Virtual Town Hall

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Help! I Need Somebody!

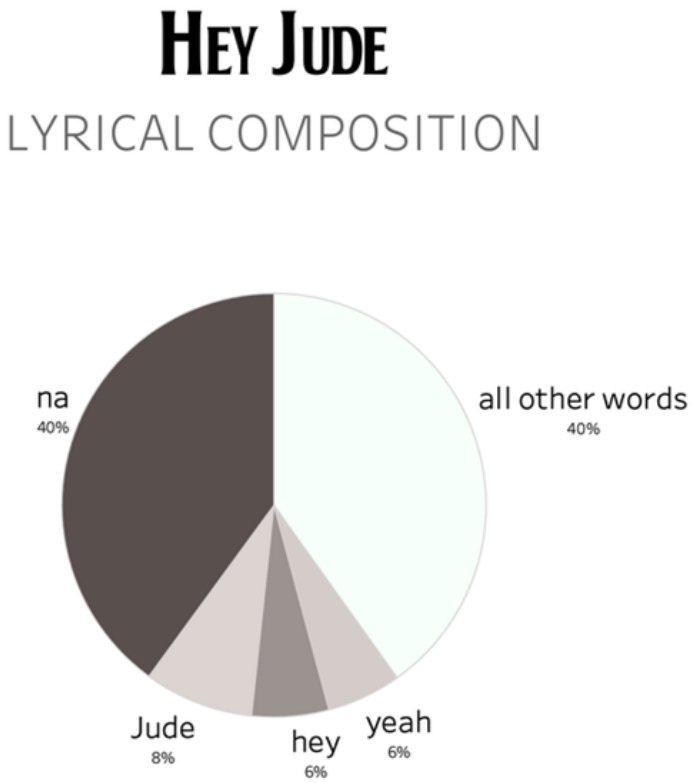
September 4, 2020

Recordings and Notes Housed at
https://xcalibur.freshdesk.com/support/solutions

Data Disasters

An OK Pie Chart?

Made by Bo McCready @boknowsdata



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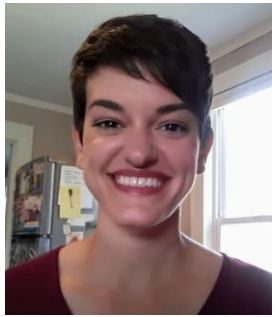
The Xcalibur Team

Tricia Brainard
Director of Research and Evaluation

Jim Brown
President

Julie Jaramillo
Director of Data and Analytics

Curt Reese
Chief Technology Officer



Allie Sheldon
Data Analyst

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Nuts and Bolts

- As you enter, you will be muted.
- Please remain on mute until you are ready to speak.
- If you have access to a camera, please turn it on. We want to see your smiling faces!
- Don’t forget about the chat features of Zoom. You can send private messages to other members of the meeting, or you can send group messages.

Purpose

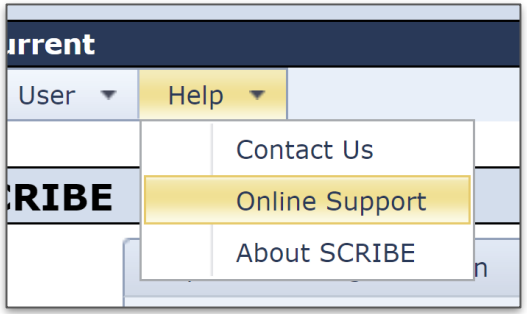
Discussion: Engage in topics that affect all of us while not declaring what is right or wrong. The community will share ideas and ways to work through problems in data collection and SCRIBE utilization.

SCRIBE Snippet: Provide a quick tip for using SCRIBE that is connected to the discussion topic.

