

Nevada WIC Elementool Guide

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What is Elementool?

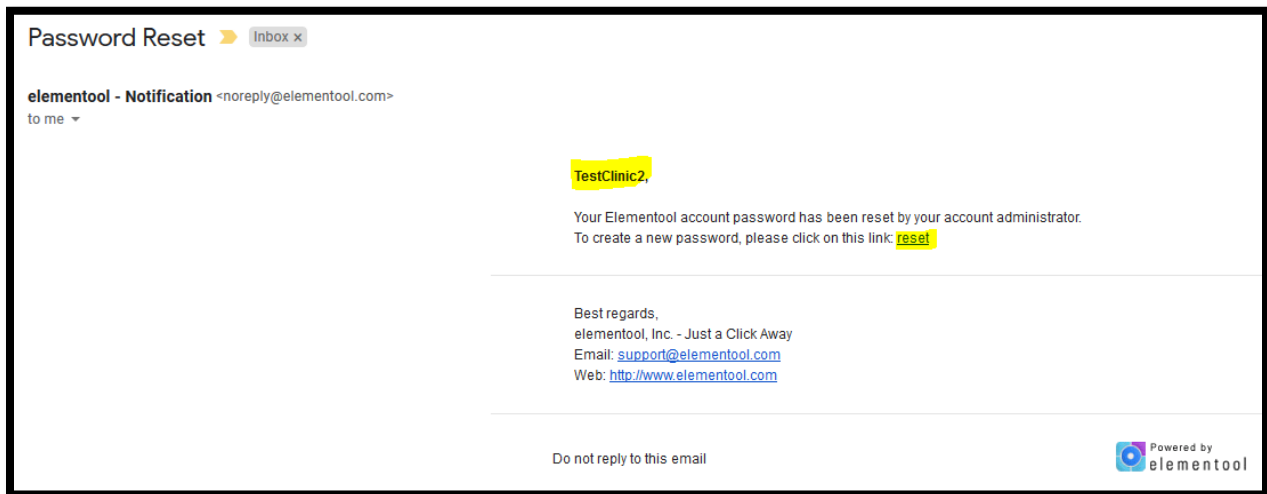
Elementool is a software the state WIC office will use to centralize NV WISH help desk tickets. Clinic staff will use the Elementool website to submit help desk tickets.

Getting Access to Elementool

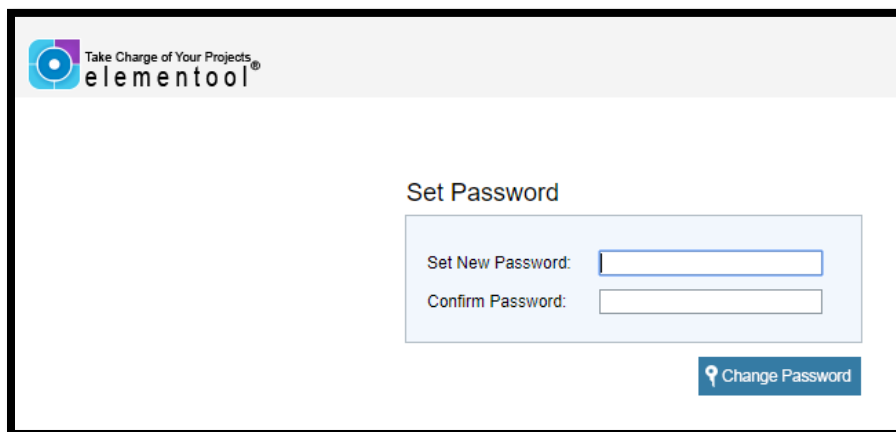
The state office will give clinic staff access to Elementool upon request. Email requests to: WICGeneral@health.nv.gov.

