Sort by' dropdown menu and a 'Search by Number/Title' search box. Below the search box is a table with the following data:

Support Request Number	Support Request Title	Severity	Status	Originator	Date Created
SR # 0000033046	Need to add a new user	Medium	New	Jenny Smith	03/08/23
SR # 0000033050	Contract displaying on the aging incorrectly	Medium	Resolved	Jenny Smith	03/08/23

Click in the **Sort By** box to choose a sort method in the dropdown. You can choose which column to sort by in Ascending or Descending order.

Click in the **Search by Number/Title** box to search for a specific Support Request (SR) Number, or to search by the title (or portion thereof) of an existing Support Request. Once you have typed in the SR # or the title of an existing SR, click the magnifying glass icon to launch the search. What you type in can be the full or partial number or title. Use the **X** in this box to clear the field.

Each support request list will include the following: Severity, Status, Originator, and Date Created. Scroll through the list to see the complete list of Support Requests.

Note: The blue Support Request Number is a link. Click on the link to open the Support Request and view the details.

Click the **Support Request +** button at the top right of the screen to create a new Support Request. See **Create a Support Request** for more information.

Click **Home** to return to the home screen.

My Company Support Requests

Click on this button to see a list of support requests for your company. The list will display all new, open and resolved (closed) support requests for all users for your company.

My Company Support Request Summary: Sort by Search by Number/Title

Support Hours Balance: 69

Support Request Number	Support Request Title	Severity	Status	Originator	Date Created
SR # 0000049047	Contract displaying on the aging incorrectly	Low	New	Jenny Smith	04/12/23
SR # 0000049046	Need to add a new user	Low	New	Jenny Smith	04/12/23
SR # 0000049045	Batch posted with errors	High	New	John Akers	04/12/23
SR # 0000049044	Unable to login	High	New	John Akers	04/12/23

Click in the **Sort By** box to choose a sort method in the dropdown. You can choose which column to sort by in Ascending or Descending order.

Click in the **Search by Number/Title** box to search for a specific Support Request (SR) Number, or to search by the title (or portion thereof) of an existing Support Request. Once you have typed in the SR # or the title of an existing SR, click the magnifying glass icon to launch the search. What you type in can be the full or partial number or title. Use the **X** in this box to clear the field.

Each support request list will include the following: Severity, Status, Originator, and Date Created. Scroll through the list to see the complete list of Support Requests.

Note: The blue Support Request Number is a link. Click on the link to open the Support Request and view the details.

Click the **Support Request +** button at the top, right of the screen to create a new Support Request. See **Create a Support Request** for more information.

Click **Home** to return to the home screen.

Create A Support Request

Click on the **Create Support Request** button to create a new Support Request to get technical support.

The screenshot shows the 'Create Support Request' form in the Batesville system. The form is titled 'Create Support Request' and is located in the top left corner of the page. The user is logged in as 'Jenny Smith' with the role 'BATESVILLE CONNECT TEST CUSTOMER -SV'. The form contains the following fields and options:

- Category ***: A dropdown menu with 'Customer Service Call' selected.
- Module ***: A dropdown menu with 'User/Security' selected.
- Title ***: A text input field containing 'Need to add a new user'.
- Describe the Problem ***: A text input field containing 'Please add a new user, similar to mine, for Amy Rogers.'
- Severity ***: A dropdown menu with 'Medium' selected.
- Mark support request as critical**: A checkbox that is currently unchecked. Below it, the text reads 'Only select if the system is down'.

At the bottom right of the form, there are two buttons: 'CANCEL' and 'SUBMIT'.