Discussion Questions

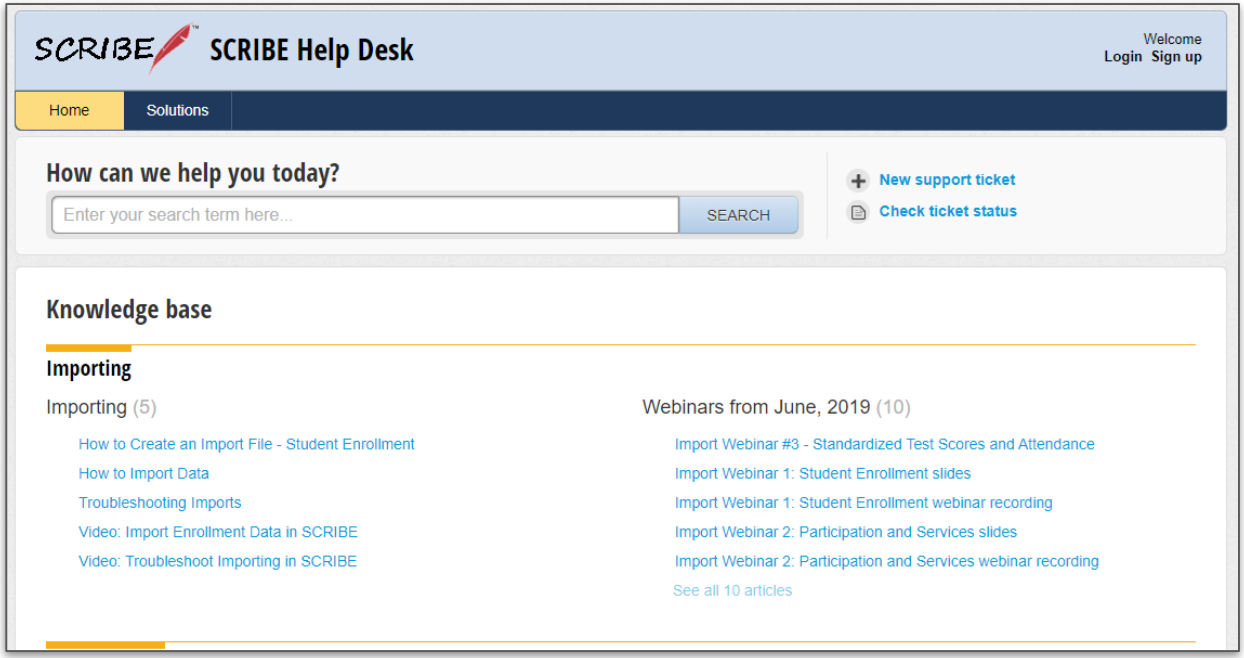
- What do you do when you have a question about SCRIBE?
- Who is in your SCRIBE network?
- How did you find your SCRIBE network?
- When do you use your SCRIBE network?

