Camms.

Support Portal User Manual & Help Desk Process

August 2021

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1. INTRODUCTION

The Camms Online Support Portal is an online helpdesk facility for reporting issues, submitting custom modifications, viewing FAQs, seeking clarification on business rules, viewing Camms announcements and submitting enhancements/ suggestions. Overall the Camms Online Support portal provides you the resources and support you need, to help you achieve your requirements as a Camms customer. The portal is accessed via the link https://Cammsgroup.freshdesk.com/support/home and logging in with your login credentials.

***Your* portal will allow you to**:

- **Submit, view and monitor all ticket requests online directly to our helpdesk.**
- **Track progress on your ticket requests in real time and receive automatic updates by email.**
- **Timely and efficient lodgement of requests and issues; no more phone calls or hard to track emails.**
- **Key word search through our product user manuals.**
- **Access answers to frequently asked questions or seek clarification on business rules.**
- **Participate in forums with other Camms customers to discuss specific topics of interest.**
- **Review Camms Announcements, including access to release notes and information.**
- **Review and submit enhancement requests directly into our road map portal.**
- **Access to Camms 24/5 (Monday – Friday) Global Delivery Service Centre to increase our service to you.**

Camms online Support Portal is the method for clients to log and check status of all help desk ticket requests (as opposed to phone and email). This has benefits of ensuring that all items are logged in a central location and can be quickly allocated and easily referenced.

Note: As part of the implementation of our software, Camms includes a handover session whereby we introduce the customer project/BAU team to our Camms support team. This handover session will cover the Camms portal and the process of logging incidents and requests, including the SLA process. The customer will also have a dedicated account manager to escalate if required.

2. GETTING STARTED – ACTIVATION AND LOGIN

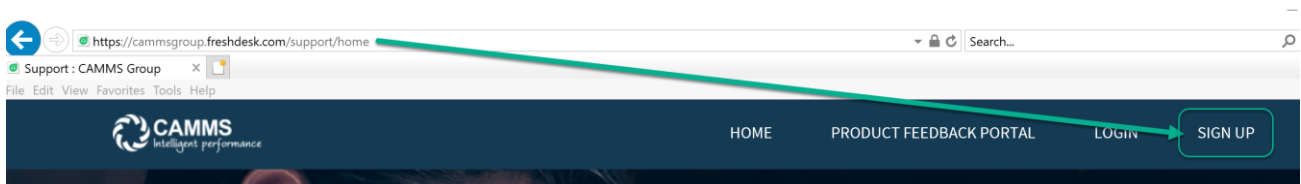**Step 1:** Receiving your activation email.

Once you have received your activation email from our support team, you can click on the link and setup your password to login to the portal.

Activation Email:
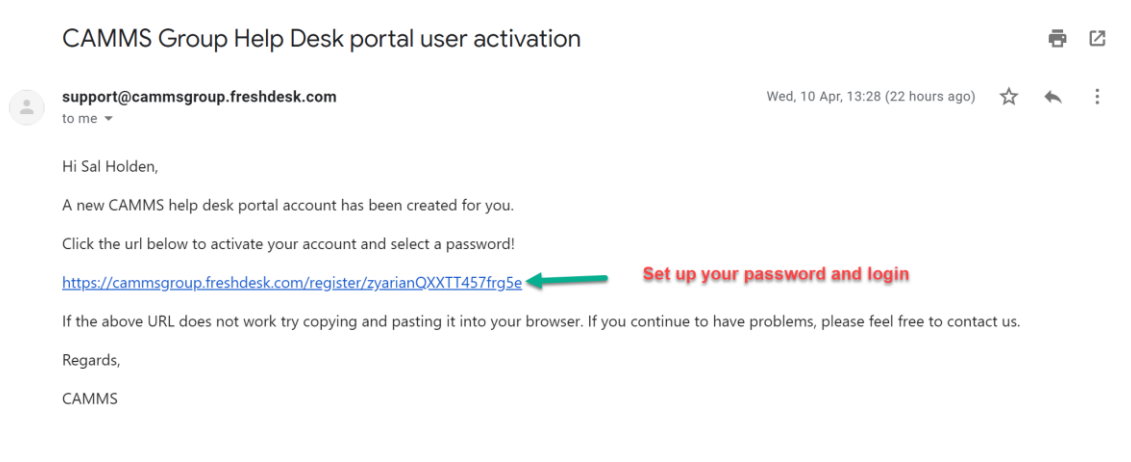
💡 *Note: Activation emails (and all of our helpdesk emails) will come from the email address 'Support@Cammsgroup.com'. You may need to whitelist this email address if you are not receiving any email.*

If you have not received an activation email or you are new, you can request this by simply going to our Portal website and click on 'Sign Up'.

Then enter in your details and click 'Register'.

The Camms Support team will receive the request and will send through your activation email.

💡 *Note: if you receive this error below to suggest that your email has already been taken, what this means is that you are in our system but we just need to re-send your activation email. Please call Camms on +61 8 8212 5787 or email Support@Cammsgroup.com to get this sent to you:*

Email has already been taken

Password Policies: Camms have the below password policies for security purposes:

- ❖ Minimum of 8 characters
- ❖ Cannot contain username
- ❖ Password expires in 90 days
- ❖ Cannot be the same as the last 3 passwords

Step 2: Logging onto the online support portal

Navigate to the Online Support Portal website - https://Cammsgroup.freshdesk.com/support/home

Login to the online support portal by adding in your email address and password that you have set.

💡 *Note: logins to the portal should be with your main system administrators only. General users are expected to go to the system administrators if they wish to log any requests. This is so that the requests can be managed accordingly by your administrators.*

💡 *Note: Click 'Remember me on this computer' for you to bookmark the link and login directly everytime you click on the booked marked link in your favourites to avoid having to enter your password everytime.*

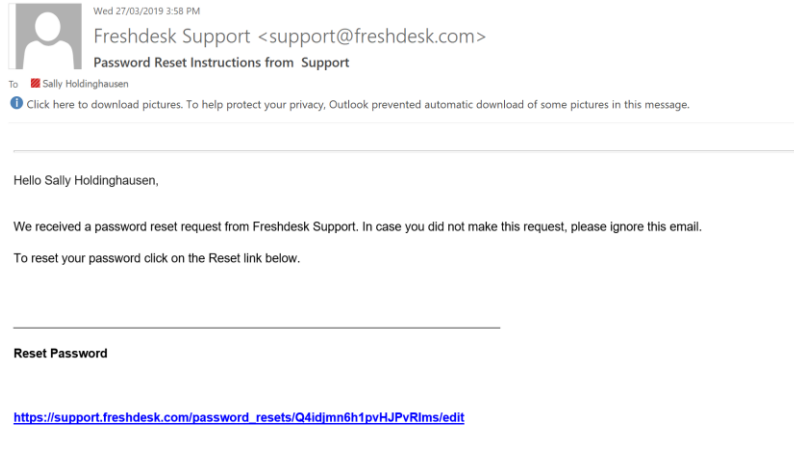If you have forgotten your password, click on 'forgot your password?' and an email will be sent to you to reset this.
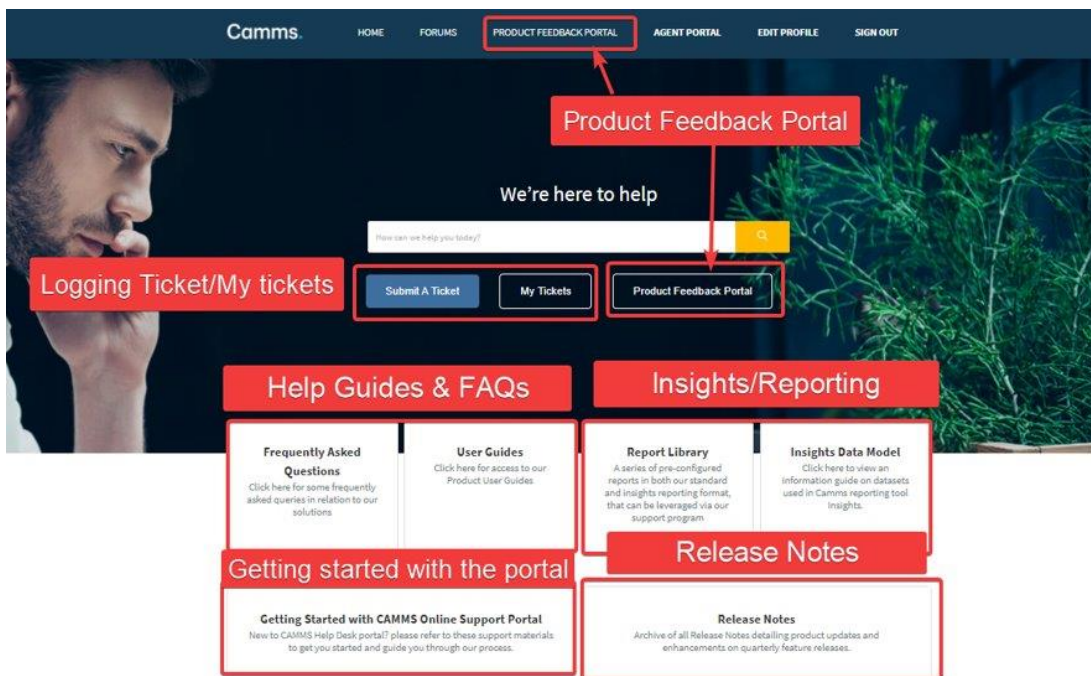

Password reset email:

Wed 27/03/2019 3:58 PM

Freshdesk Support <support@freshdesk.com>

Password Reset Instructions from Support

To   Sally Holdinghausen

ⓘ Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hello Sally Holdinghausen,

We received a password reset request from Freshdesk Support. In case you did not make this request, please ignore this email.

To reset your password click on the Reset link below.