Fill in the following information on the **Create Support Request** screen:

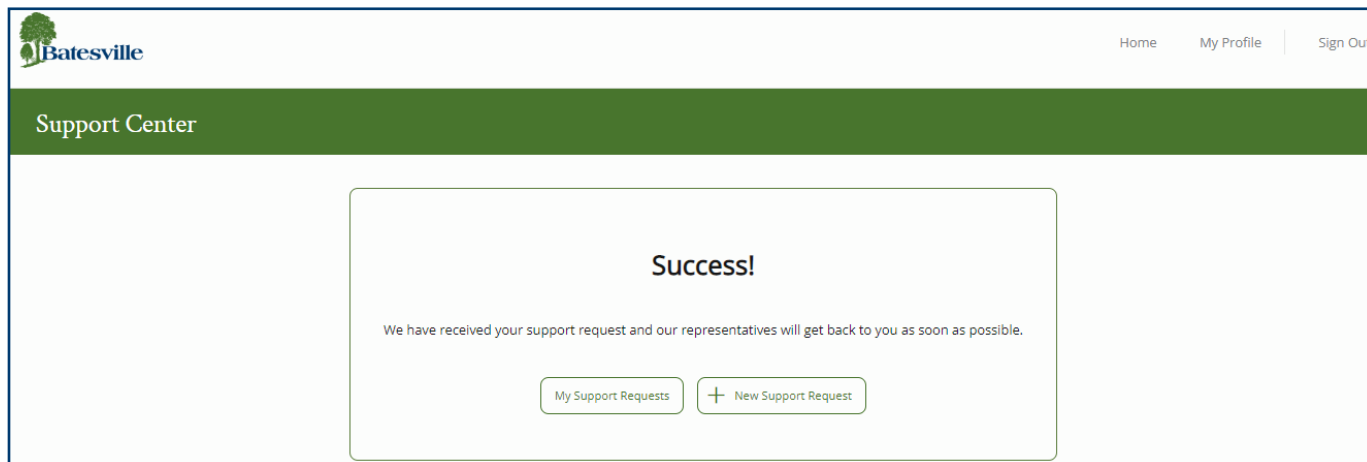
1. **Module** – Use the dropdown to choose the module that matches the area of the MIS application where you have a question or issue. This is a required field.
2. **Title** – Type in a summary of the issue or question you have. Try to use something meaningful to you, as you will be able to sort by and search for words in the title. This is a required field.
3. **Describe the Problem** – Type the description of the issue or question you have using specific examples, including specific report names, criteria used, screen names, complete error messages, steps to recreate, etc. The more specific you are, the more quickly we can resolve your support request. This is a required field.
4. **Severity** – This defaults to medium. Most support requests will stay as a medium severity. If needed, use the dropdown to choose Low or High.
5. **Mark support request as critical** – This should only be used if your system is down. To turn this on, click on the white space in the box next to the green button.

When the above is completed:

- click **Cancel** if you do not want to create the Support Request.
- click **Submit** if you want to create the Support Request

Create A Support Request - continued

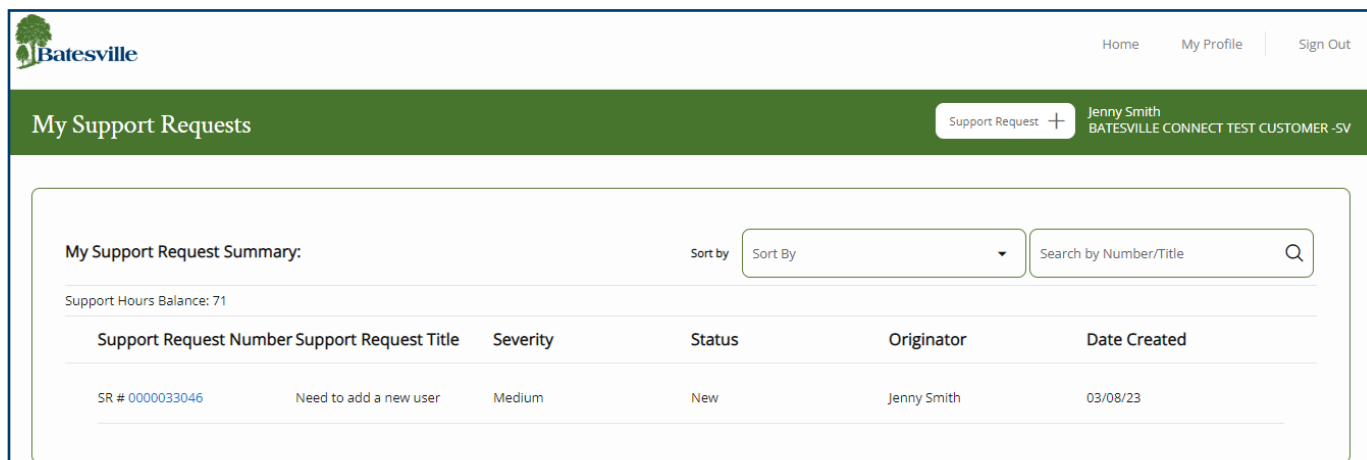
When you click the **Submit** button, you will receive:



