Nevada WIC Elementool Guide

Updated May 2, 2019

Contents

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.
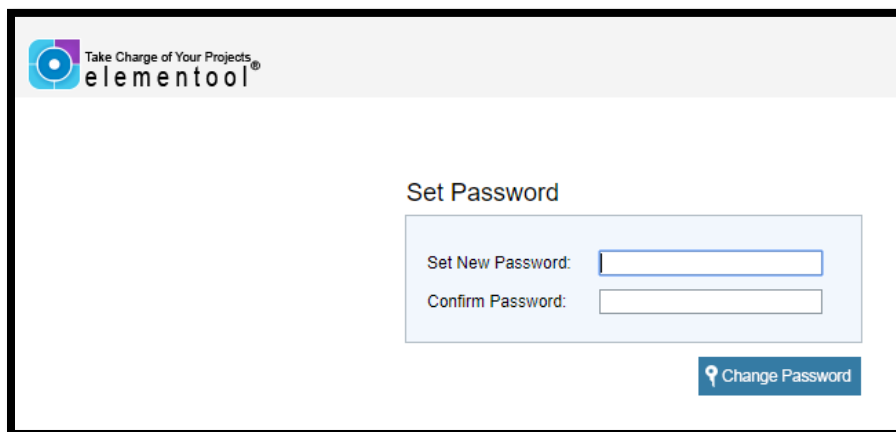