Reset Password

https://support.freshdesk.com/password_resets/Q4idjmn6h1pvHJPvRlms/edit

Step 3: Once you are logged in, it will show all menu items as below:

💡 *Tip: Once you are logged in, Bookmark this link to your favourites within your browser so you can easily access the portal from your PC. The link should save your email and password if you have set the 'remember me' when you have logged in. This helps so you donthave to enter in your password everytime.*
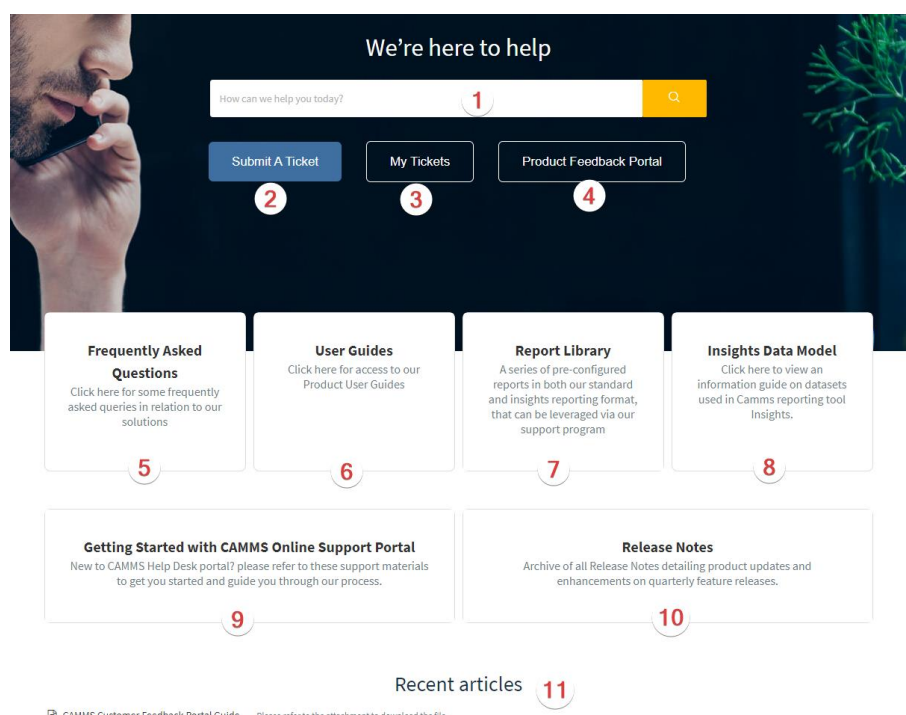
3. MENUS AND NAVIGATION

The menu bar at the top of the screen will take you into different sections of the online support portal.

|	
1.HOME	This is your home page where you will be taken to your default landing page when logged in.
2.FORUMS	This is where you can access the Camms Community Forums, to collaborate with other customers (and Camms) on interested topics.
3.PRODUCT FEEDBACK PORTAL	This is the link to our Camms Roadmap portal. Here is where you can log new enhancements or review current ones that you have already logged through us.
4.AGENT PORTAL	This is used for Camms use only.
5.EDIT PROFILE	You can edit your personal and contact details which will feed back into Camms helpdesk system. This includes name, position, email, phone and also changing your password.
6.SIGN OUT	If you would like to sign out of the portal on the PC you are using. If you don't sign out and click back through the link, the system will remember your email and password and log you straight in. Therefore, a sign out can be used if you are using a public computer and don't want to save the login with this link.

Other key menu buttons as you scroll down are as below:

1.SEARCH BAR	This is where you can search our knowledgebase (User Manuals or FAQs) as well as searching for key words in your tickets.
2.SUBMIT A TICKET	This is where you log a new ticket/request into our Help Desk. *What is a ticket?* All help desk queries (whether being an issue/ question/ infrastructure help / Service Requests/ or custom modification) are named as **Tickets.**
3.MY TICKETS	This is where you review all of your tickets that you have logged to review updates as well as add in updates. *Note: As default you will only be able to view your logged tickets. However Camms can change your setting to view ALL tickets against your company (logged by any administrator within your company). Please contact Camms Support on +61 8212 5787 or email support@Cammsgroup.com if you would like us to activate this in your portal.*
4.PRODUCT FEEDBACK PORTAL	This is the link to our Camms Roadmap portal. Here is where you can log new enhancements or review current ones that you have already logged through us.
5.FREQUENTLY ASKED QUESTIONS (FAQs)	Click here to search for answers to frequently asked questions. The FAQs will be grouped by product.
6.USER GUIDES	Click here to scroll through our product user manuals. This is an area that Camms will be updating and refreshing on an ongoing manner to ensure we capture all products and enhancements to the systems following releases. Each user guide will have what we call 'articles' which contain the information within the specific sections of the product. *Note: if you do find anything missing or confusing please contact Camms so we can check it and update it.*
7. REPORT LIBRARY	Camms have a variety of custom reports that are able to be developed and or deployed for your organistion to use upon request. By product, this section will show a mockup of the report and include the time it will take to activate this in your

	environment which can be taken from your Camms College Virtual reporting hours or at an additional fee if you don't have Camms College. Please contact the Reporting Hub team for any questions - **ReportingHub@Cammsgroup.com**.
8. INSIGHTS DATA MODEL	For those customer who have our Camms Insights Reporting tool, you may access the dataset details here.
9. GETTING STARTED WITH Camms SUPPORT PORTAL	Here you will find all of the information you need to get started with Camms Portal. This includes access to this document, a video walk through and quick cards to circulate to any new administrators that you need to train up in Camms Help Desk process. *Tip: use these resources as part of your induction process for all new Camms Administrators*
10. RELEASE NOTES	All Camms release notes will be documented and access from this section, grouped by the month it was released.
11.RECENT ARTICLES	This section will show case any recent updates to the user manual articles.

If you scroll further down the page, the remaining buttons are:
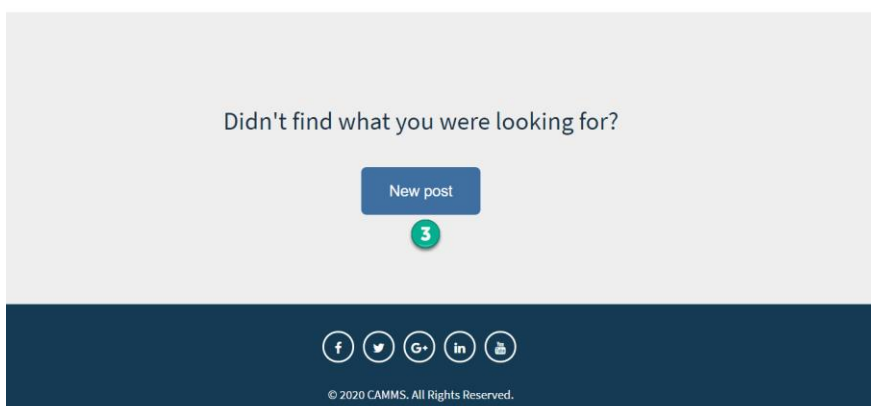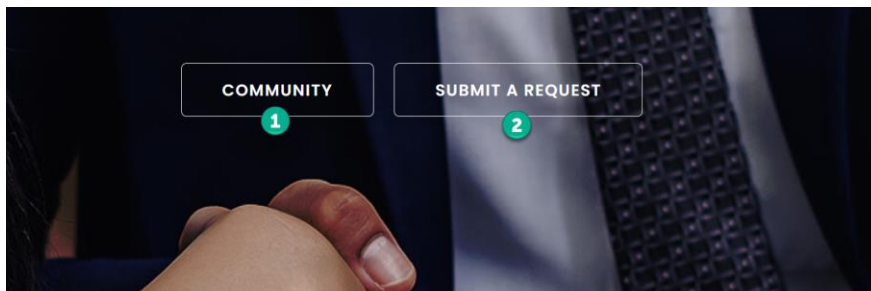
1.COMMUNITY	This is a direct link to our Community Forums page, where you can browse topics or post new topics.
2.SUBMIT A REQUEST	This is another direct link to submitting a new ticket.
3.NEW POST	This is a direct link to create a new forum topic for discussion, within our community forums.

4. SUBMITTING A TICKET

Step 1: Click on 'Submit a Ticket' from the portal.
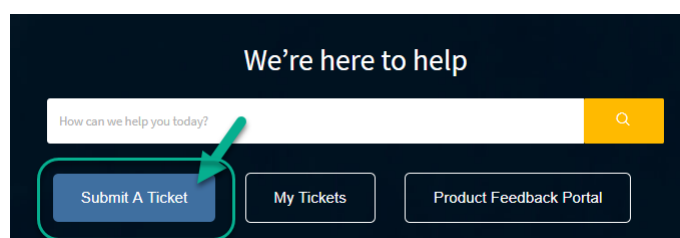
💡 *Note: You may also have a ticket logged simply by emailing 'support@Cammsgroup.com' however in order to assign your priority and SLA ticket details, Camms recommends using the portal to be able to apply these details. If you want to send an email initially and then login to the portal to update these details you may also do this. Camms will update the Priority and details of the ticket with the information that we receive via the email.*

Step 2: Fill out all required fields:

REQUIRED INFORMATION			
Customer Type	If you are a live customer you will select 'live'. If you are a customer still going through implementation, you will select 'UAT'.		
Ticket Type + Related Categories	Nature of the Ticket		
	Type	**Category**	**Details**
	Question	N/A	Query regarding functionality, clarification on business rules – responses will come from the Customer Care fund.
	Issue		Fault in the system or report, for example Software errors/system not working the way it should/unusual

			things happening in the database/report not running/report displaying incorrect data
		Issue Category [Shown when Issue type is selected]	To categorise the issue further, please select appropriate area where the fault is located (i.e Application, report, Other)
	Modification		This is a proposed custom change to a report or the integration package. These requests will have an estimated price prepared for them and go through the change request process. Note: Application changes are to be added to Camms Product Feedback Portal for review by the product Bas to access as part of the road map. Estimation Development will come from the Customer care fund.
		Customisation Category [Shown when Modification type is selected]	To categorise the modification request further, please select appropriate area where the modification request is located (i.e. integration, report, Other)
	Service Request		All other requests such as: - Issues with network/ servers / databases Assistance may link with a support fee or come from the Customer Care fund. - Product Upgrades / Live Migrations / Product Installations & Configurations / Label Replacements Assistance may link with a support fee or come from the Customer Care fund. - Request for assistance with data entry – a quote may be prepared or else work undertaken will come from your Customer Care fund.
		Service Request Category	To categorise the Service Request further i.e Label replacement, Infrastructure Related, Activation, etc

What is the impact to your Organisation?	Note: Customers in implementation (UAT Customer Type) – SLAs do not apply. Both of these fields determine the SLA (Service Level Agreement) priority. Note: For more information on SLAs please refer to this section of the guide.
What is the level of urgency for this ticket?	Please refer to our Impact / Urgency matrix to help determine your priority. Please refer to the below priority descriptions (which is determined by the Impact and Urgency as per above matrix):