The screenshot shows the Batesville Support Center interface. At the top left is the Batesville logo. At the top right are navigation links for Home, My Profile, and Sign Out. Below the navigation is a green header bar with the text "Support Center". The main content area features a white box with a green border containing a "Success!" message. The message text reads: "We have received your support request and our representatives will get back to you as soon as possible." Below the message are two buttons: "My Support Requests" and "+ New Support Request".

- a warning message if you did not complete all the required fields. Please complete and click submit again.
- a Success message if you completed all the required fields. The message will let you know ***“We have received your support request and our representatives will get back to you as soon as possible.”*** You have the option to create another Support Request or navigate to ***My Support Requests***. You can also click ***Home*** at the top of the screen to navigate back to the Home page.

Attachments – once your support request is created, you can add attachments. Click the ***My Support Requests*** button. This will bring you to the list of your Support Requests.



The screenshot shows the Batesville "My Support Requests" page. At the top left is the Batesville logo. At the top right are navigation links for Home, My Profile, and Sign Out. Below the navigation is a green header bar with the text "My Support Requests". On the right side of the header bar, there is a "Support Request +" button and the user's name "Jenny Smith" and role "BATESVILLE CONNECT TEST CUSTOMER -SV". The main content area contains a "My Support Request Summary:" section with a "Support Hours Balance: 71" indicator. Below this is a table with columns for "Support Request Number", "Support Request Title", "Severity", "Status", "Originator", and "Date Created". The table contains one row of data.

Support Request Number	Support Request Title	Severity	Status	Originator	Date Created
SR # 0000033046	Need to add a new user	Medium	New	Jenny Smith	03/08/23

Create A Support Request - continued

Click on the blue link for the SR# you just created. This will open the details of the support request.

The screenshot shows the Batesville support request details page. At the top left is the Batesville logo. On the top right are links for Home, My Profile, and Sign Out. Below the logo is the text "My Support Requests". To the right of this is a "Support Request +" button and the user information "Jenny Smith BATESVILLE CONNECT TEST CUSTOMER -SV". The main content area is titled "Support Request Details" and contains the following information:

- SR #: 0000033046
- Status: New
- Severity: Medium
- Reported By: Jenny Smith
- Last Updated: 03/08/23
- Last Updated By: FUSION_APPS_CRM_ESS_APPID

Below the details is a "Title" field with the text "Need to add a new user". Underneath is a "Problem Description" field with the text "Please add a new user, similar to mine, for Amy Rogers." Below that is a "Messages" section with the text "No items to display." At the bottom, there are two tabs: "New Message" and "Add Attachment". The "Add Attachment" tab is active, showing a large text input area with the placeholder "Write a new message". To the right of the input area are "Clear" and "SUBMIT" buttons.

At the bottom of the screen, click **Add Attachment**. Drag and drop the attachment where indicated, or click on the box to browse and select an attachment.

This close-up shows the "Add Attachment" section. It features two tabs: "New Message" and "Add Attachment", with the latter being selected. Below the tabs is a large dashed border box containing the text "Drop files to attach or browse" with a file icon. Below this box, it says "No items to display."

Update an Existing Support Request

Log into Batesville Support and click on [My Support Requests](#) or [My Company Support Requests](#). Click on the blue link for the Support Request Number (SR#) you want to update. The details of the support request opens. Scroll to the bottom of the screen. The [New Message](#) tab should be selected.