Getting Access to Elementool

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.
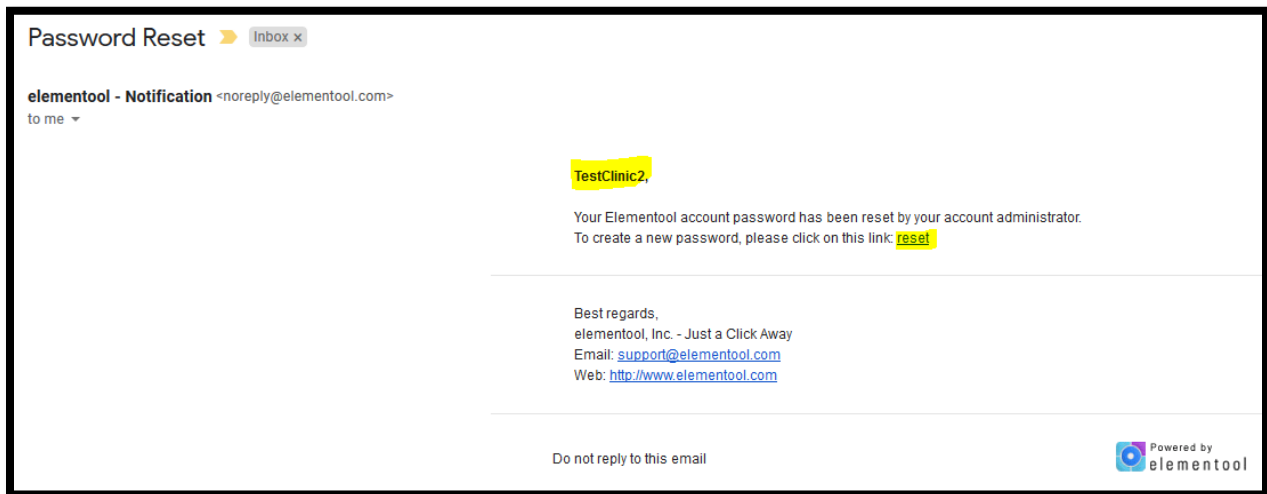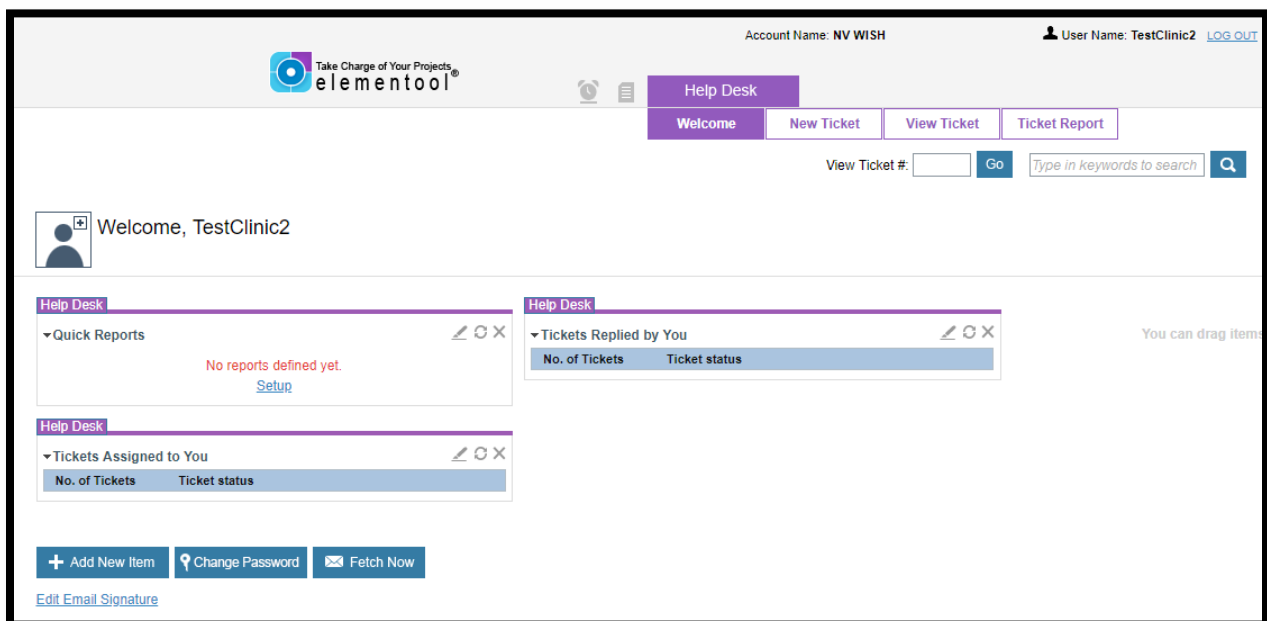

