



Elementool Quick Guide

Elementool URL: <https://www.elementool.com/Services/loginPage/login.aspx>


This document will take you step-by-step through the process of:

- Accessing Elementool
- Reset Elementool Password
- Forgot Elementool Password
- How to Open a Elementool Ticket
- How to Add Comments In an Elementool Ticket

How Access Elementool

1. The first time you use Elementool you will receive an email with your credentials. This email will allow you to reset you password.
2. Select the “Reset password” link and a new page will open and enter your new password.

Login details:



Your account names: Colorado WIC Program
Your username: Natalie SchroderTester
Your password: [Reset password](#)

Click here to login: <http://www.elementool.com>

To learn how to use Elementool Issue Tracking, please go to:

<http://www.elementool.com/blog/?p=118>

To learn how to use Elementool Help Desk, please go to:

<http://www.elementool.com/blog/?p=122>

To learn how to use Elementool Test Cases, please go to:

<http://www.elementool.com/blog/?p=113>

Best regards,

elementool, Inc. - Just a Click Away

Email: support@elementool.com

Web: <http://www.elementool.com>

3. Once you have entered your new password. Elementool will open and you will see the Welcome Page where you will enter in a new ticket.

Reset Elementool Password

1. On the Elementool Welcome page there is a "Forgot Password" link below the login button. Select the "Forgot Password" link.

Take Charge of Your Projects
elementool®

Account Name: Colorado WIC Program
User Name: Natalie Schroder
Password:

Login automatically next time

[Forgot Password](#)

[Don't have an account yet? Click here to open a free trial account](#)

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2. New page will appear and enter in the Account Name, Colorado WIC Program. Enter your User Name, which is the same user name you use for Compass and/or your email address. Select the Reset Password button.

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Send Password

To recover your username and password, please enter below your username or e-mail address then press "Send Password":

Your Account's Name:

Type Your Username:

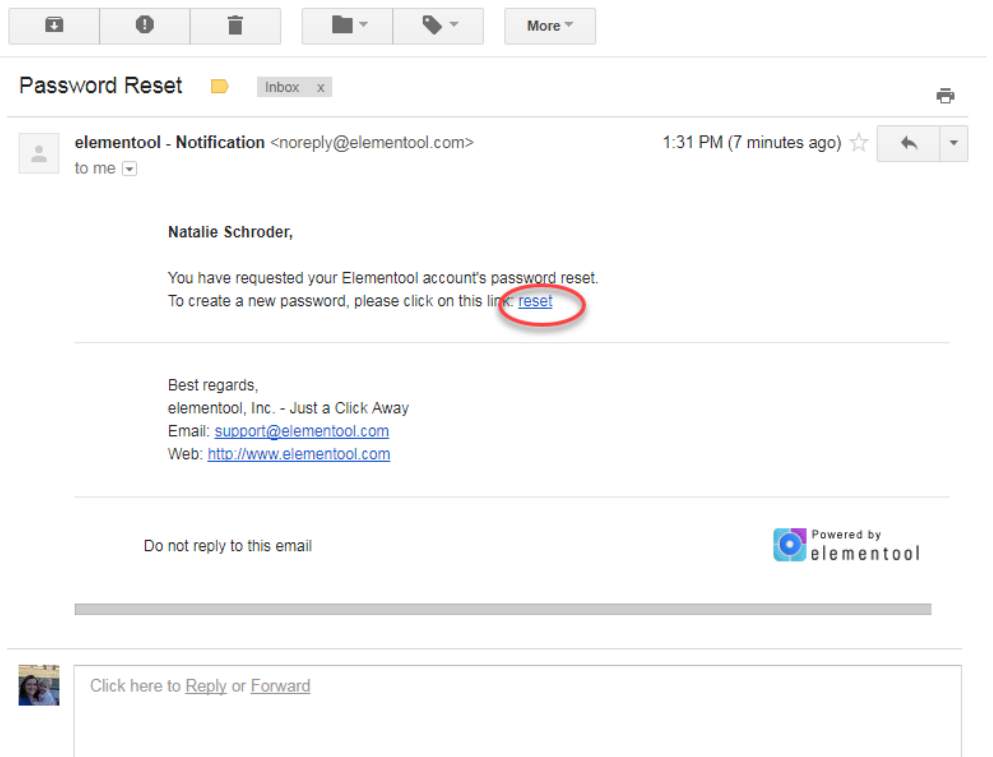
or

E-mail Address:

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3. Elementool will send an email notification to reset your password. In the email, select the reset link.



4. A new page will open, and you will set your new password in the set password field. Your new password must be a strong password that is at least 8 characters long w/letters, numbers and special characters just like their eWIC Compass password. Enter the new password a second time to confirm the new password. Select the "Change Password" button.