Support Request Details

SR #: 0000033046 Status: New Severity: Medium Reported By: Jenny Smith

Last Updated: 03/08/23 Last Updated By: FUSION_APPS_CRM_ESS_APPID

Title ⁺

Need to add a new user

Problem Description

Please add a new user, similar to mine, for Amy Rogers.

Messages

No items to display.

[New Message](#) [Add Attachment](#)

Write a new message

Clear SUBMIT

Type your update into the box where it notes [Write a new message](#). When completed:

- click [Clear](#) if you do not want to update the Support Request.
- click [Submit](#) if you want to update the Support Request.

If you submitted the message, you should see it added to the [Messages](#) section of the Support Request.

Change your Password

Log into Batesville Support.

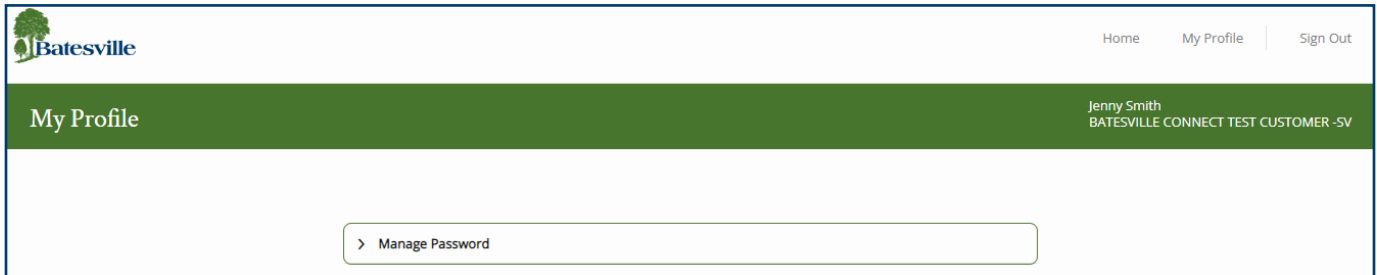
Support Center

My Support Requests My Company Support Requests Create A Support Request

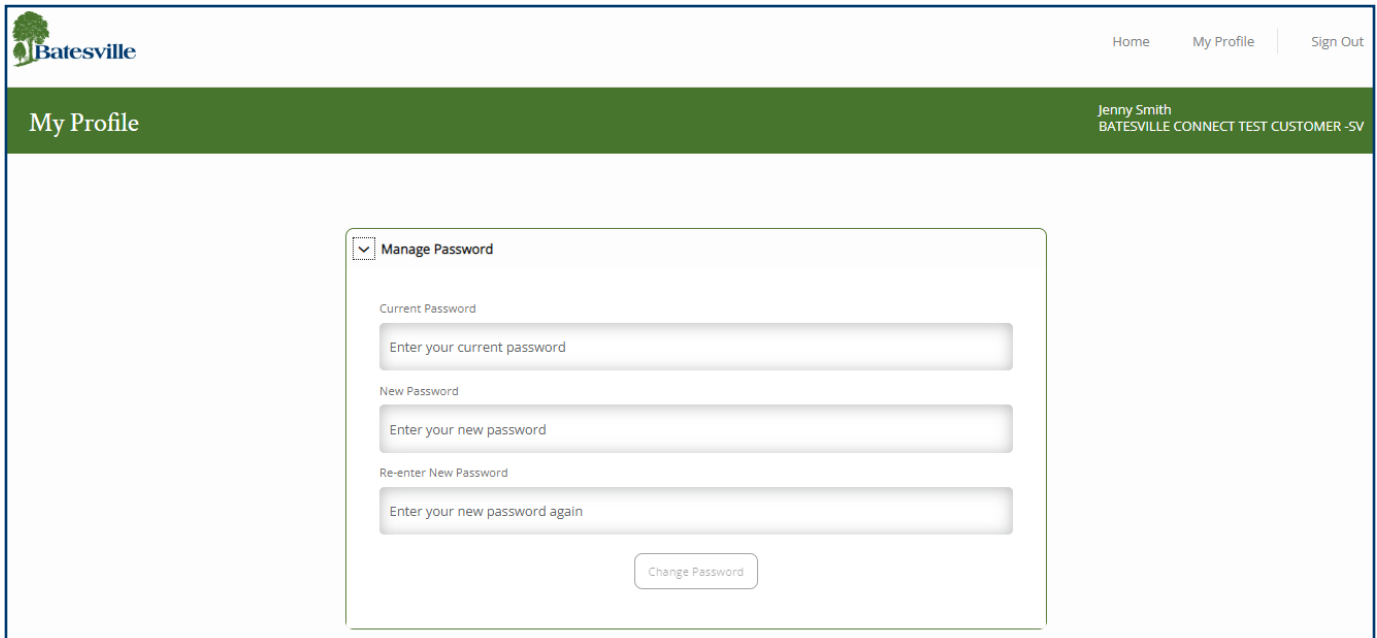
Technical Support
(800) 297-6177, option 2