Logging in for the First Time

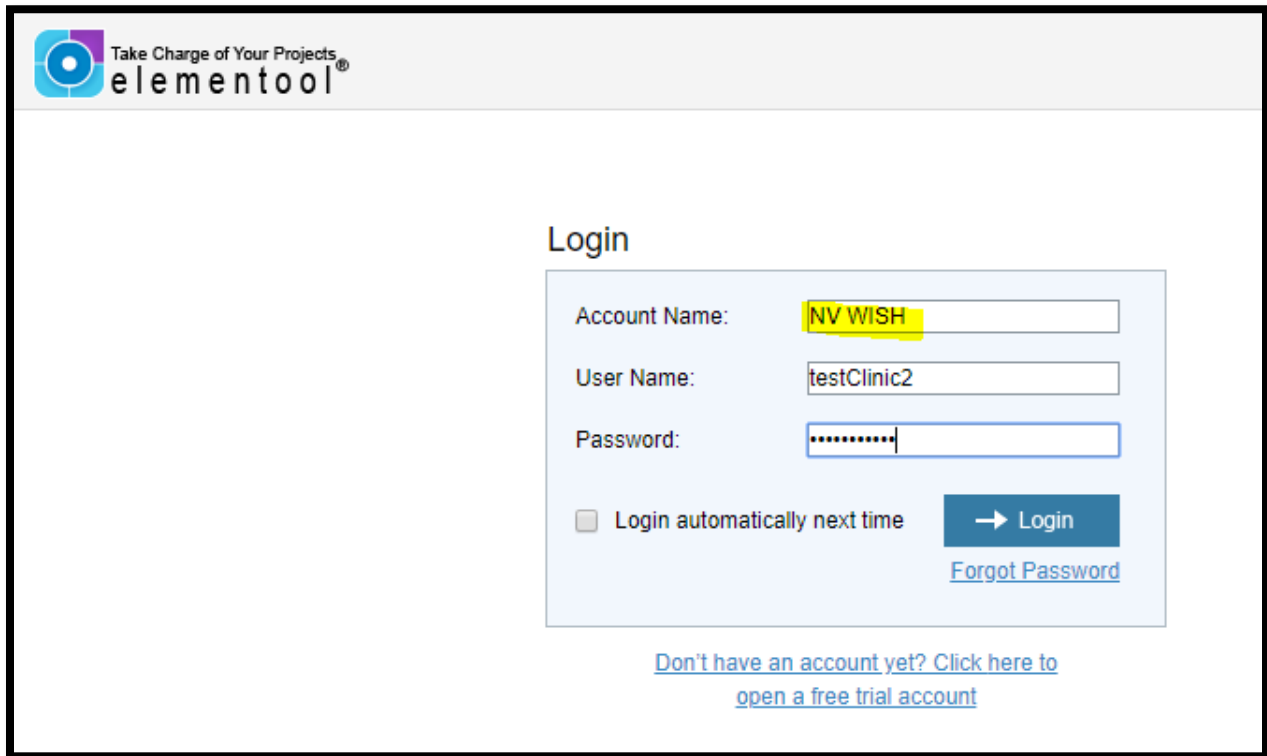
1. Once the state office registers you with an Elementool account, you will receive an email with your username and a link to reset your password, as shown below. Click on the “reset” hyperlink.



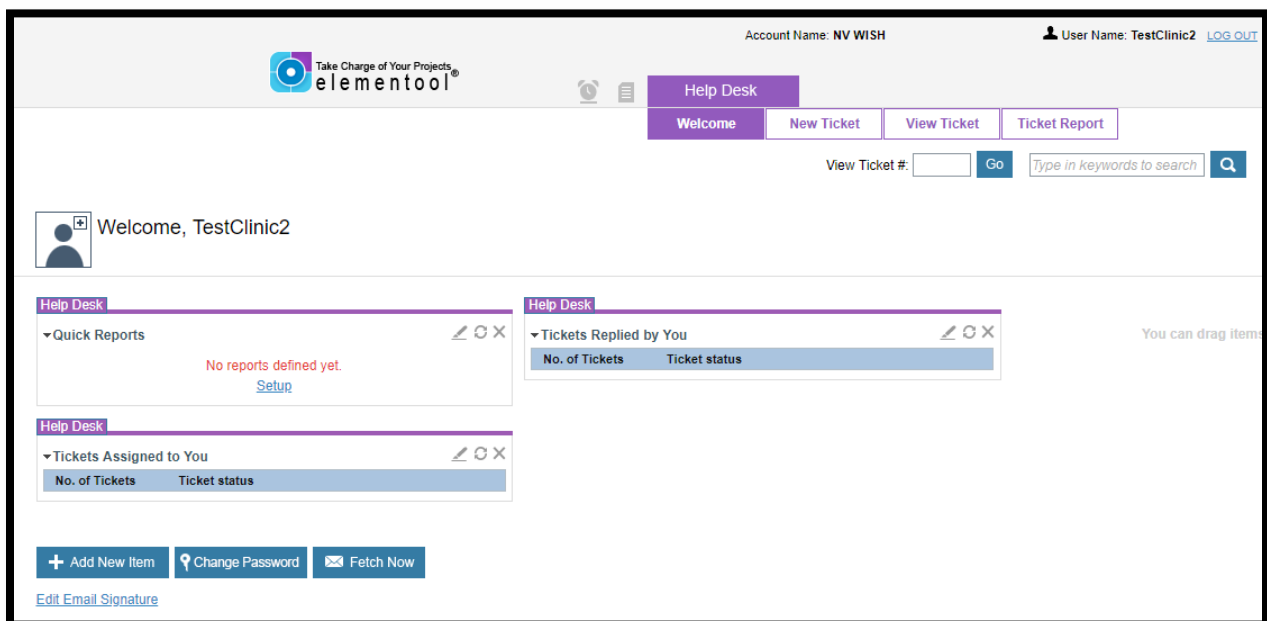
2. Set up a new password.