Urgency / Impact Matrix

Impact \ Description	Rating	Customers are unable to work and no work around is available. Immediate restoration of service is expected by customers. **Urgent**	Partial loss of functionality. Work around may be available. Clients can accept minor delay but expects quick resolution **High**	Customers are inconvenienced but can still perform tasks. Work around may be available. **Medium**	Question related to product or feature, customer needs a response but it doesn't impact their ability to work **Low**
Core systems / services unavailable	Critical	1	1	2	3
Core systems / services partially impacted.	High	1	2	3	3
A limited group of staff are impacted. A feature/service impacted.	Medium	2	3	3	4
Affects a specific group or individual staff. A minor feature/service displaying unexpected results.	Low	3	3	4	4

Priority	Selection	Description
	Priority 1 **Urgent** (1. Complete Loss of Service)	Work cannot reasonably continue on your live/ production site. The operation is mission critical to the business and the situation is an emergency. e.g. cannot enter site/ loss of data
	Priority 2 **High** (2.Severe Loss of Service)	Use of software possible, however certain areas are not working e.g. report not running
	Priority 3 **Medium** (3.Minor Loss of Service)	Inconvenience A work around is available Urgent advice required

	Priority 4 **Low** (4.No Loss of service)	Minor error, incorrect behaviour, documentation error, request for advice/ guidance that doesn't materially impede the operation of a system. E.g. issue with label replacements Formatting of reports/ screens Or Not Applicable. E.g. for Paid Requests, enhancements, deployment requests, data entry, etc.
Software Product	Select the software product which is relevant for the Case (e.g. Camms Strategy, Camms Risk). Note if you have SYCLE, select SYCLE and then the specific module.	
Description	Brief description on the Ticket **NOTE: Each issue/modification/request/etc. must be logged separately as an individual ticket. One request/issue per ticket.** If you can describe the request in specific details that will help us find the root cause quicker. For example, ✓**Unable to link KPIs in Self-Assessment phase** ✗**Pes Bug**	
Please describe the ticket	Provide more details on your specific request. Use the tools in the HTML field to describe this in as such detail as possible to avoid Camms having to come back to you for further information. This is so our support team and easily replicate the problem. You can also copy and paste images to the text field or attach files. 💡 **NOTE: All details relevant to the Ticket must be added into this section.** **Example of details: Issue - where the issue lies? /how it occurred (step by step?)/does it happen all the time or is it a once off? / what user login was used?) Giving as much detail as possible for the support team and developers to replicate it.** Upload a document file to help with more details. See below for some examples on when you may use a document uploaded to a ticket.	
Environment	What instance are you needing Camms to apply the fixes or changes? i.e in your Live, Test or Training Environment/Database?	
Requester	This should default to your email address. This is the staff name email address that the ticket will be logged against and that will receive all of the email correspondence in relation to this ticket.	

	You may log tickets on behalf of other staff if you need. This is by adding their email address here instead.
Save and Submit	Click the Submit button to save the ticket.

Once a ticket is created and submitted, an automatic email will be sent to our Camms support team and the ticket will be added into our ticketing system ready to be investigated and responded to by your Help Desk team.
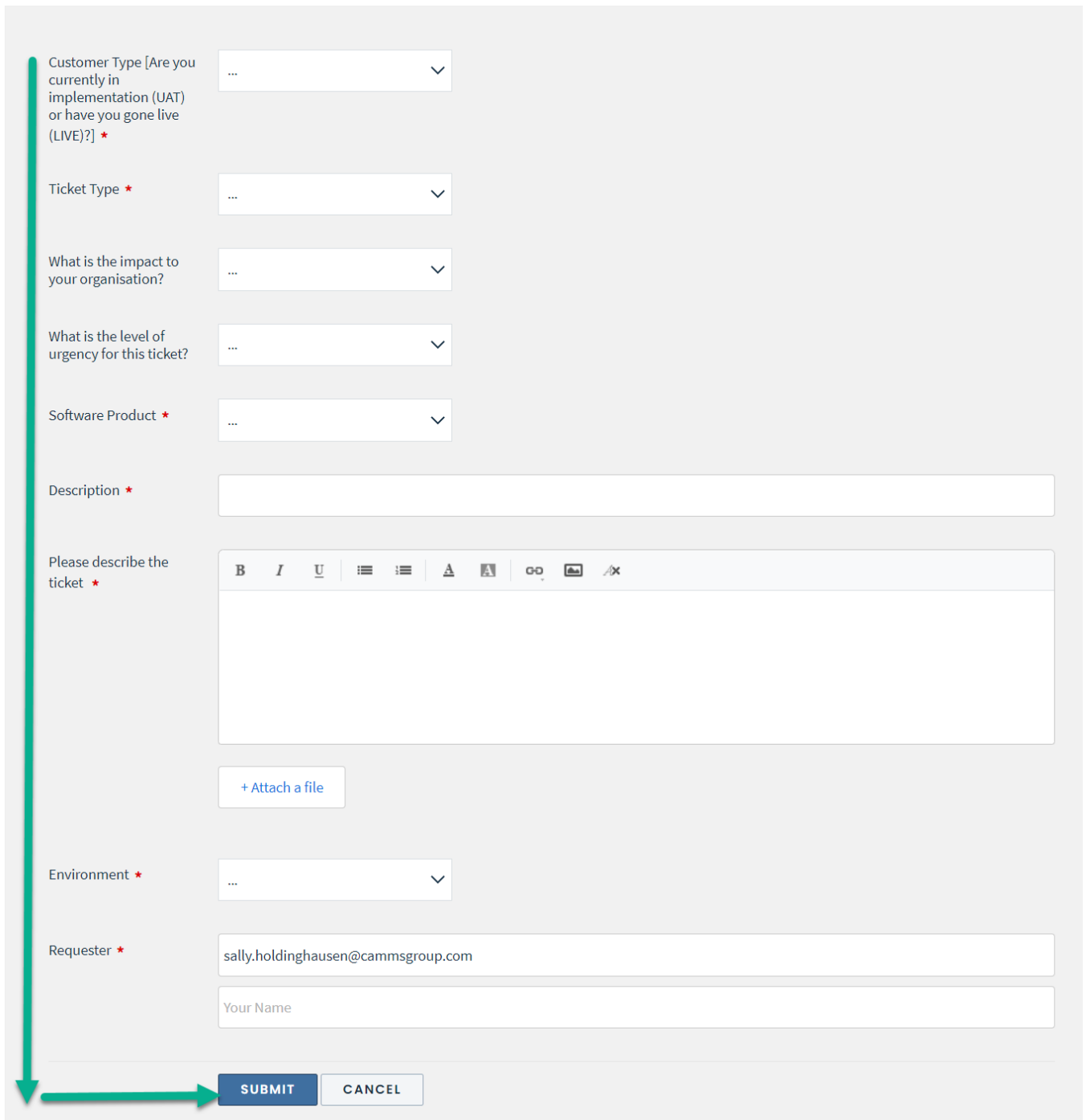
You will also receive an automatic email confirming that it has been logged and is being delegated for investigation.

Examples of documents which may be uploaded based on ticket types:

Type	From client on Initial creation	From Camms on resolution
Question	Documents for further explanation of the question	Documents for further explanation of the answer
Issue	Software error screen shots/ Document explaining issue	Associated documents explaining the resolution/ Scripts uploaded to fix issue / URL for download of a new version to fix issue
Modification (requires a fee for development)	Mock-up of changes required/ documented business rules on changes required / Signed approvals / Purchase orders attached.	The final estimations for approval/ the final specifications for approval/ Updates to estimations and specifications
Service Request	Documents required for infrastructure assistance/ documents further explaining the infrastructure assistance Documents required for Deployment assistance/ documents further explaining the assistance or server requirements or details. Documents supporting the data entry required	Label replacements scripts uploaded to run on databases/ documents explaining the infrastructure completed. Scripts uploaded or additional documentation to support the service request. Documents relating to the completion of the data entry

Logging of a ticket:

Submit a ticket

Step 3: Once the ticket has been logged you will be taken to the ticket details, where you may make certain changes to some of the fields or add more details by clicking on 'Reply'.
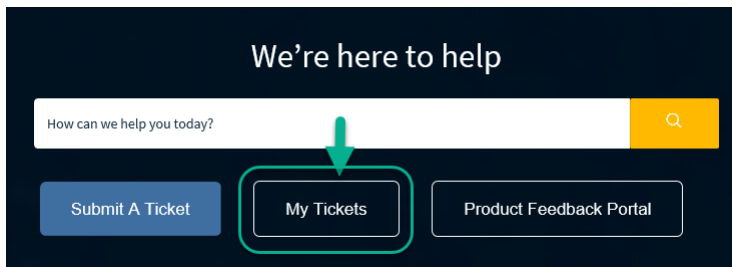
Each ticket will have a unique number which you can reference back to Camms. This is shown next to the short title of the ticket:

5. MY TICKETS / TICKET REPORTING

Step 1: To view all of your tickets that have been logged (either via the portal or via emails) click on 'My Tickets':

 Note: if you would like to view all tickets logged for your company, contact Camms support and we will be able to give you access through your portal for you. Then you may toggle between showing only your tickets and all tickets.

