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 your password.

2. Select the “Reset password” link and a new page will open and enter your new password.

   Login details:
   
   Your account name: Colorado WIC Program
   
   Your username: Natalie Schroeder-Tester
   
   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.

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.
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.
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.

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.
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.
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.
Natalie Schroeder,
Issue number 75 has been Created by User you in your element tool account.
Account name: Colorado WC Program

To view this issue, please go to:

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

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:
FDID: 12456
Description of problem: TEST
Status: Closed

Sender: Natalie Schroeder
Email notification has been sent to:
Assigned to: WC Compass Care Team
Created by User: Natalie Schroeder