A screenshot of the Elementool website's "Set Password" form. The top left corner features the Elementool logo with the tagline "Take Charge of Your Projects®". The form title is "Set Password". It contains two input fields: "Set New Password:" and "Confirm Password:". Below the input fields is a blue button with a white key icon and the text "Change Password".

- Once your password is successfully set up, it will take you to a login screen. The Elementool Login Account Name is: NV WISH. Please make sure to **include the space between NV and WISH**. If no space is included, it will not work.



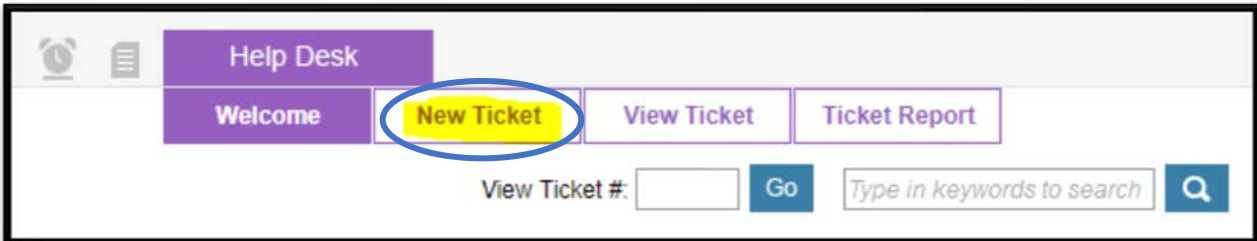
- After logging in, you will be directed to the welcome page.



The direct URL for Elementool is <https://www.elementool.com/Services/loginPage/login.aspx>.

Creating a New Ticket

1. A new ticket is created by clicking on the “New Ticket” button at the top.



2. After clicking “New Ticket”, you will see the new ticket screen. Below is an example of what a completed ticket should look like. **The fields with a highlighted arrow are required.** You will not be able to submit the ticket if you do not complete the required fields. When creating a new ticket, the fields highlighted in the yellow circle will auto populate; leave the ticket status and assigned to fields as is. Once all the necessary information is provided, click the “Submit” button, circled in blue.

Welcome | **New Ticket** | View Ticket | Ticket Report

View Ticket #: Go

New Ticket

Clinic Name/Location: *

Subject (2 or 3 words describing the problem): *

Ticket Created by:

Check Spelling

| | | |
|--|---|--|
| Clinic Staff * <input type="text" value="Test Staff"/> | NV WISH Username: <input type="text" value="dramirez"/> | Contact Phone #: <input type="text" value="775-684-4256"/> |
| Participant Name(s): <input type="text" value="Test Participant"/> | Family or Participant ID#: <input type="text" value="999999999999999"/> | Family or Individual issue?: <input type="text" value="Family"/> |

Description of Issue or Desired Result: *

Ticket Progress
1st Response Date

Ticket updates:

Ticket Resolution

Submitted on: 04/18/2019

Attachments | **Linked Records**

File Size Limit: 1MB
 Please do not upload executable (.exe, .bat, .com, .aspx, .ascx, .axd, etc.) files.

Drag n' drop files here to attach them

The area circled in red, at the bottom of the page is used to provide an update on the ticket progress.

