

2020-09-04 Town Hall Notes - Help! I need somebody!

Discussion

What do you do when you need help?

- SCRIBE Manual (in Google folder)
- It depends on the question – determines who we ask
- Help Desk videos on the SCRIBE Help Desk website
- Send SCRIBE Help ticket

Anything you've looked at in the manual but couldn't find then emailed?

- Reports

Allie: who else is in your SCRIBE network?

- Send help ticket

Anyone have a group of super users in your grant?

ie- Use the ask 3 other SCRIBE users before you asked Julie

How did you (or could you) find your SCRIBE network?

- Xcalibur conference in Chicago 2019.
- Xcalibur SCRIBE LinkedIn group
- SCRIBE town halls
- GEAR UP schools
- The Xcalibur table at NCCEP Conferences

SCRIBE Snippet

- Create a SCRIBE Service ticket from the online help or the “SCRIBE Support” widget in SCRIBE
 - Take a screenshot! Attach files to the Support Ticket
 - Give as much info as possible in the ticket
 - Leave the import in SCRIBE with errors
 - Response to your ticket will come via email – reply to that email
- Browse articles on the SCRIBE Help Desk
 - You do not have to be logged in to see many of the articles and videos
 - Reasons for logging in: to check tickets or view archived information

Office Hours

- 3rd Wednesday of every month from 11 am – 1 pm (eastern)
 - Starting October 21
- Register: go to Xcalibur Events page, find Office Hours and click registration link
 - Registration link: <https://forms.gle/59wKe72SUTzQAqQcA>
- Helpdesk ticket is time sensitive issue
- Office Hours is to talk through an issue, thought, walk through an import together
 - Office Hours are informal, drop by any time during the two hours
- Office Hours are *in addition* to the Town Halls