Step 2: Once arrived to your ticket list, you can search and sort the list with the following items:

Search:
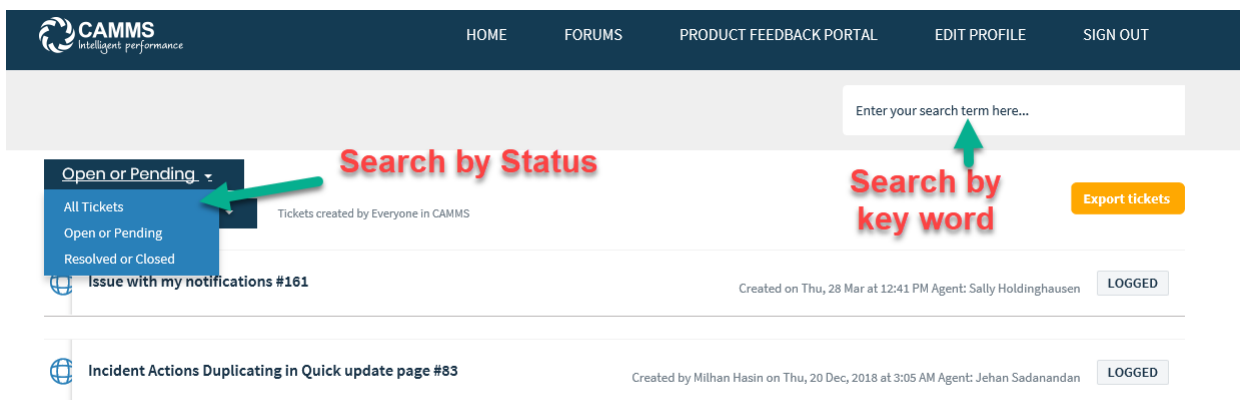
Sort:
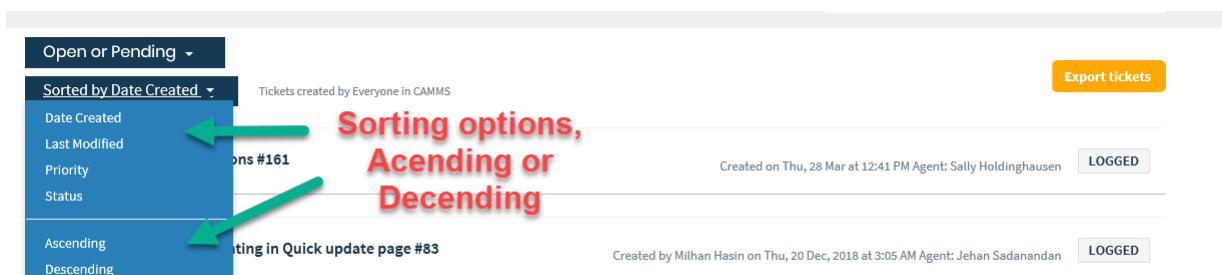
Export:

To export your tickets, click on 'export tickets' and it will ask what fields you would like to export:

The details from this page will showcase the following information in relation to your ticket:

If you have the ability to view all tickets created by your company, it will mention this here:

Click on this and you can then narrow down the list to filter by a specific person who has logged tickets:

Step 3: To view the details of the ticket or to add more details, click on the short title and update the details or add in notes/responses.

Note: all emails in relation to the ticket as well as notes from the helpdesk will be shown here from earliest to latest, descending.
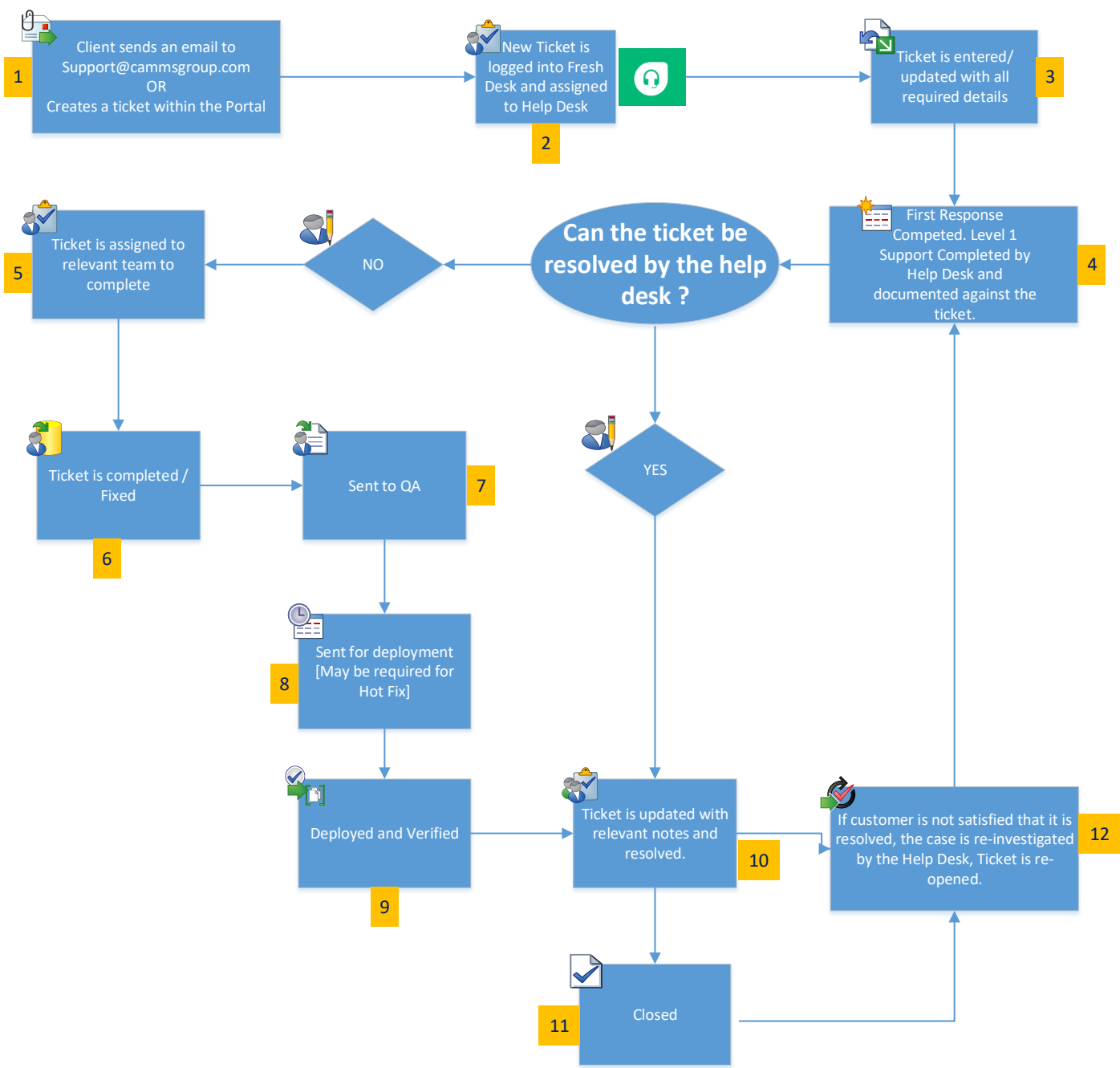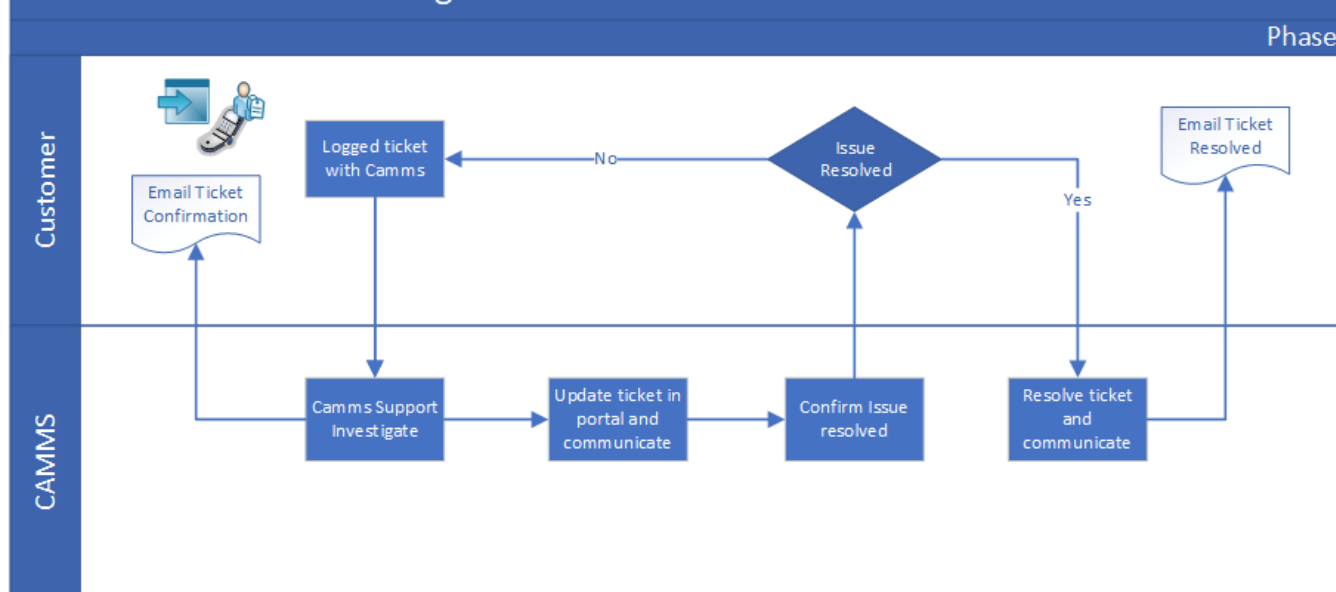
5.1 CAMMS HELPDESK PROCESS MAP

How to follow the Status progress of a ticket and what it means?

Each ticket type has a status in the progress of the ticket, and they all have different meanings as to where it is at. Please see below a diagram of the ticket process from lodgement to closure, and then a table of each status item and what this means.

Customer Ticket Flow – High Level

Ticket Status's:

Status	What this means when a ticket is in this stage?
Logged / Pending Investigation	New ticket which is logged and hasn't yet been started/investigated by the Help Desk. • An Automatic email is sent back to you to confirm ticket lodgement.
Investigation	Ticket is currently being investigated by the Help Desk team. They will be in touch shortly with a first response.
Awaiting your reply	A response has been sent to you waiting further details to proceed with the ticket.
Estimation Development	For custom modifications, the ticket is in quote development.
Quote sent to you	For custom modifications, the ticket quote has been sent to you/the customer to consider. *You can upload signed estimations, specifications and purchase orders to the ticket via the online support portal by 'attaching a file' when replying to the ticket. This will send an automatic email to Camms.*
Specification Development	For custom modifications, the ticket is in specification development.
Specification sent to you	For custom modifications, the ticket specification has been sent to you/the customer to sign.
Awaiting Scheduling	The ticket is awaiting to be scheduled to be worked on by a developer.

Scheduled	**The ticket has been scheduled to be worked on by a developer.**
The ticket is being fixed	**The ticket is in development by a developer.**
The ticket is in QA	**The ticket is finished development and is now in QA (Testing phase).**
Pending hot fix deployment	**The ticket has been completed and is now awaiting the hot fix deployment to be released within the week.**
This ticket has been deployed to Test Environment	**The ticket has been applied to your/the customers test environment for you to check (if applicable).** • An Automatic email is sent back to you to confirm resolution in test.
This ticket has been Resolved in production	**The ticket has been applied to your/the customers live environment for you to check and confirm.** • An Automatic email is sent back to you to confirm resolution in live.
This ticket has been Closed	**The ticket has been closed.** Note: the ticket will auto-close if it has not been responded to after 336 hours of ticket resolution (14 days). To re-open the case, you can simply respond to the resolution email. • An email is sent to you to let you know that the helpdesk officer has closed the ticket. • An email may also be sent to you to complete a quick satisfaction survey. You can also fill this out via the portal.