At the bottom of the screen is a link to attach files, such as screenshots or pictures, to the ticket.

It is also possible to attach pictures to the ticket through the use of the ticket update feature. As seen below, staff can copy a picture using a snipping tool and paste it directly in ticket update window.

Ticket updates:

Rich text editor toolbar with options for Bold (B), Italic (I), Underline (U), Font Family, Font Size, and image insertion.

Ticket Resolution

Empty text area for entering ticket resolution details.

Attachments

Linked Records

File Size Limit: 1MB

Please do not upload executable (.exe, .bat, .com, .aspx, .ascx, .axd, etc.) files.

Drag n' drop files here to attach them

Ticket updates:



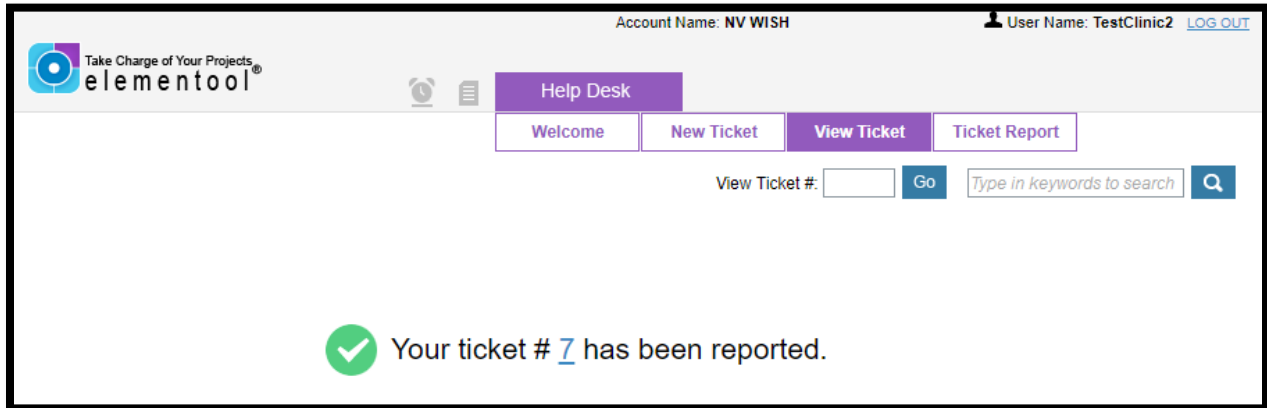
WICPROGRAM 05/02/2019 12:56:11 PM

Family: 13395 Testing Mother V2 1 - 427 CCHHS- Gardnerville WIC Clinic

Family

| | | | | | |
|---|--|--------------------|--------------------|----------------------|----------------------|
| HOH: Testing Mother V2 Date of Birth: 01/01/1991 (28 y) | Category: Pregnant WIC Status: Active | Cert. End: 06/2028 | Last FB: May 19 | Edit | |
| Participant: Test Infant V2 Date of Birth: 11/01/2018 (6 m 1 d) | Category: Infant (Male) WIC Status: Active | Never BF | Cert. End: 02/2029 | Last FB: Apr 19 | Edit |
| Participant: Testing Child V2 Date of Birth: 01/01/2017 (2 y 4 m) | Category: Child (Male) WIC Status: Active | | Cert. End: 06/2028 | Last FB: May 19 | Edit |

