Brazos Client Support Portal
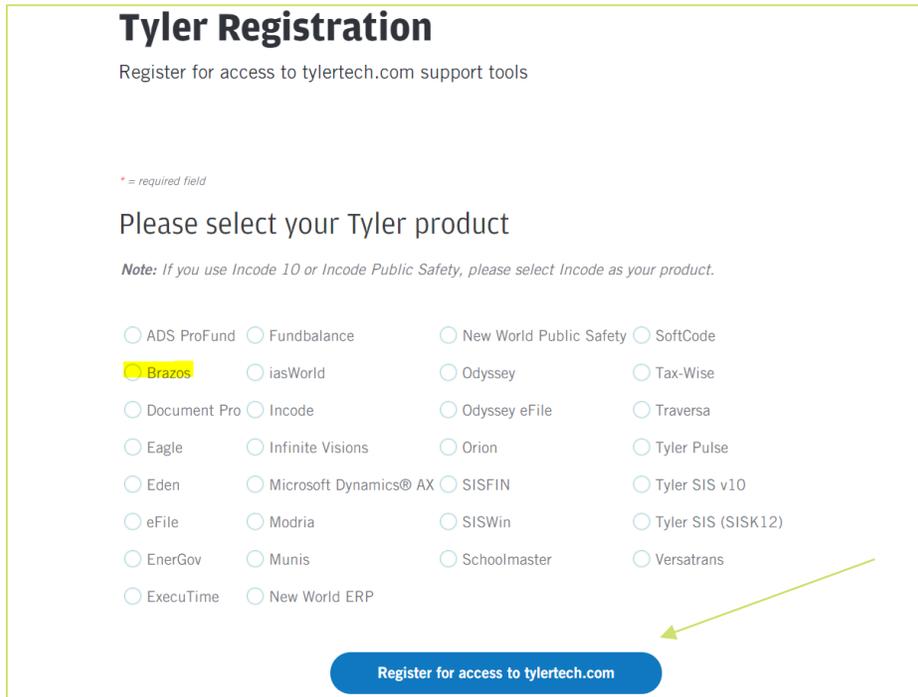
Follow these steps to register for the Brazos Client Support Portal

Visit https://www.tylertech.com/client-support/brazos-support and register for access to the client portal.
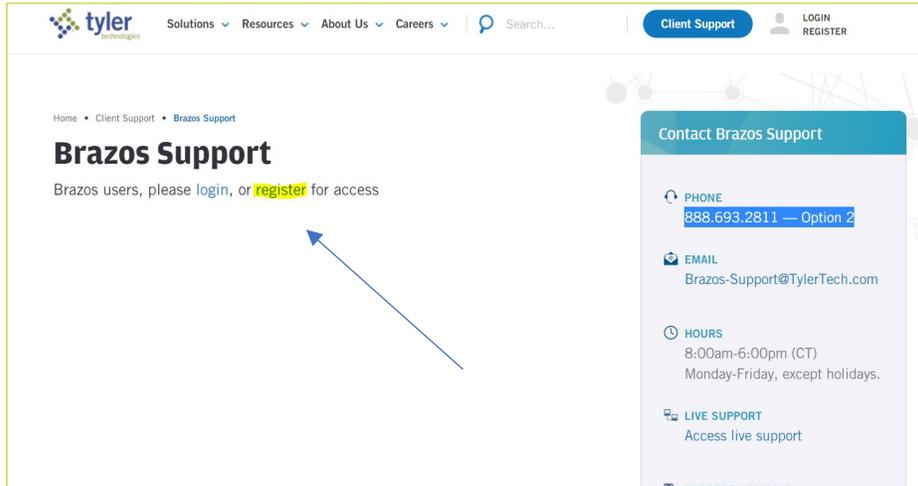
Once on the registration page, select Brazos (highlighted below) and then the blue register button at the bottom of the page:

Complete the entire registration form and then the blue register button at the bottom of the page. Once registration is submitted, within 1-2 business days you should receive an approval email. At that point you will be able to log-in to the portal.