SCRIBE Snippet: Help Desk



xcalibur.freshdesk.com

- Search with keywords
- Browse by category
- PDFs and Videos



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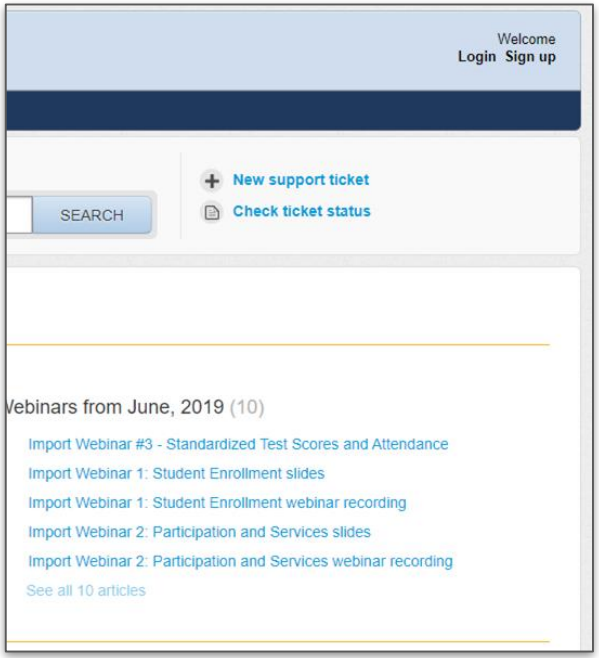
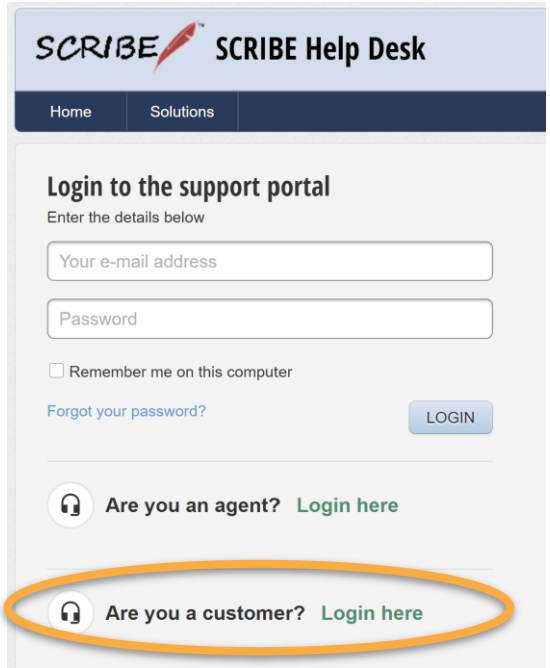
SCRIBE Snippet: Support Ticket





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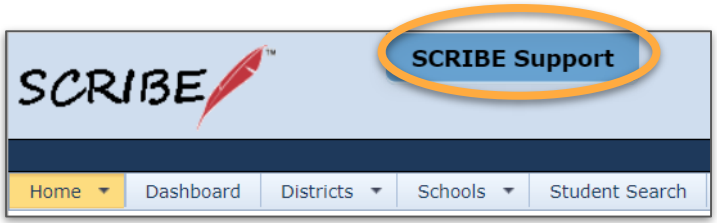
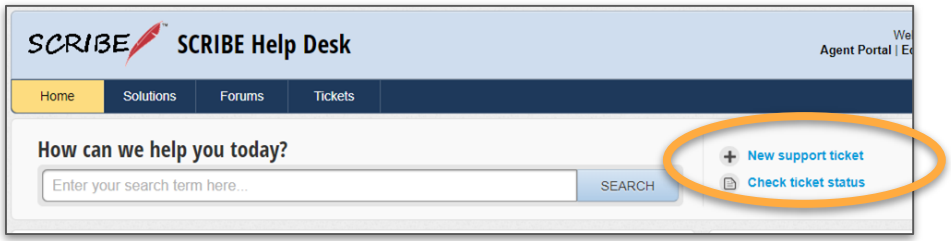
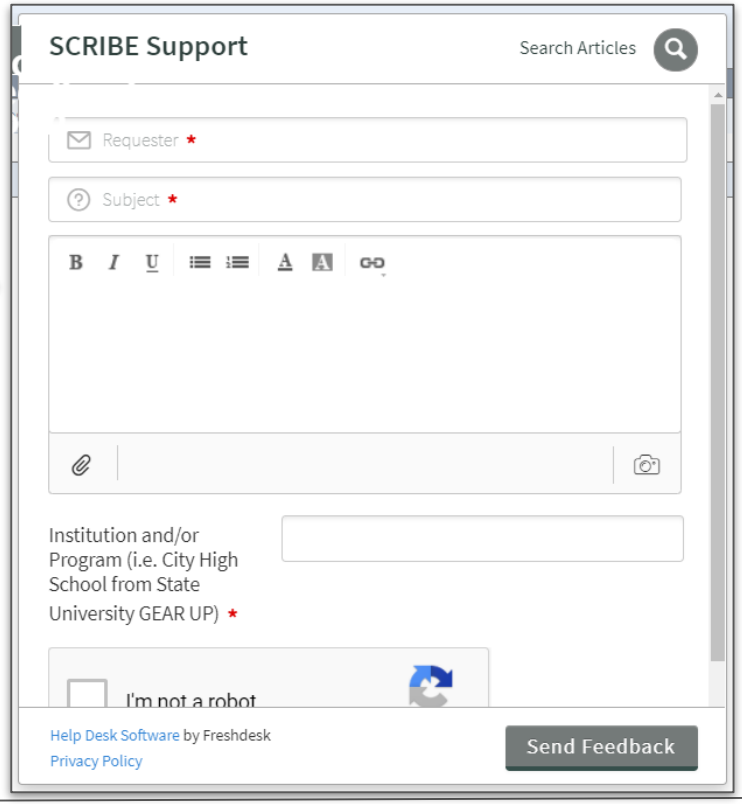
SCRIBE Snippet: Support Ticket