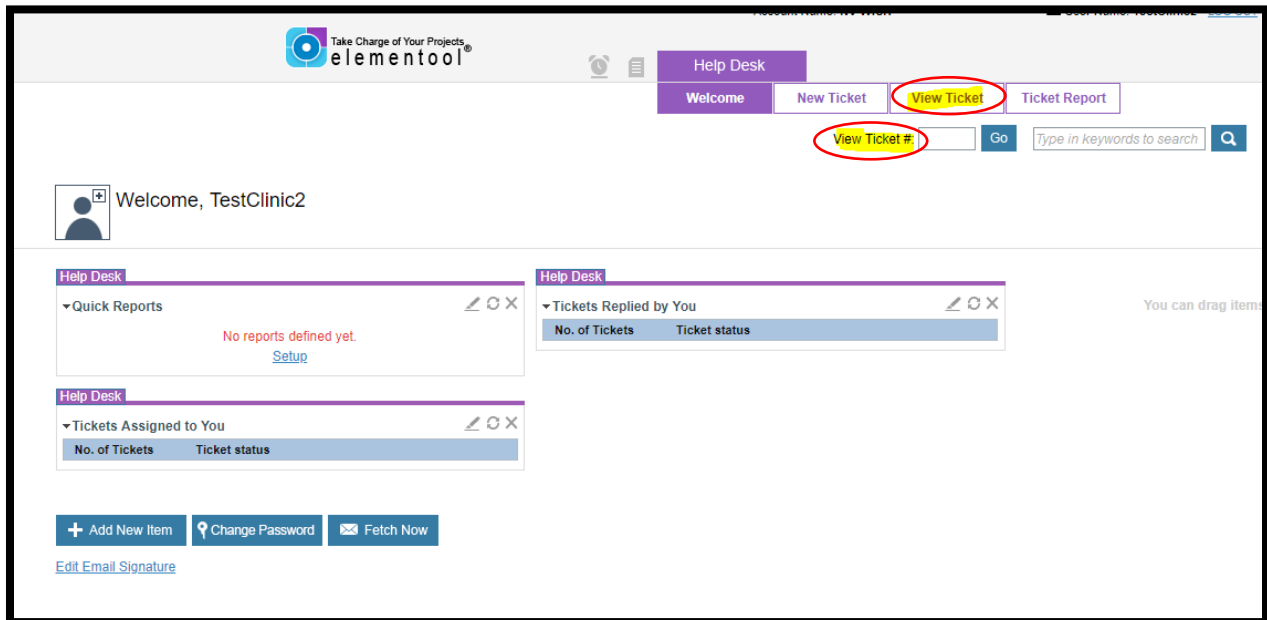
- Once submitted, your ticket will be assigned a number. Make note of the ticket number so you may follow up on your ticket's status as needed.



Checking the Status of a Ticket

There are a few ways to check the status of a ticket. The simplest way is to use the “View Ticket” option at the top of the screen, highlighted below.

You can also enter the ticket number and hit the “Go” button to view the ticket. Editing the ticket can also be done on this screen.



Responding to a ticket

There are times when tickets are submitted to State staff for resolution, but the state office is missing information or need further information from the clinic. When this happens, state staff will update the

ticket in the ticket update section. The ticket will then be assigned to the original person who created the ticket for further clarification/information.

Clinic staff can give the missing information through the ticket update section. Once the missing information is given, clinic staff need to assign the ticket to the state staff requesting the information. In the example below, the user WIC PROGRAM was the user requesting more info to clinic staff, so the ticket is assigned to this user.

The screenshot displays a ticket management interface with the following sections:

- Clinic Name/Location:** 204-NVHC MLK
- Subject (2 or 3 words describing the problem):** Another test
- Ticket Created by:** [Empty field]
- Language:** English, Check Spelling
- Clinic Staff:** Test
- NV WISH Username:** Test
- Contact Phone #:** Test
- Participant Name(s):** Test
- Family or Participant ID#:** 1111
- Family or Individual issue?:** Individual
- Description of Issue or Desired Result:** Test
- Ticket Progress:** 1st Response Date [Calendar icon]
- Ticket updates:** [Rich text editor with toolbar]
- Ticket Resolution:** [Empty text area]
- Ticket Attributes:**
 - Ticket status:** In process
 - Assigned to:** WICPROGRAM (circled in red)
 - Card Issues:** Duplicate files, Reports, Spinning Wheel timeout, STE, Unable to issue benefits, Vendor Issues, Wrong DOB, Other Issue
 - Other Issue
 - Submitted on:** 02/15/2019
 - Buttons:** Reply, Print, Save
- Attachments / Linked Records:** File Size Limit: 1MB. Please do not upload executable (.exe, .bat, .com, .aspx, .ascx, .axd, etc.) files. Drag n' drop files here to attach them.
- Ticket updates (circled in yellow):**
 - WICPROGRAM** 04/18/2019 11:25:36 AM: Need further information in order to close the ticket.
 - WICPROGRAM** 04/18/2019 11:24:41 AM: 4/18/19 David Ramirez-Missing the correct date of birth of the participant. Sending ticket back for missing information.

Closing a Ticket

Once a ticket has been resolved by the state office, state staff will close the ticket. Clinic staff will not need to close the ticket themselves. For tickets involving issues that can be resolved quickly, state staff will close the ticket once the issue has been resolved.