## How to utilize the Brazos Client Support Portal

Within the client support portal, clients have two options to select: **ONLINE SUPPORT INCIDENTS** and the **HARDWARE REPAIR FORM.** These options will expand as we continue to develop our support tools.


For **HARDWARE REPAIR:** Currently, there is a link to check warranty status for Zebra and Motorola products. Download the required form to access this warranty. We will be expanding in the future to allow for access to information on other types of hardware (like Panasonic) and submit repair requests directly through the Portal.

For **ONLINE SUPPORT:** Users are granted two types of access during registration – Standard Access or Superuser Access. Standard users can see and enter tickets for the agency that they have personally entered in CRM. A Superuser would be someone that would need to see tickets for all users entered for that agency. A good example would be an Administrator or IT user within the organization. Tyler also has the option to allow some users to see multiple agencies, other than only tickets related to that agency the user is associated with in CRM. An example would be an IT Administrator that oversees multiple separate agencies.

Utilization of the tool for hardware repair and online support looks the same. See below:
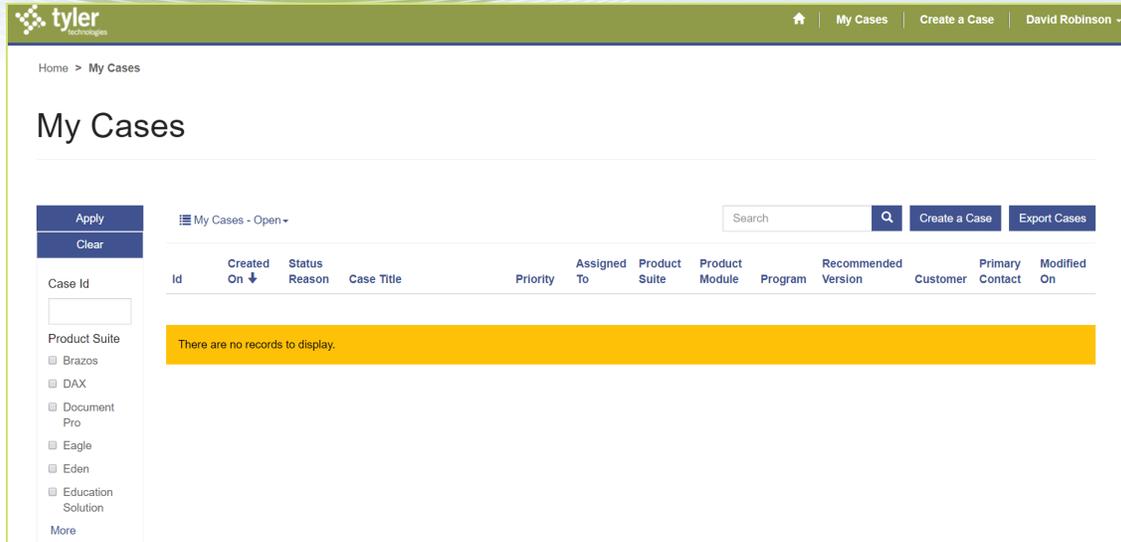
- Filtering: The selection bar on the left of the screen allows for filtering.
- Viewing cases: All cases based on user status (Standard vs Superuser) will be visible where the orange bar is located. Later screenshots will show this populated.
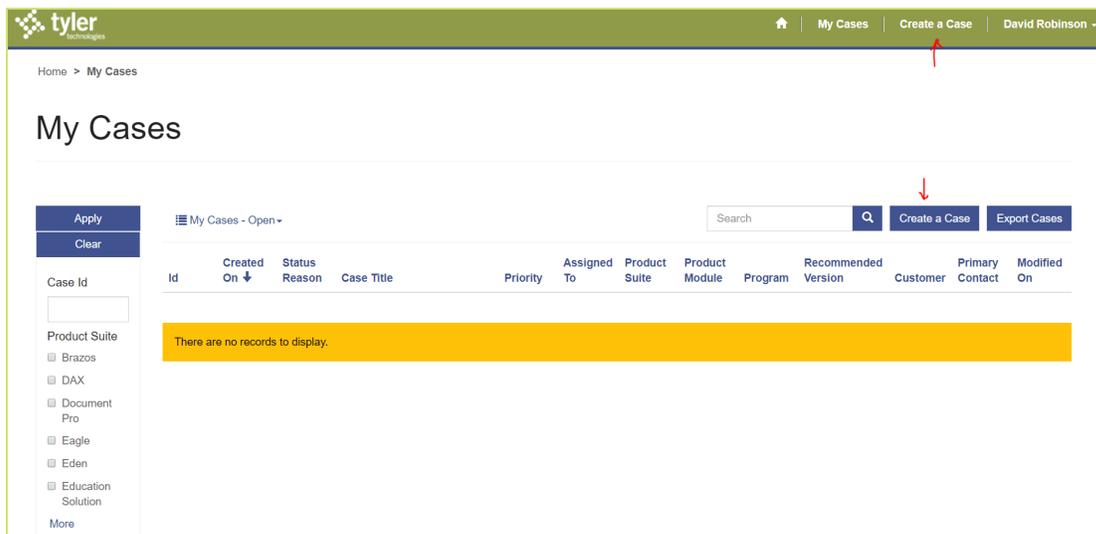- Create a case: Two locations exist to create a new case (see red arrows):
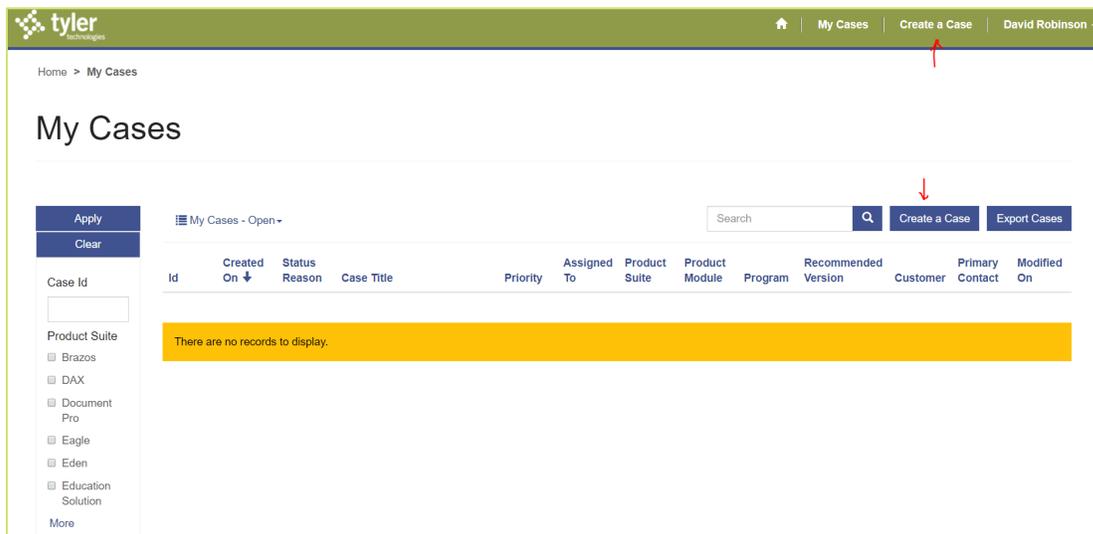
- Export cases: Ability to export the list into a spreadsheet format (see red arrow):
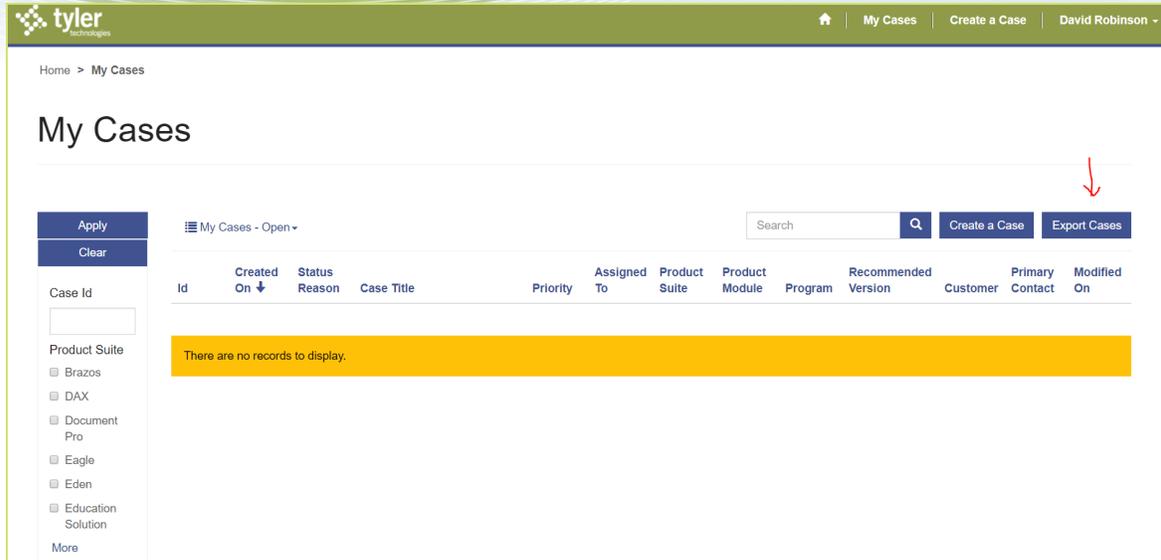
How to Create a Case