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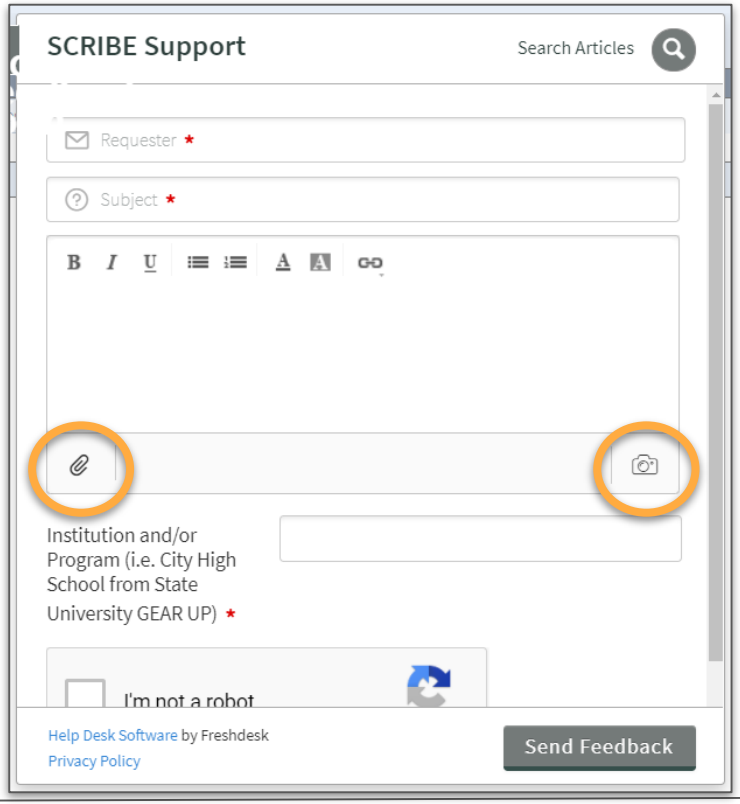
SCRIBE Snippet: Support Ticket

Help Us Help You

- The more info the better!
- Send a screenshot
- Leave the import *with the errors*
- Attach a file to the support ticket (we can download the file if you've tried to import it)
- What Grant? What Instance?
- You will receive an email when the Xcalibur team responds to your ticket
- You can reply to that email