5.2 EMAIL NOTIFICATIONS

Emails are sent to you when either the ticket goes into a particular status or when the helpdesk would like to send you a response or note to you.

Automatic status emails:

Status	What this means when a ticket is in this stage?
Logged	**New ticket which is logged and hasn't yet been started/investigated by the Help Desk.** ✉ An Automatic email is sent back to you to confirm ticket lodgement.
This ticket has been deployed to Test Environment	**The ticket has been applied to your/the customers test environment for you to check (if applicable).** ✉ An Automatic email is sent back to you to confirm resolution in test.

This ticket has been Resolved in production	The ticket has been applied to your/the customers live environment for you to check and confirm.
	✉ An Automatic email is sent back to you to confirm resolution in live.
This ticket has been Closed	The ticket has been closed.
	Note: the ticket will auto-close if it has not been responded to after 336 hours (14 days) of ticket resolution. To re-open the case, you can simply respond to the resolution email.
	✉ An email is sent to you to let you know that the helpdesk officer has closed the ticket.
	✉ An email may also be sent to you to complete a quick satisfaction survey. You can also fill this out via the portal.

Other Help Desk email correspondence:

When	What this means?
Help Desk Adds a comment or response to a ticket	Whenever the helpdesk person looking after your ticket responds or adds in any comments or notes, you will receive an email to let you know.
	✉ An email is sent to you (the requester of the ticket).
User Activation email	When you have requested a logon to the portal, the helpdesk will push through the activation email.
	✉ An email is sent to you – requester of the portal login
Password reset email	If you have forgotten your password to login to the portal, you can request a password reset.
	✉ An automatic email is sent for you to reset your password.

5.3 MANAGING SLA'S (SERVICE LEVEL AGREEMENTS)

Managing SLA's

In line with our Service Level Agreement contracts, Camms is under obligation to provide all clients with the required support services that the client is entitled to which is covered in your licence. This is the support for the investigation and fix of all 'issues/defects' which are found within Camms software, prioritised by a priority level. The below table will detail Camms priority SLA levels and the target response and target resolution time frames for these.

Priority Level	Description	Target Response Time	Target Resolution Time
URGENT 1 - Complete Loss of Service	Work cannot reasonably continue on your live/ production site. The operation is mission critical to the business and the situation is an emergency. e.g. cannot enter site, Data corrupted, a critical function is not available or producing incorrect result, system causing unacceptable or indefinite delays for resources or response, system crashes, and crashes repeatedly after restart attempts	4 working hours	1 Day
HIGH 2 - Severe Loss of Service	The situation causes a severe loss of service. No acceptable work-around is available; however, operation can continue in a restricted fashion. Use of software possible, however certain areas are not working e.g. report not running	6 working hours	2 Days
MEDIUM 3 - Minor Loss of Service	The situation causes minor loss of service. The impact is an inconvenience, which may require a work-around to restore functionality, or urgent advice is requested.	8 working hours	5 Days
LOW 4 - No Loss of service	The situation causes no loss of service. The request is considered a minor error, incorrect behaviour, documentation change or error, or request for advice and guidance that does not materially impede the operation of a system. E.g. issue with label replacements,	16 working hours	Future release

formatting of reports/ screens
OR
Not Applicable. E.g. for Paid Requests, enhancements

The Priority SLA is determined by a service Impact and Urgency. The Impact and Urgency is to be filled out against the ticket details in order for the system to generate the Priority SLA.

Note: If you are sending an email to support to lodge a ticket, Camms will fill out the urgency and impact based on the details we receive. Otherwise we encourage you to login and fill this out in order for Camms to understand the accurate priority on the issue.

		Urgency			
	Description	Customers are unable to work and no work around is available. Immediate restoration of service is expected by customers.	Partial loss of functionality. Work around may be available. Clients can accept minor delay but expects quick resolution	Customers are inconvenienced but can still perform tasks. Work around may be available.	Question related to product or feature, customer needs a response but it doesn't impact their ability to work
	Description	Rating	Urgent	High	Medium	Low
Impact	Core systems / services unavailable	Critical	1	1	2	3
	Core systems / services partially impacted.	High	1	2	3	3
	A limited group of staff are impacted. A feature/service impacted.	Medium	2	3	3	4
	Affects a specific group or individual staff. A minor feature/service displaying unexpected results.	Low	3	3	4	4

Note: SLAs are only applicable to an issue/fault with the system. All other ticket request types should be a Low Impact and a Medium or Low urgency.

Note: If you organization has a specific SLA agreement that sits outside of our standard SLAs, please ensure that this is communicated to our support team with a copy of the signed contract to ensure our Help Desk have this incorporated into our ticketing system (this is generally determined at the point of a Support handover from Implementation).

5.4 ADDING NOTES/CORRESPONDENCE TO A TICKET

There is a few ways to respond/ add notes to a ticket:

Option 1 – Responding to the email directly through your normal emails. When you receive an email in relation to your ticket, all email correspondence will be tracked and logged against the portal ticket.

Option 2 – Directly in the portal against the ticket. Logging into the portal and adding a 'reply' to the ticket:

You should also be able to copy and paste images into the text field, as well as using the text tool bar for uploading and changing formatting text.

5.5 CLOSING A TICKET

You are able to close the ticket at any stage of the process, as well as Camms. Once a ticket is resolved and verified that it is resolved, you may close the ticket yourself without having to contact Camms.

In our system, the ticket will automatically close after 336 hours (14 days) of the ticket being resolved if the ticket is not responded to.

Step 1: To close a ticket, log into your portal, go to My Tickets and click into the ticket.

Step 2: Click on the 'Mark ticket as closed' button on the details page – a confirmation message will appear to confirm.

Closing a ticket means action is no longer required on this ticket. Some examples this may occur is:

- the ticket has been Resolved/Completed

- the ticket was added by mistake

- the ticket is cancelled, no longer required

- the ticket (issue) has not been able to be replicated (cold case)

- the ticket is a product enhancement – ticket will be closed in the helpdesk. Please add the feature idea to the product feedback portal.

To re-open the ticket, you can reply to the Closure email or simply create a new ticket and we can merge them at our end.

5.6 SATISFACTION SURVEY – FEEDBACK TO CAMMS ON TICKET

Camms welcomes feedback into how well we have supported you in relation to your ticket. At the time that the ticket is closed, you may fill out the 1 question satisfaction survey by giving Camms as rating on how satisfied you were with the overall resolution of the ticket. You will then be given an opportunity to send comments/feedback, back to the helpdesk after.

You may be sent an email to complete this (if Camms closes the ticket manually in our system) which you can complete directly from the email links, or you can do this via the portal against the ticket.

Camms strive to always improve the way we do things and to help better support you. Therefore we welcome feedback in relation to how the ticket has been managed, resolved or how well the communication around this has been.
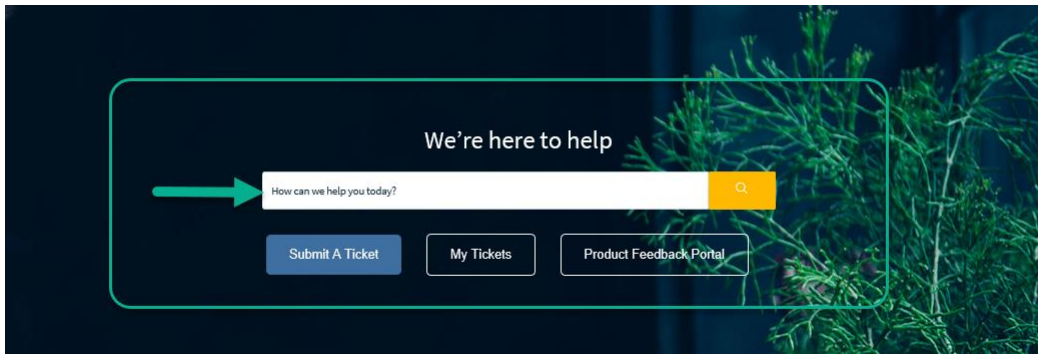
Camms may expand the questionnaire further later.

