Information for Support Help?

Question

What information should I have when I call Support for help?

Answer

When calling Support, you should have your Customer ID, the version of WebEOC you are currently using, and a detailed description of the problem readily available.

Additionally, if it is a problem with a board, we need the name of the board and view in question (both of which can be identified from the Admin window), the position and incident you are logging in as, and the name of the board as it appears in the control panel.

If WebEOC is throwing an error message, having the Error Logs available will also help us provide quicker service. If WebEOC Fusion is causing issues, having the Pull Service Logs as well will be helpful.

Helpful Links

Juvare.com

Juvare Training Center

Announcements

Community Resources