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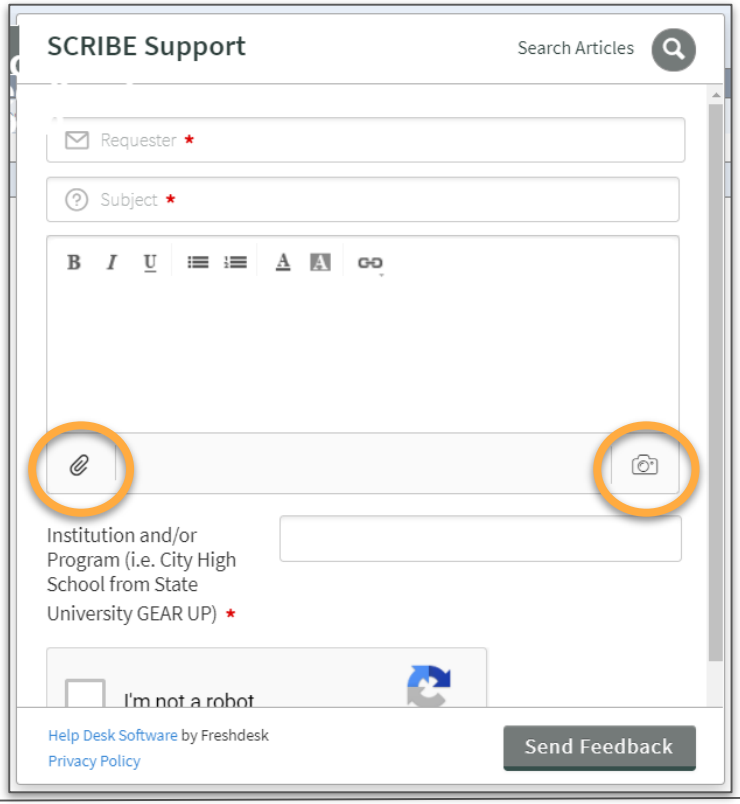
SCRIBE Snippet: Support Ticket

Why You Might Submit a Support Ticket

- Locked out of your SCRIBE account
- Add a new SCRIBE user for your grant
- Errors when importing (leave it in SCRIBE!)
- Question about export results
- Not seeing a service you just added
- SCRIBE is not working like you think it should



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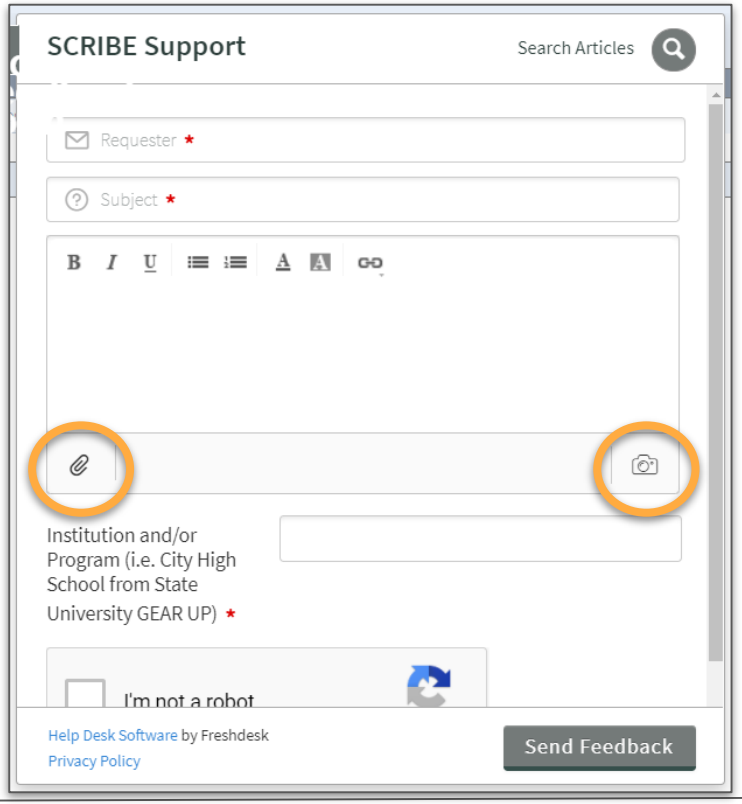
SCRIBE Snippet: Support Ticket

Please send **all support questions** through a SCRIBE Support Ticket!



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Office Hours Poll

15 Responses

93%

of respondents
are interested in
participating
in Office Hours.