Set Password

Set New Password:

Confirm Password:

[Change Password](#)

5. After you have reset your password. Elementool will take you back to the login page. Enter your login information and your new password and the Elementool Welcome page will appear.

Forgot Elementool Password

1. On the Elementool Welcome page there is a "Forgot Password" link below the login button. Select the "Forgot Password" link.

Login

Account Name:

User Name:

Password:

Login automatically next time

[Login](#)

[Forgot Password](#)

[Don't have an account yet? Click here to open a free trial account](#)

2. New page will appear and enter in the Account Name, Colorado WIC Program. Enter your User Name, which is the same user name you use for Compass and your email address. Select the "Send Password" button.

Login

Send Password

To recover your username and password, please enter below your username or e-mail address then press "Send Password":

Your Account's Name:

Type Your Username:

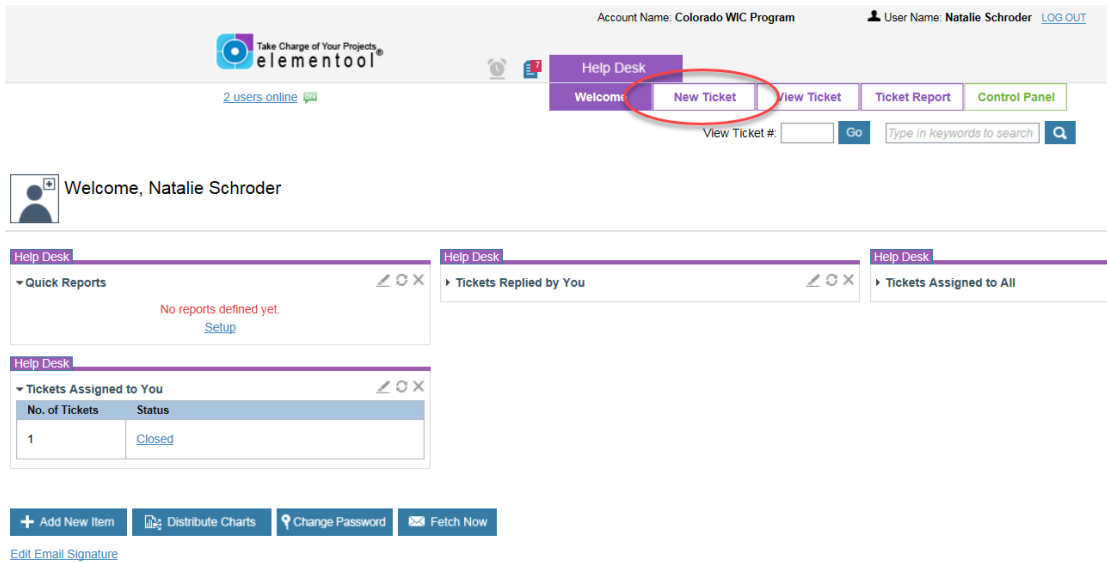
or

E-mail Address:

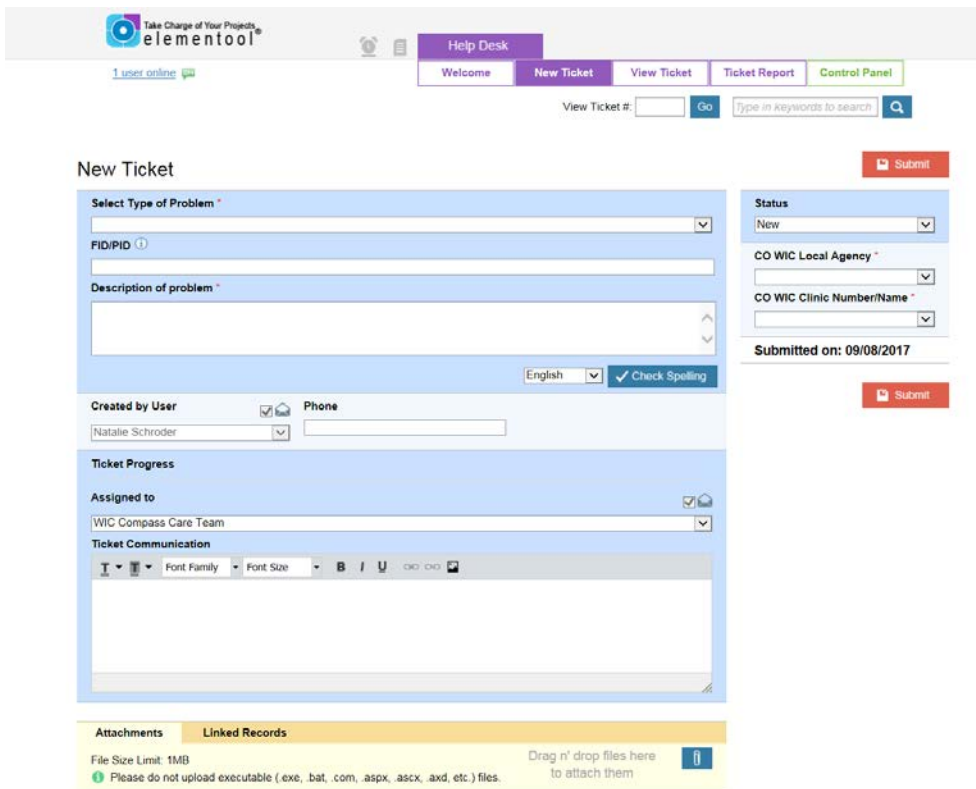
3. A pop-up will appear, stating "Details have been sent to you by email" and click "Close."
4. This page will close, and take you back to the Login page.
5. Elementool will send an email notification. In the email, your login information will appear. Go to the Elementool login page, and login into your account.