2. Set up a new password.

3. 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.
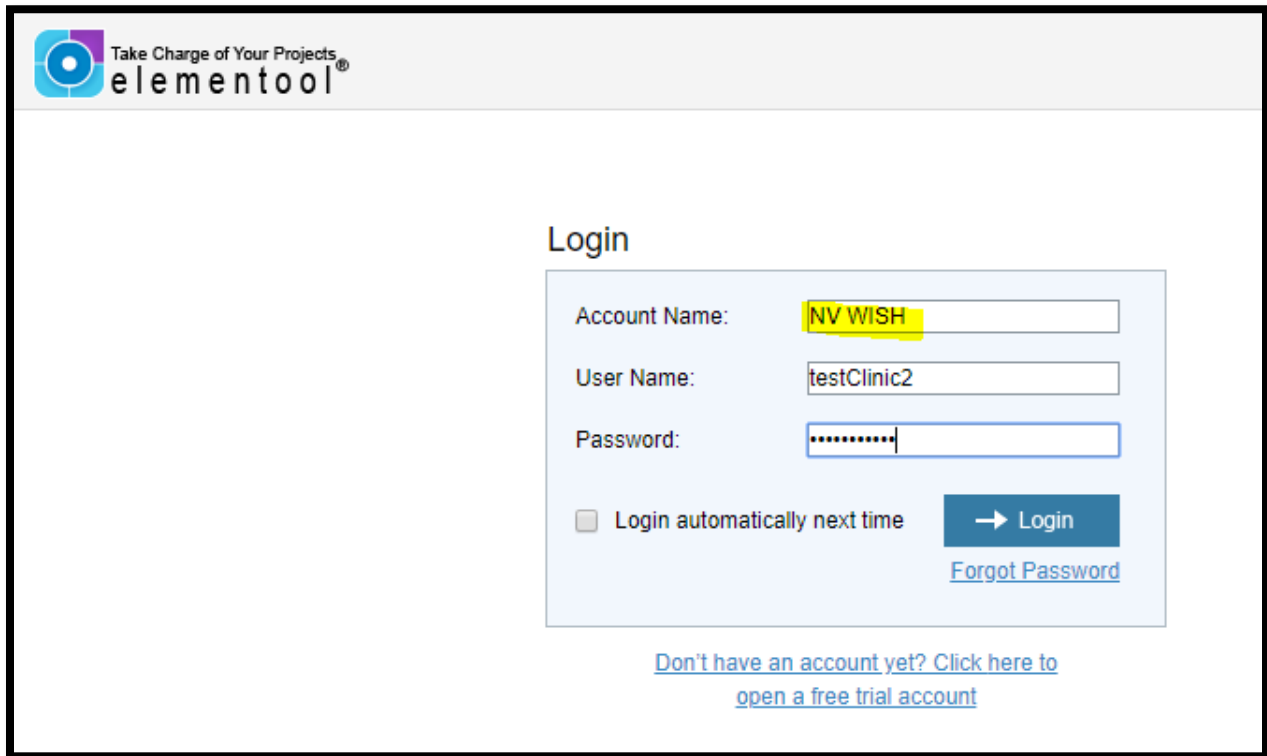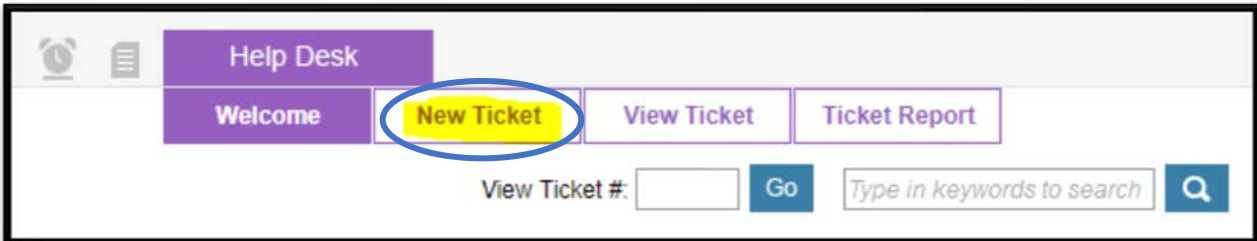

4. After logging in, you will be directed to the welcome page.

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.

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:

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Ticket Resolution

Attachments	**Linked Records**

File Size Limit: 1MB

ℹ 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	**Category: Pregnant**			Cert. End: 06/2028	Last FB: May 19	Edit
Date of Birth: 01/01/1991 (28 y)	WIC Status: Active			*FB Issuance 3 Months ▾		
Participant: Test Infant V2	**Category: Infant (Male)**	Never BF		Cert. End: 02/2029	BW Last FB: Apr 19	Edit
Date of Birth: 11/01/2018 (6 m 1 d)	WIC Status: Active			*FB Issuance 3 Months ▾		
Participant: Testing Child V2	**Category: Child (Male)**			Cert. End: 06/2028	Last FB: May 19	Edit
Date of Birth: 01/01/2017 (2 y 4 m)	WIC Status: Active			*FB Issuance 3 Months ▾		