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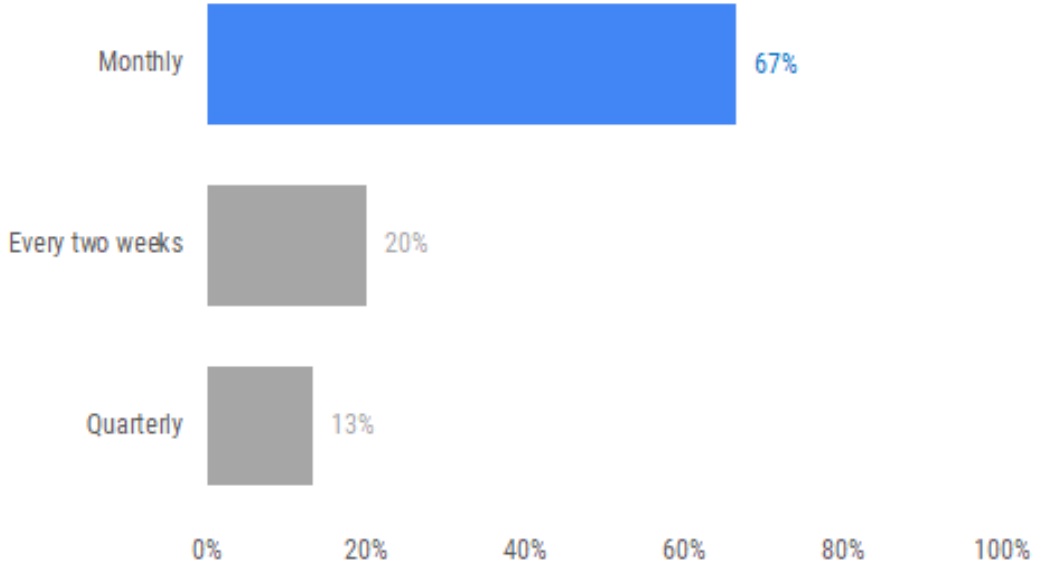
Office Hours Poll

15 Responses

Two-thirds of respondents
chose monthly as the frequency for Office Hours.



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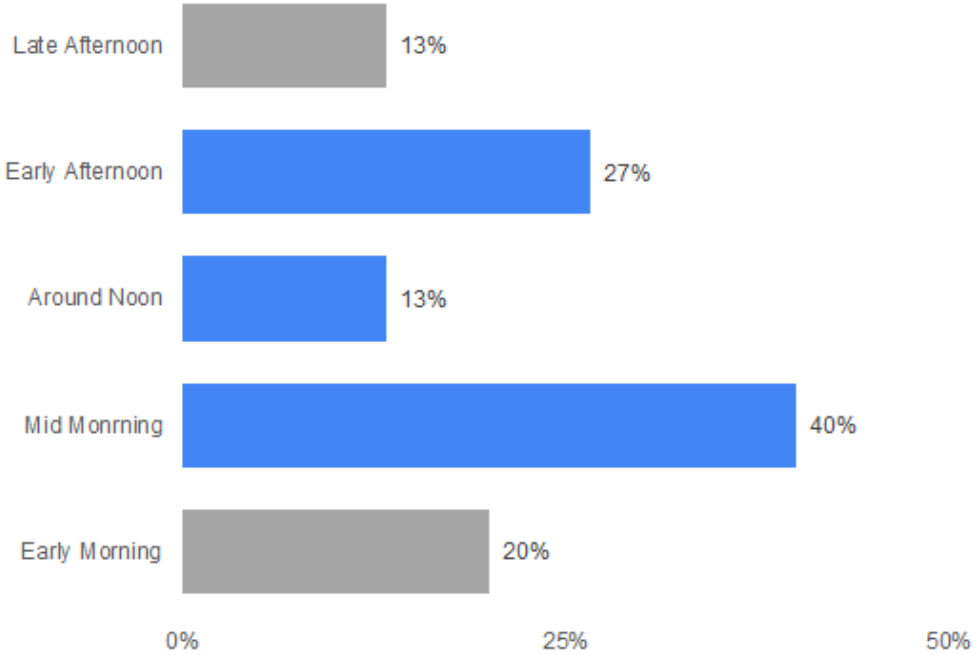
Office Hours Poll

67% of respondents are in either the Central or Mountain time zones.