Change your Password

Click on **My Profile** in the top, right corner of the screen.



Click **Manage Password**.



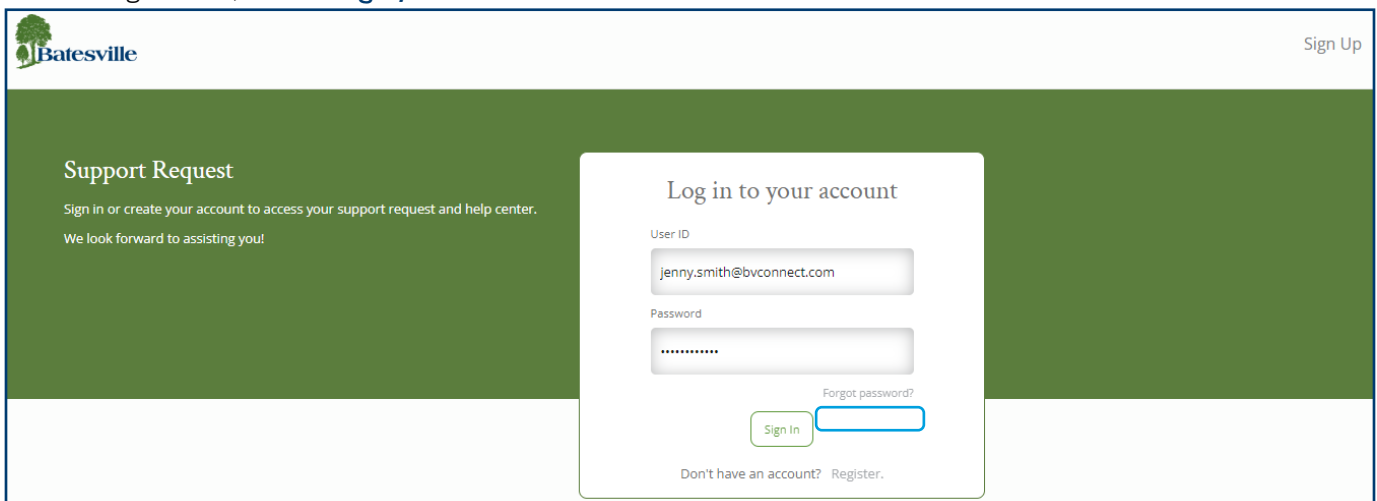
Fill in the following information on the screen that pops up:

- Current Password
- New Password
- Re-enter New Password

Once you have the above completed, click **Change Password**. A confirmation message will pop up: **“Password Changed. Your password has been successfully updated.”**