How to Open an Elementool Ticket

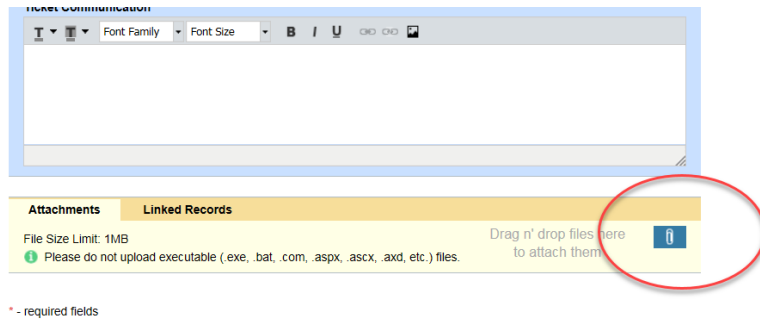
1. Access the Elementool login page, and enter in the Account Name, Colorado WIC Program. Enter your User Name, which is the same as Compass. Enter in your password and select the "Login" button.
2. The Elementool Welcome page will appear. At the top of the screen select the "New Ticket" tab.



3. The New Ticket form will appear to create a ticket for your Compass issue.



4. Inside the New Ticket form, select the Type of Problem in Compass from the drop down field. Enter in the FID/PID associated with the Compass Issue.
5. Enter in a brief description of the problem in the open text box.
6. If you have screen shot you would like to attach to explain the issue, select the paper clip image at the bottom of the screen.



7. A pop-up will appear, for you to choose the file/image to upload from your computer. Once the upload of the file/image is complete the image will appear at the bottom of the ticket underneath attachments.
8. Select your Local Agency and WIC Clinic Name from the drop down fields.
9. Select the "Submit" button to submit your ticket. The ticket will close and confirmation will appear stating your ticket has been reported.
10. Email notification will be sent to your inbox with your ticket details. Each time your ticket is updated you will receive a notification via email.

How to Add Comments In an Elementool Ticket

1. The Compass Care Team will respond to your Compass issue. Inside the ticket you will see comments/steps the Compass Care Team have made towards resolving your Compass issue.

Ticket #75

Select Type of Problem *
STE

FID/PID ⓘ
123456

Description of problem *
TEST

English

Created by User Phone
Natalie Schroder

Ticket Progress

Assigned to
WIC Compass Care Team

Ticket Communication

12-12-2017 Natalie: Hi Sally, we have resolved your issue. Please let me know if you have any questions. Thanks!

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

History Trail

Date	Time	User Name	Field Name	Change
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2. If you have questions or want to add any comments, enter a comment in the ticket communication field with your name and date.
3. Select the "Update" button, and email notification will go to your inbox, and the Compass Care Team will respond to your question or close the ticket within 1 business day.

CO WIC Local Agency *
3 Tri-County Health Department

CO WIC Clinic Number/Name *
101 Westminster WIC Clinic

Submitted on: 12/12/2017

Natalie Schroder,

Issue number 75 has been Created by User you in your elementool account.
Account name: Colorado WIC Program

To view this issue, please go to:

<http://www.elementool.com/Services/Common/quickview.aspx?username=Natalie%20Schroder&acctname=Colorado%20WIC%20Program&issueno=75HD>

Change Details:

Change time: 12/12/2017 4:15:24 PM
Changed by: Natalie Schroder

Status: New => Closed

Ticket Communication:

12-12-2017 Natalie: Hi Sally, we have resolved your issue. Please let me know if you have any questions. Thanks!

Issue details:

FID/PID: 123456
Description of problem: TEST
Status: Closed

Sender: Natalie Schroder

Email notification has been sent to:

Assigned to: WIC Compass Care Team
Created by User: Natalie Schroder