3. 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.
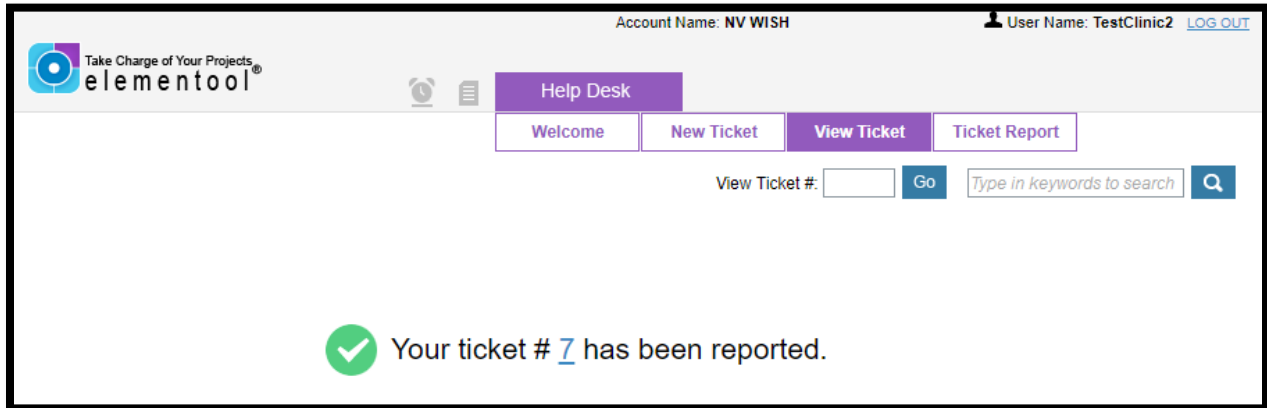
Checking the Status of a Ticket

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.
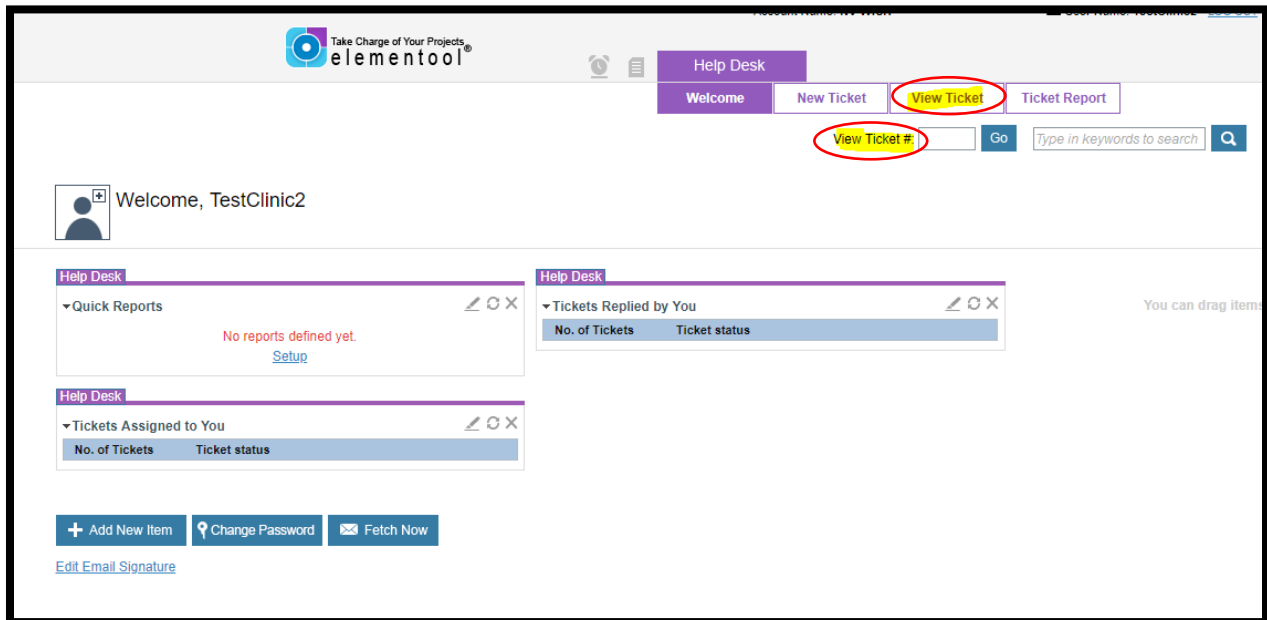
Responding to a ticket

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.

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.