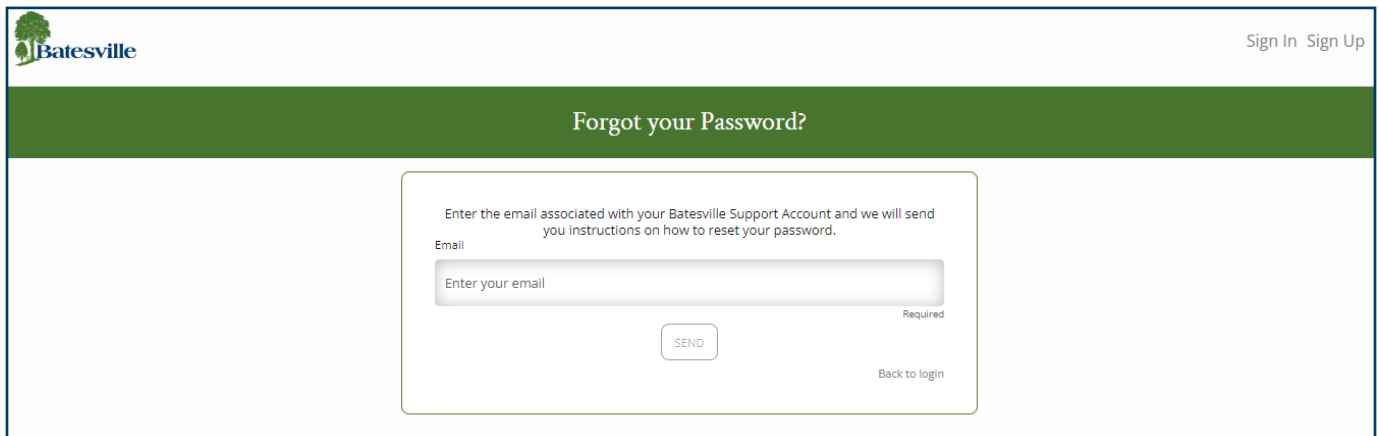
Forgot your Password

At the login screen, click on **Forgot password?**

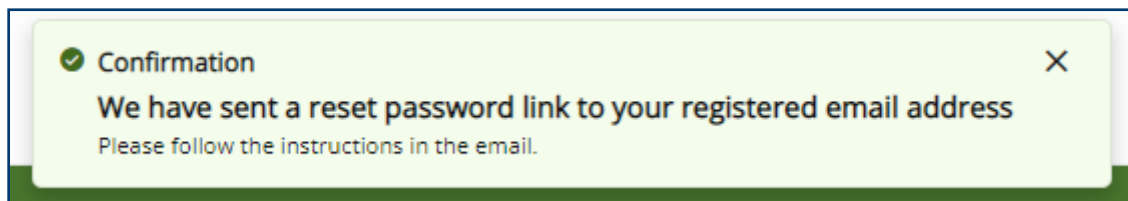


Forgot your Password continued

A *Forgot your Password* screen pops up.