15 Responses

80% of respondents preferred mid-morning through early afternoon for Office Hours.



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Office Hours Update

- Office Hours will be held monthly on the third Wednesday of each month from 11:00 AM - 1:00 PM (eastern).
- The first session of Office Hours will be on October 21.
- To register for Office Hours, go to www.Xcalibur.com and click on Events.
  - Click on the event for Office Hours.
  - Click the link for registration.
  - Complete the registration.
- You will receive a standing calendar invite with the Zoom invite for the third Wednesday of each month.
- If you will not be attending, you can delete the specific occurence from your calendar.

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Submitting a Topic

Topics for discussion and the SCRIBE snippet come from our community.
Use the link below to submit a discussion topic and/or a SCRIBE snippet topic for an upcoming town hall.

https://tinyurl.com/TownHallTopicSubmission

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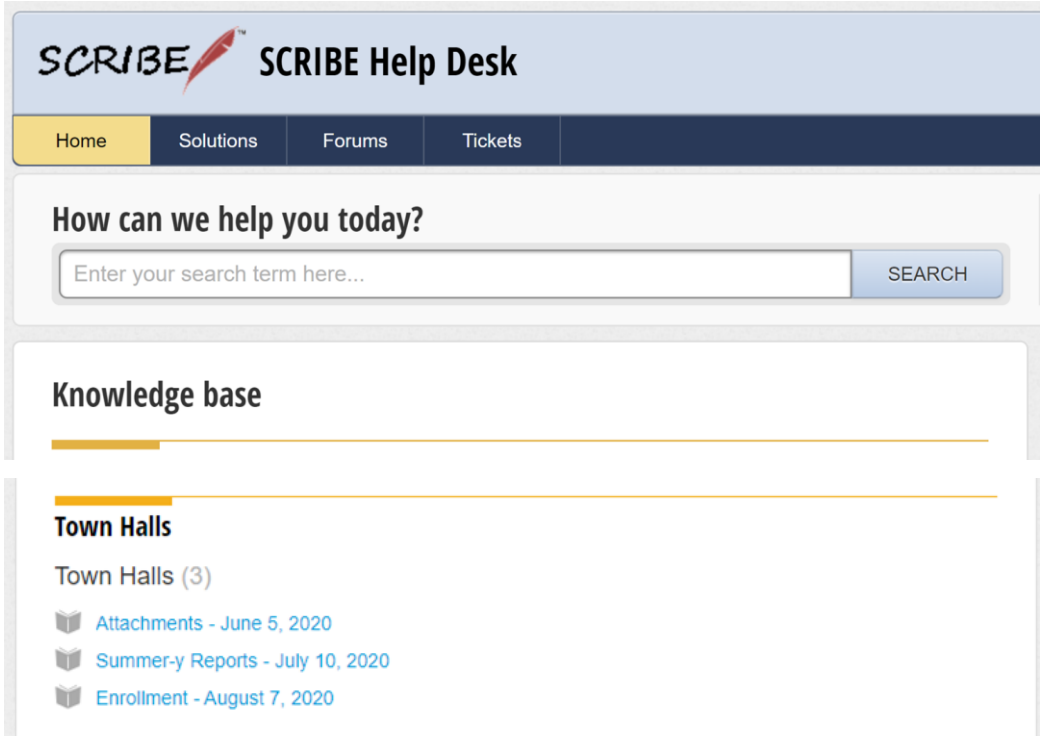
Resources

- Town Hall video recording & powerpoint on the Help Desk

  Town Halls folder

- SCRIBE Help Desk
- Xcalibur Events
- Event: Office Hours



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Thank you for attending!

- Next Town Hall: Friday, October 2nd at 2pm (eastern time)
- https://tinyurl.com/TownHallTopicSubmission

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