- Once inside the Brazos Client Support Portal, select "Create a Case" noted below with the red arrows:

You will see the below listed screen with both mandatory and optional fields to complete. (Mandatory fields are noted with a red asterisk and highlighted). Use the search button for options in each field. On the right will filter similar cases and eventually Knowledge Base articles to help resolve your issues:

Selecting "Submit and Add Attachments" will create the case for you and an automated response email will be sent to your registration email with the Support Case Number. On the Case Details screen, you will be able to view the Case Number, Add Additional Comments, and Upload Documentation (highlighted below).

Success! Thank you for submitting your issue to us. You will receive an email confirmation with the case number. You can track the status of your ticket in My Cases.

TEST CASE AGAIN ✎

Technical Support | Active – New/Not Started

[Escalate Case] [Print]

Priority: 3 - Medium

Id: 7572922

Assigned To:
SYSTEM

Date Created:
1/17/2020 4:45 PM

Last Modified On: 1/17/2020 4:45 PM

Primary Contact:
David Robinson

Customer:
C&J, A Tyler Technologies

Product Suite:
Brazos

Product Group:
Brazos Group

Timeline: ⊕ Add comment

3 minutes ago

David Robinson ➜ SYSTEM
TEST DO NOT WORK

File Name	Modified	File Size ↻

ℹ There are no documents available for the current record.

Choose Files No file chosen   Upload ⊕

Max File Size 25MB

Then the new case will appear on the log-in screen.

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                                          🏠 | My Cases | Create a Case | David Robinson ▾

Home > My Cases

My Cases

[Apply]
[Clear]

Case Id
[   ]

Product Suite
☐ Brazos
☐ DAX
☐ Document Pro
☐ Eagle
☐ Eden
☐ Education

≡ My Cases - Open ▾   [Search   ] 🔍 [Create a Case] [Export Cases]

Id	Created On ↓	Status Reason	Case Title	Priority	Assigned To	Product Suite	Product Module	Program	Recommended Version	Customer	Primary Contact	Modified On
7572922	1/17/2020 4:45 PM	New/Not Started	TEST CASE AGAIN	3 - Medium	Brazos Support Queue	Brazos	Task: eCitation/Summons			C&J, A Tyler Technologies	David Robinson	1/17/2020 4:45 PM

Selecting the case here will allow you to close the case (if needed), escalate the case (if needed), print the case, add and read new comments, and upload additional documents.

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Welcome to the new Brazos Client Support Portal!