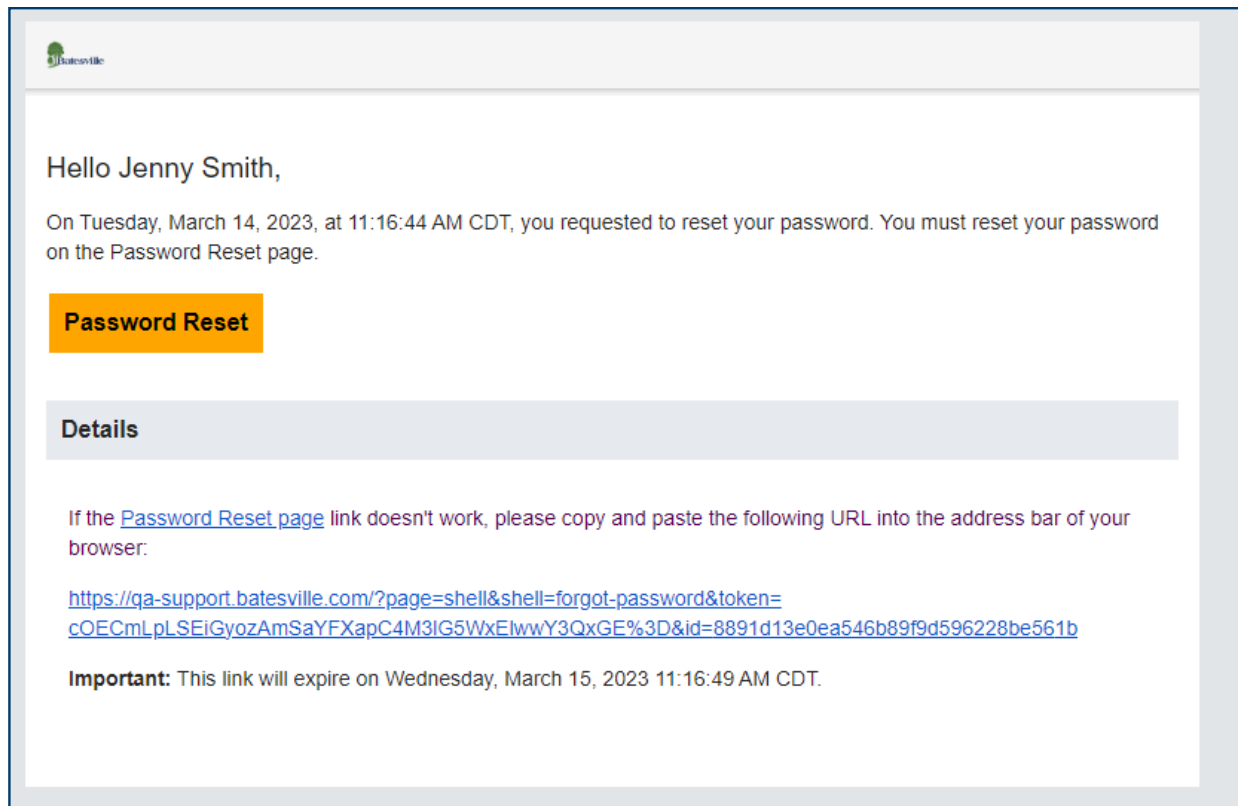
Enter your email (User ID) and click **Send**. You will receive a confirmation message:



Check your email for the password reset notification/link. The subject will be: **Please Reset Your Password for Your Batesville Support Account.**

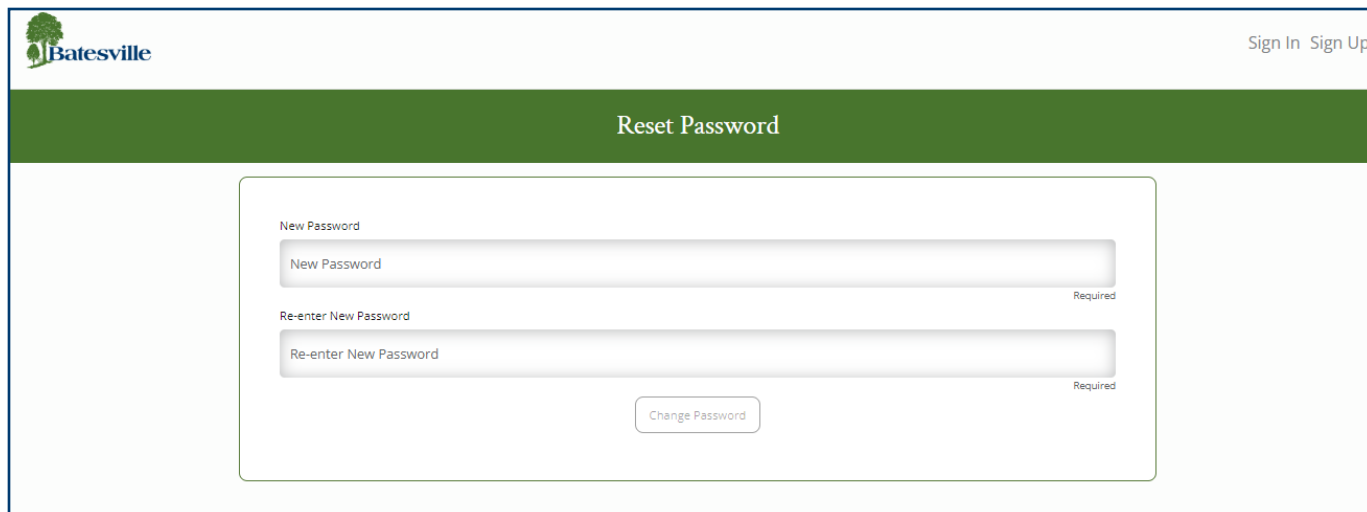
Open the email, click on the **Password Reset** button.