6. USER GUIDE AND FAQS

6.1 USER GUIDES

Camms will be transferring all user manuals to our new Help Desk portal. You may use the search to search for any section of the product user manuals.
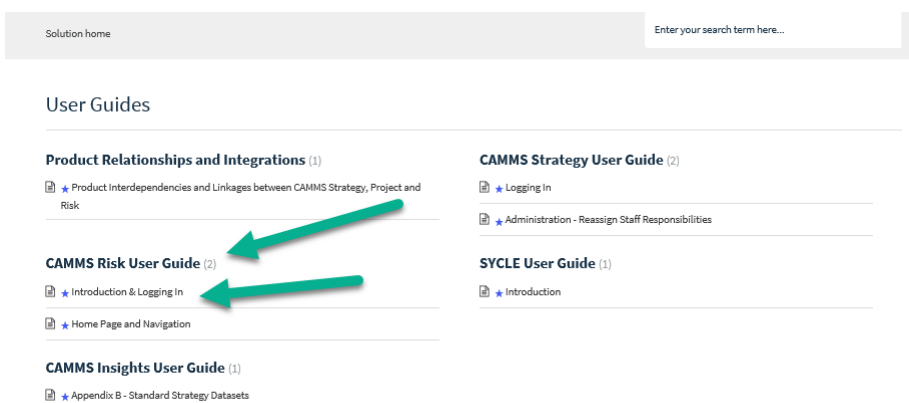
Step 1: you may do a wildcard search across all user manuals, FAQs and tickets:
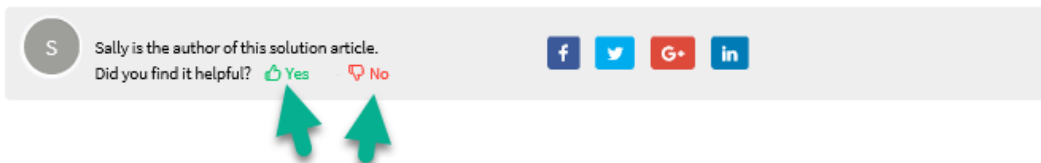
Step 2: Or you can navigate through the specific user manuals by going directly to 'User Guides' and then clicking into the specific product user manual:
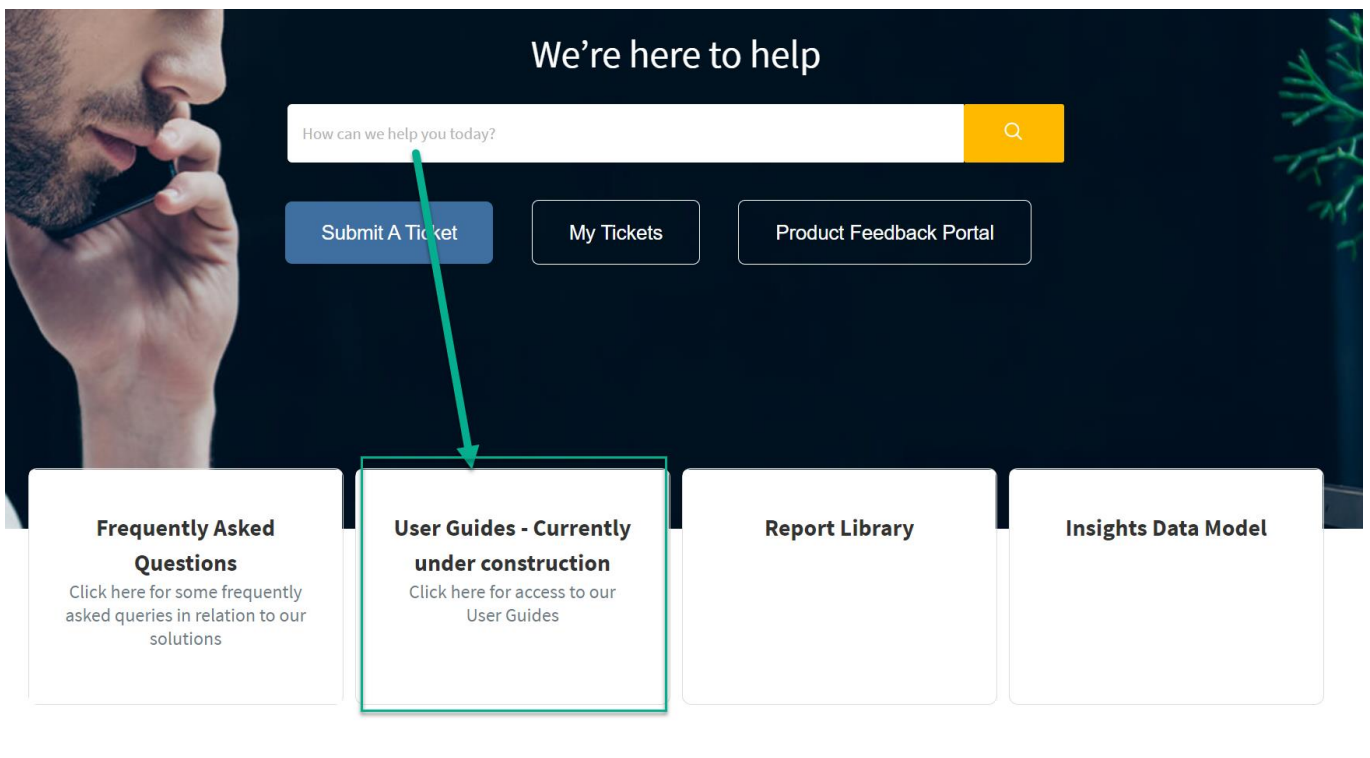
Step 3: Each product folder will have articles with the details in that specific section

Step 4: you can give feedback at the bottom of the article, back to the Helpdesk on if the article is helpful or not.

Camms will be continuously updating and adding more articles in the system for ongoing improvement to provide you with the appropriate support tools required. Please send any feedback to Camms Support so we can change, fix or improve our user guides in this space.
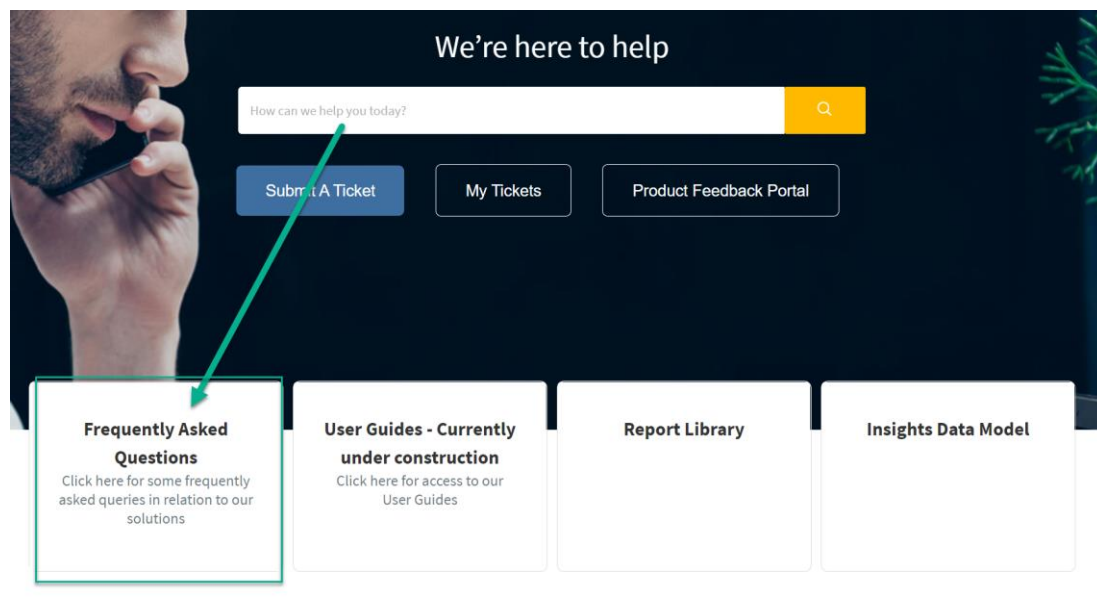
6.2 FAQs

Why not try finding the answer to your query prior to creating a question ticket? You can do this via the FAQs.

Camms will be adding onto this list as we go, when we receive frequently asked questions.

 Note: you can use the wildcard search and search from the top search bar.

Step 1: Click on Frequently Asked Questions from the portal.

Step 2: Search through the specific product or if it is just a general Camms question:

Step 3: you can give feedback at the bottom of the article, back to the Helpdesk on if the article is helpful or not.

Camms will be continuously updating and adding more articles in the system for ongoing improvement to provide you with the appropriate support tools required. Please send any feedback to Camms Support so we can change, fix or improve our user guides in this space.

7. RELEASE NOTES

All Camms release notes will be documented in this section of the portal. These release notes will be emailed to you as well (so long as you are on our mailing list).
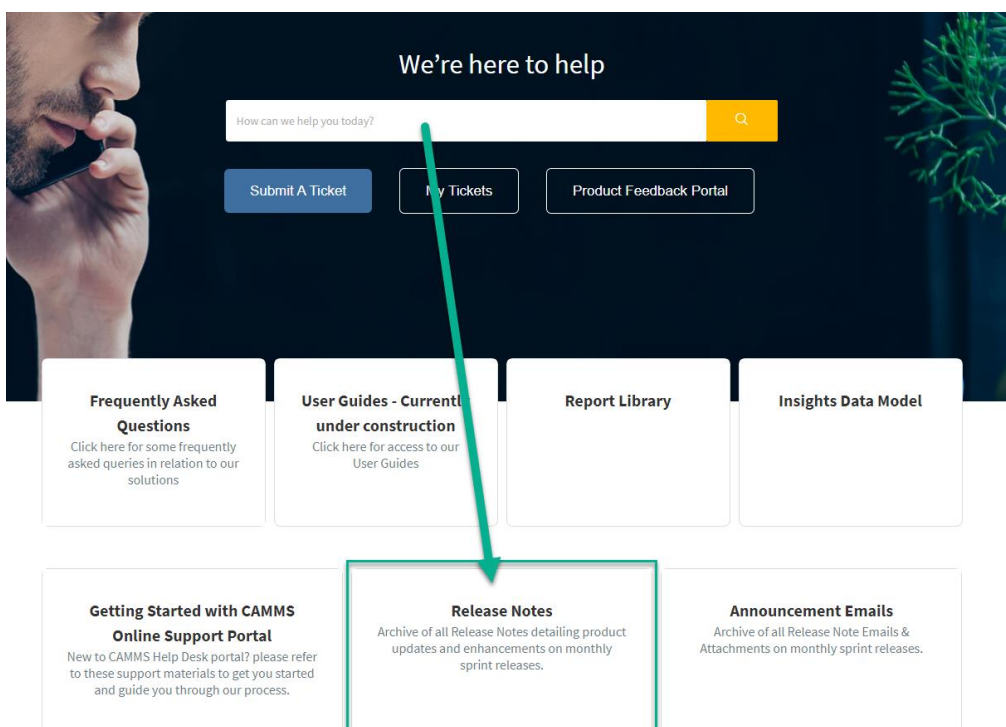
Note: All 2019 Release notes are available within the Announcement Email section (archive).

Announcement Emails
Archive of all Release Note Emails &
Attachments on monthly sprint releases.

Step 1: Click on the product release note within the Month of the release.

Release Notes

January 2020 (7)

📄 ⭐ Feature Release Note | cammsengage, January 2020.

📄 ⭐ Feature Release Note | CAMMS Mobile Apps, January 2020

📄 ⭐ Feature Release Note | cammsstrategy, January 2020.

📄 ⭐ Feature Release Note | cammsrisk, January 2020.

📄 ⭐ Feature Release Note | cammsincident, January 2020.

See all 7 articles

February 2020 (5)

📄 ⭐ Feature Release Note | cammsincident, February 2020.

📄 ⭐ Feature Release Note | cammsinsights, February 2020.

📄 ⭐ Feature Release Note | cammsproject, February 2020.

📄 ⭐ Feature Release Note | cammsrisk, February 2020.

📄 ⭐ Feature Release Note | cammsstrategy, February 2020.

March 2020 (Beta - Release) (1)

📄 ⭐ Feature Release Note | cammstalent, March 2020

March 2020 (6)

📄 ⭐ Feature Release Note | cammsstrategy, March 2020.

📄 ⭐ Feature Release Note | cammsrisk, March 2020.

📄 ⭐ Feature Release Note | cammsincident, March 2020.

📄 ⭐ Feature Release Note | cammsinsights, March 2020.

📄 ⭐ Feature Release Note | cammsproject, March 2020.

See all 6 articles

April 2020 (7)

📄 ⭐ Feature Release Note | cammsengage, April 2020.

📄 ⭐ Live Release Note | cammstalent, April 2020

May 2020 (7)

📄 ⭐ Feature Release Note | cammsengage, May 2020.

