



Support Tracker Instructions for Head Administrators

The AlumniMagnet Support Tracker will be your direct link to the HAA and AlumniMagnet for the life of your website. When a Head Administrator has a question or needs troubleshooting, those questions and notifications should be added to the Support Tracker.

To access your Support Tracker:

Once the Head Administrator has logged in to the website, the Support Tracker can be located near the bottom of the administrator menu (under the blue "AlumniMagnet" globe to the left of the "Home" link in the navigation bar.).

To submit a new issue in the Support Tracker:

- Click "Support Tracker" in the administrator menu (blue globe next to "Home")
- Click **"New Inquiry"**.
- Add the subject, message and select the "type" and "urgency" of the issue.
It is important to be consistent and clear with how you name topics. What you don't want is to have several topics with the same name or topics with different names that deal with the same subject.
- Click **"Submit topic"**, you will now see the topic listed at the top of the forum at **"Support Level 1"**. Support Level 1 notifies the HAA that you have a question.
- The HAA will make the first attempt to answer the question. If it requires further attention, the HAA will escalate the issue to someone at AlumniMagnet.
- **DO NOT ASSIGN TO AN ISSUE AS LEVEL 2, 3, 4 or 5. Doing this puts the issues out of order and no one will respond.**
- Click "Submit topic".

To respond to an existing issue in the Support Tracker:

- If you have received a notification in your email that a Support Tracker item needs your attention, you can click the link directly to the forum from the email. You will be instructed to sign in first and then you can read the latest post.
- You do not need the email in order to respond to posts. Follow the instructions above on how to access the Support Tracker. Click the issue you need to respond to and read the latest post.
- To respond, click "reply" on the top right. Only respond to issues that are at "Client" or "Level 1".
- Enter your response.
- Select the person that you want to respond or be notified (the HAA or another Club/SIG Head Administrator). Clicking delays the response from the person you intended to contact.
- **DO NOT RESPOND TO AN ISSUE AS LEVEL 2, 3, 4 or 5. Doing this puts the issues out of order and no one will respond.**
- Click "Submit reply".

All inquiries in the Support Tracker will be addressed by a member of the HAA first. If an engineer from the AlumniMagnet team needs to be notified, the HAA will escalate those issues. The HAA will also notify the Club/SIG if the AlumniMagnet engineer has any additional questions or when the issue is resolved.