Note: The link will only be valid for 24 hours. Please be sure to reset your password in that timeframe or you will need to follow the above steps again.



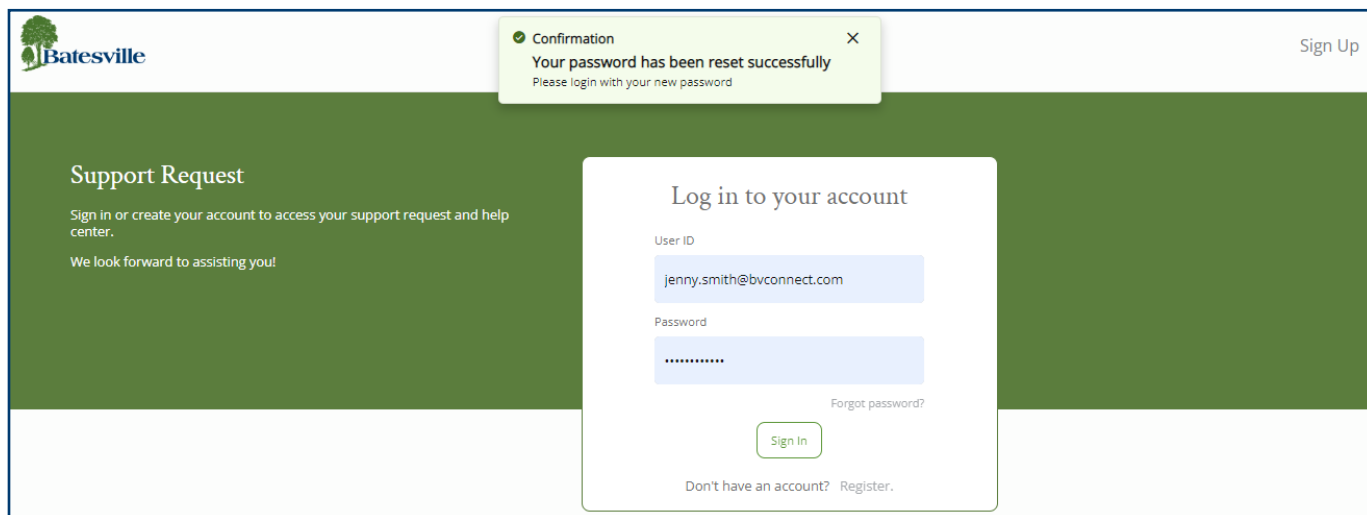
Forgot your Password - continued

Click on the **Password Reset** button in your email. You will be navigated to a screen where you will need to enter and confirm a new password.



The screenshot shows the 'Reset Password' page. At the top left is the Batesville logo, and at the top right are links for 'Sign In' and 'Sign Up'. The main heading is 'Reset Password'. Below this is a form with two input fields: 'New Password' and 'Re-enter New Password'. Both fields have a 'Required' label to their right. A 'Change Password' button is centered below the second field.

After entering the information, click the **Change Password** button. You will receive a message that your password has been reset successfully. You can now log in with the new password.



The screenshot shows the Batesville system after a successful password reset. A green confirmation message at the top center reads: 'Confirmation Your password has been reset successfully Please login with your new password'. Below this, the page is split into two sections. On the left, under the heading 'Support Request', there is text: 'Sign in or create your account to access your support request and help center. We look forward to assisting you.' On the right, there is a 'Log in to your account' form with fields for 'User ID' (containing 'jenny.smith@bvconnect.com') and 'Password' (masked with dots). A 'Forgot password?' link is next to the password field. A 'Sign In' button is at the bottom of the form, and a link for 'Don't have an account? Register.' is below it. The Batesville logo and 'Sign Up' link are also visible at the top.