📄 ⭐ Feature Release Note | cammsincident, May 2020.

Enter your search term here...

Feature Release Note | cammsrisk, March 2020.
Created by: Buddhi Thenuwara
Modified on: Sun, 22 Mar, 2020 at 11:36 PM

Related Articles
- Feature Release Note | cammsrisk, J...
- Feature Release Note | cammsstrate...
- Feature Release Note | cammsrisk, F...
- Feature Release Note | cammsrisk, A...
- Feature Release Note | cammsproje...
- Feature Release Note | cammsincid...

CAMMS is pleased to announce the March feature release for camms**risk**.

This is set for release on **21st March 2020** and includes the following new features and enhancements to improve your user experience within the system.

1. Update corporate risk actions from the risk action search area.

- Ability is now provided to update corporate risk actions from the risk action search area in the same way you were able to update actions of other risk types
- Risk actions of corporate risks will have a check box in front of the records in the quick action search area and users are able to tick one/multiple records from here and do updates by clicking on the 'Risk Action Update' button

Scroll down the page to view the latest month.

Note: Camms will be moving to Quarterly releases as of 2021.

8. REPORT LIBRARY

The report library will showcase some of our customized reports which we can develop and activate on your environment to use at a small fee. Time taken to activate these reports will come from your Camms.College Reporting hours (or if you don't have Camms.College we may charge a small fee).
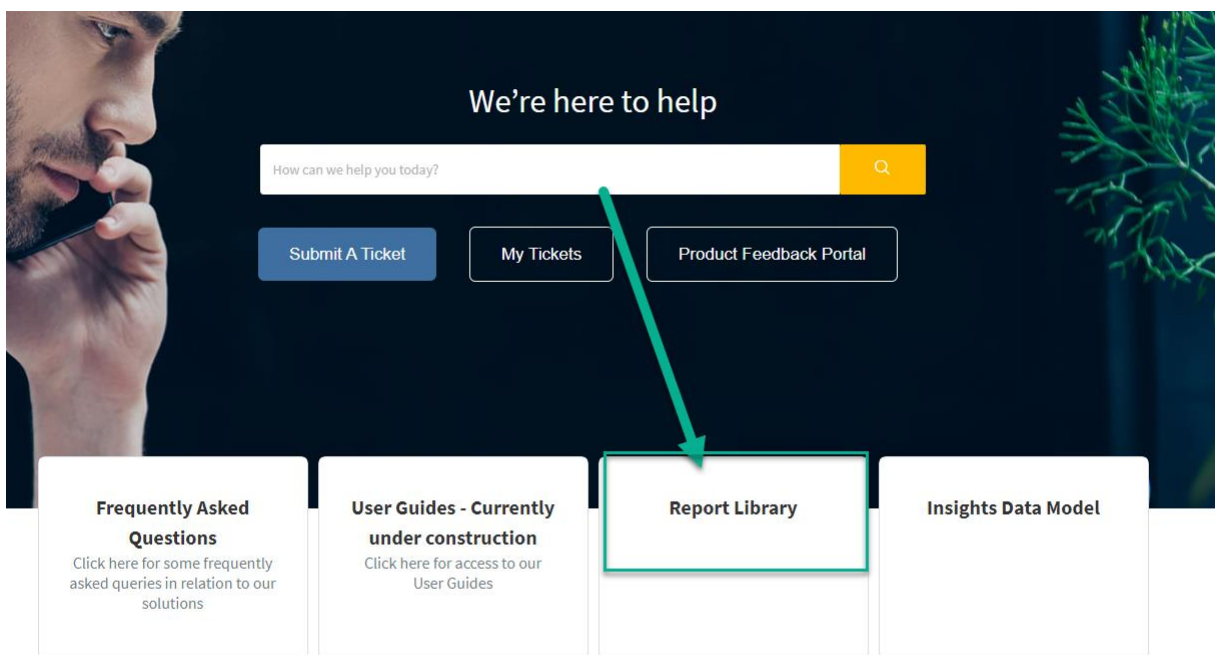
Step 1: Click on the report within the product to view a mock up of the report and details on how many hours to be taken from your Camms.College hours.

The report may be a Camms Insights developed report or a SSRS report.

- **Insights report** – Applicable for customers who have purchase the Insights product only
- **SSRS report** – reports accessible through the product application (like our standard suite)

Corporate Risk Register | Insights
Created by: Kisholi Mendis
Modified on: Mon, 26 Oct, 2020 at 2:45 PM

Type: Design Form Report

**Description:** Corporate Risks grouped by Primary Category

Orientation: A4 Landscape

Export: Designed for PDF

Costs:

- Deduction of 4 hours from your pool of Virtual Reporting Assistance hours.

Please contact CAMMS Reporting Hub (**ReportingHub@cammsgroup.com**) to have this report uploaded to your environment.

Attachments:

- The .pdf* file can be referred to for a sample exported output
- The .birt files are for CAMMS use within Insights

Please contact the Reporting Hub team via ReportingHub@cammsgroup.com for more details or questions.

9. INSIGHTS DATA MODEL

This area is used by Camms Insights customers. Here you can access all of Camms Dataset details that are released and can be used.
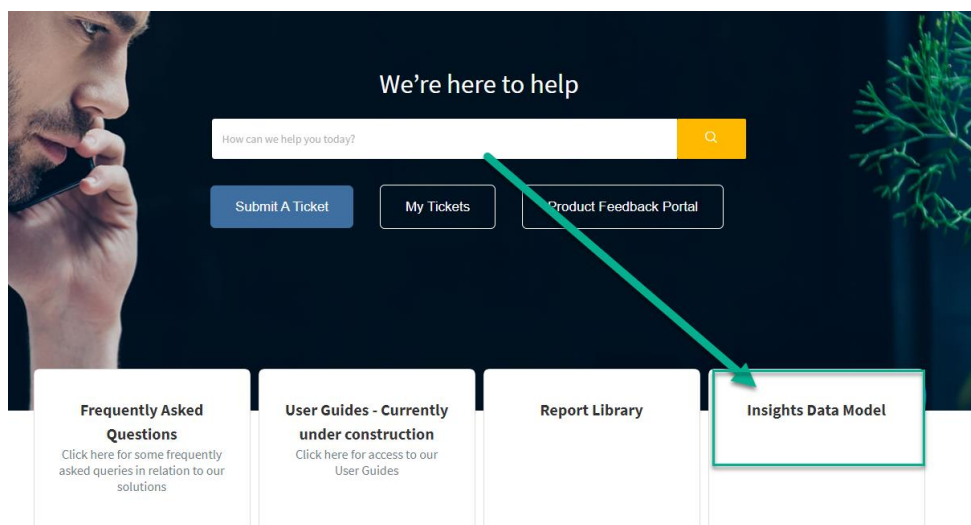
Step 1: Click on the dataset within the product that you want to view:

Insights Data Model

cammsaudit datasets (3)	cammsrisk datasets (31)

cammsaudit datasets (3)

- ★ Audit_AuditDetails_STND
- ★ Audit_AuditFindingDetails_STND
- ★ Audit_AuditRecomendationDetails_STND

cammsrisk datasets (31)

- ★ Risk_StrategicRiskInitial_STND
- ★ Risk_StrategicRiskRevised_STND
- ★ Risk_StrategicRiskFuture_STND
- ★ Risk_StrategicRiskReview_STND
- ★ Risk_OperationalRiskInitial_STND

See all 31 articles

cammsincident datasets (15)

- ★ Core cammsincident datasets and linkages
- ★ Incident_IncidentDetails_STND
- ★ Incident_Investigate_STND
- ★ Incident_Actions_STND
- ★ Incident_Documents_STND

See all 15 articles

cammsproject datasets (10)

- ★ Project_ProjectRegister_STND
- ★ Project_ProjectDetails_STND
- ★ Core cammsproject datasets and linkages
- ★ Project_QuickUpdate_STND
- ★ Project_PreliminaryBudget_STND

See all 10 articles

cammsstrategy datasets (15)

- ★ Planning_ActionDetails_STND
- ★ Planning_ActionFilters_STND
- ★ Planning_TaskDetails_STND
- ★ Planning_KPIDetails_STND

cammscompliance datasets (15)

- ★ Compliance_ComplianceDetails_STND
- ★ Compliance_ComplianceAuthorityDocument_STND
- ★ Compliance_CompliancePolicy_STND
- ★ Compliance_CustomHierarchyLink_STND

Here you will see where the fields are located within the application mentioned in the dataset.

Risk_StrategicRiskRevised_STND

Created by: Kisholi Mendis
Modified on: Mon, 24 Feb, 2020 at 7:20 PM

This dataset enables you to generate reports based on data from the cammsrisk Strategic Risk Revised phase data.

All custom fields enabled from the Field Configuration > Strategic Risk tab via the "Visibility in Revised" tickbox are included in this dataset:

It also includes all standard fields visible from the Strategic Risk Revised page and several fixed fields for additional usability – see below.

- **RISKID:** Unique identifier for risks – not usually displayed in reports
- **Risk Name:** Name of the risk
- **SYSTEMPERIODID:** Unique identifier for System Periods – not usually displayed in reports

Kisholi is the author of this solution article.
Did you find it helpful? 👍 Yes   👎 No

10.   COMMUNITY FORUMS

The forums section allows you to access any of Camms support announcements as well as view and post topics of discussion for all customers to interact in.

Step 1: To access the forums click on 'Forums' from the menu. You need to be logged into the portal in order to access this.
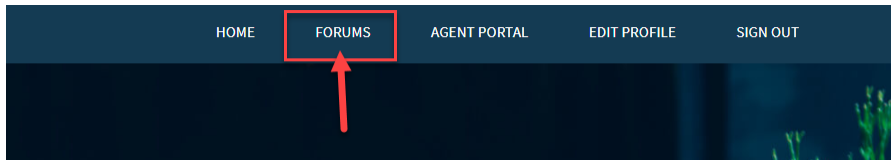
Step 2: Here you will see the sections of the forums:

Camms sales and offers: Camms will post all sale offerings that may be going at the time. These are usually also sent via email. You may comment, follow, or vote on the posts.

Tips and Tricks: Section where customers and Camms may post any tips or tricks to do with the software. Please post any items that other customers may find useful.

Questions: A section where you may post any questions you may have to the wider audience of our customers as well as Camms. This section is used to start discussions.

Introducing Camms College: A specific announcement on our Camms College product.

Getting started with Camms help Desk portal: Links to our help material.
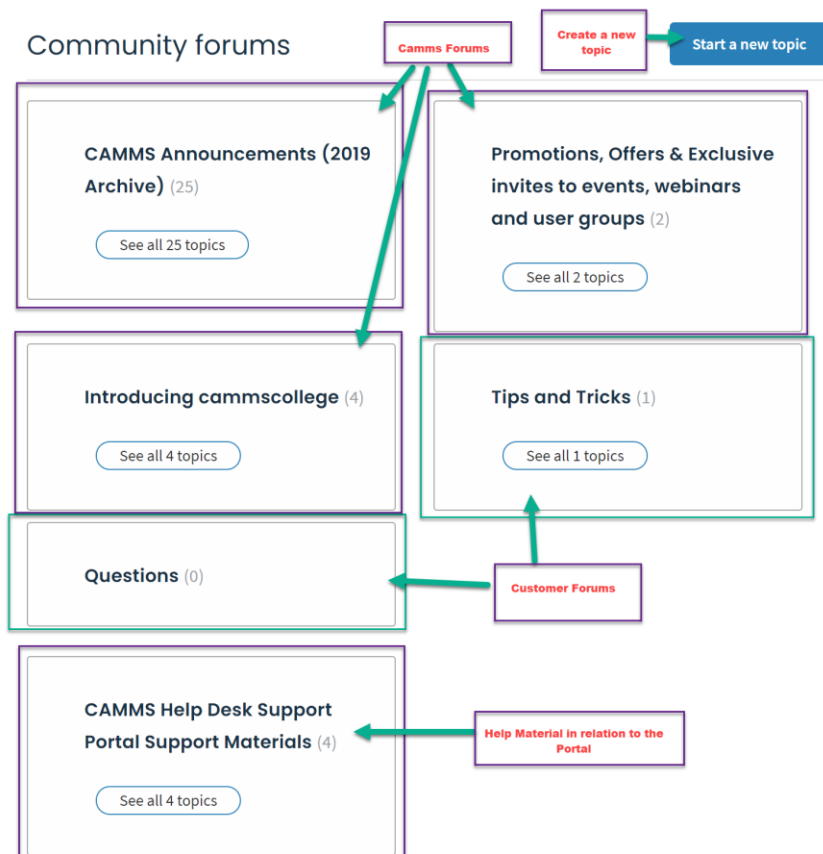
Note: Camms has the discretion to remove the post and/or comment if there are any that are deemed inappropriate.

11.   UPDATE MY DETAILS/EDIT PROFILE/EDIT PASSWORD

The 'edit profile' area allows you to update your personal and company contact details as well as allowing you to change your login password to the support portal.

Step 1: when you are logged into the portal, click on 'Edit Profile':

Step 2: This page allows you to change your Name, Title, Direct Phone Number, Mobile, time zone and language.

Note: You will be unable to edit your email address or company name. Please contact Camms support so we can change this at our end for you.

Step 3: to update your password, scroll down and enter in your current password, followed by your new password and confirmation. Then click 'change password'.

Password Policies: Camms have the below password policies for security purposes:

- ❖ Minimum of 8 characters
- ❖ Cannot contain username / email address
- ❖ Password expires in 90 days
- ❖ Cannot be the same as the last 3 passwords

12.   PORTAL SIGN OUT

To log out of the Portal, click the 'sign out' button which will take you back to the login page. This will mean that next time you go to your portal link, you will need to re-enter your email and password. This is used if you are not using your personal PC.

Note: *if you are using your personal PC and you wish for the link to save your password and log you into the portal directly from your link, then you don't need to sign out – just close the browser as usual.*

13.   RELEASES AND ESCALATIONS

Release Management

All clients hosted on Camms Cloud and Private Clouds will be on the latest versions of the application software and all releases will be provided automatically as part of the license fee at the time they are released by Camms.

If the client is hosted on a self-hosted environment all infrastructure management will be completed from the clients end and no release patches will be provided to the client unless requested and planned with both parties (the client will have to request for the upgrades to be provided along with support to be provided).

The Camms program updates policy mentions that if self-hosted, 2 upgrade versions may be foregone before losing support. Version upgrades are required to be applied sequentially since as stated the system would continue to be supported for up to 2 prior releases.

In relation to Camms upgrade process, all releases (Feature releases) are undertaken outside of office hours and release / downtime notifications are provided by Camms prior to any work being undertaken. This is part of the Annual license fee paid.

We ensure that our clients are given the appropriate notification time so that no releases will have any major impact on the business. This process is fully managed and delivered by Camms:

Weekly Maintenance Releases:

- Fixes for ticket and incident resolution.
- Urgent SLA 1 and 2 tickets may be released outside of the hot fix.
- Notifications are completed through our Help Desk portal on the specific ticket.

Quarterly Feature Releases:

- Notifications will be sent beforehand on when these will occur and what it will include (generally 2 weeks prior to the release).
- Release will be added to the Test Environment 2 weeks prior to the production update.
- Minor enhancements which will have minimal impact on users (generally new system settings and enhancements that can be utilised if the customer wishes to do so).
- Release notes are sent after the release with information on the new enhancements.
- Occurs over a planned weekend.

Minor or Major Releases:

- Will be communicated beforehand if there are any planned in the year (at least 1 -2 months beforehand).

Support Maintenance

- Maintenance activities will be carried out only after client business hours except for any emergency maintenance. In addition, if there are any potential threats/incidents identified, it will be updated to the clients immediately via electronic communications tools immediately.
- If there are any planned system downtimes, these will be communicated beforehand.

Operating Services on Camms Hosted Cloud

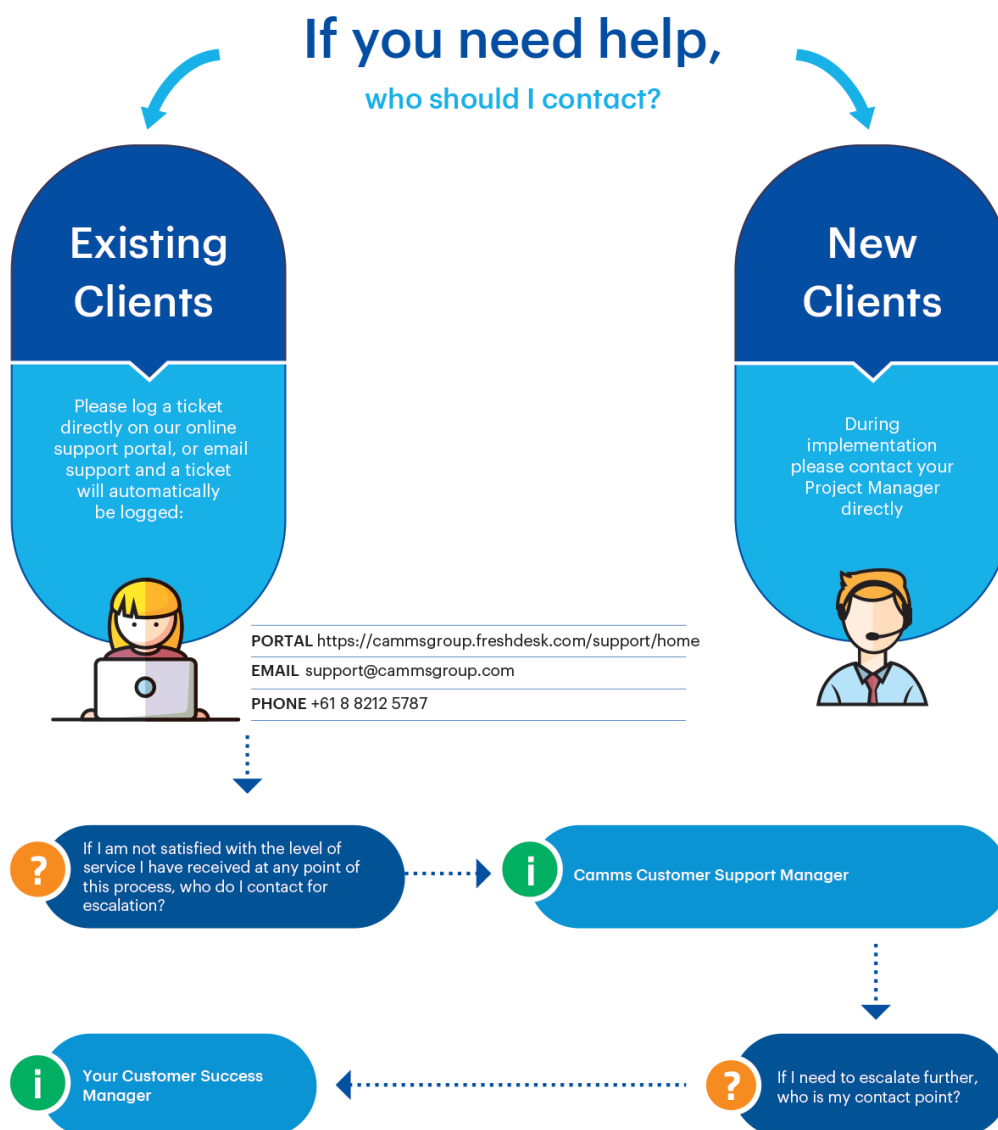- Camms database Maintenance is completed on up to 3 databases (Production, Test and Training).
- Camms completes a daily backup Maintenance (Monday – Friday) and has a 12 week retention period on all backups.
- In the event of a business disruption, affecting one or more of Camms client's, the disaster recovery process will be active, the data will be restored at the data centre, and it is ensured the most recent data is

recovered. On best case scenarios client will have the most recent data from the backup if the disaster window is close to the backup and it worst-case scenario it will be 24 hours older from the time of disaster.

Escalations

The Camms team are committed to delivering exceptional client service; if you require further information in relation to your ticket, please contact Camms Help Desk by phoning +61 8 8212 5787. If you are not satisfied with the level of service you receive at any stage of this process or feel the need to escalate matters, please escalate to the Help Desk Manager, followed by your Account Manager to take necessary action to resolve the incident:

Support Escalation Diagram

If you need help,
who should I contact?

Existing Clients

Please log a ticket directly on our online support portal, or email support and a ticket will automatically be logged:

PORTAL https://cammsgroup.freshdesk.com/support/home
EMAIL support@cammsgroup.com
PHONE +61 8 8212 5787

New Clients

During implementation please contact your Project Manager directly

? If I am not satisfied with the level of service I have received at any point of this process, who do I contact for escalation?

i Camms Customer Support Manager

i Your Customer Success Manager

? If I need to escalate further, who is my contact point?

Camms.

For more information, please contact
Support@cammsgroup.com

T: +61 08 8212 5787