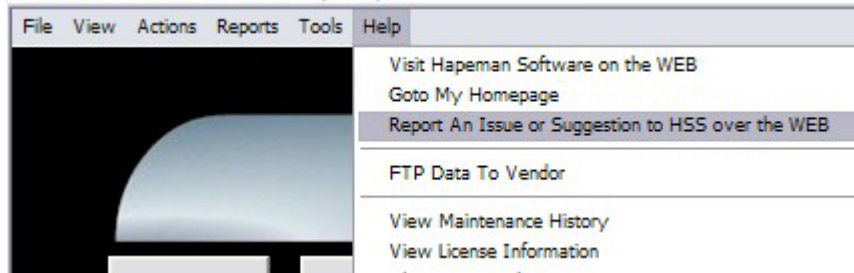


# **Tax Tracker 2008**

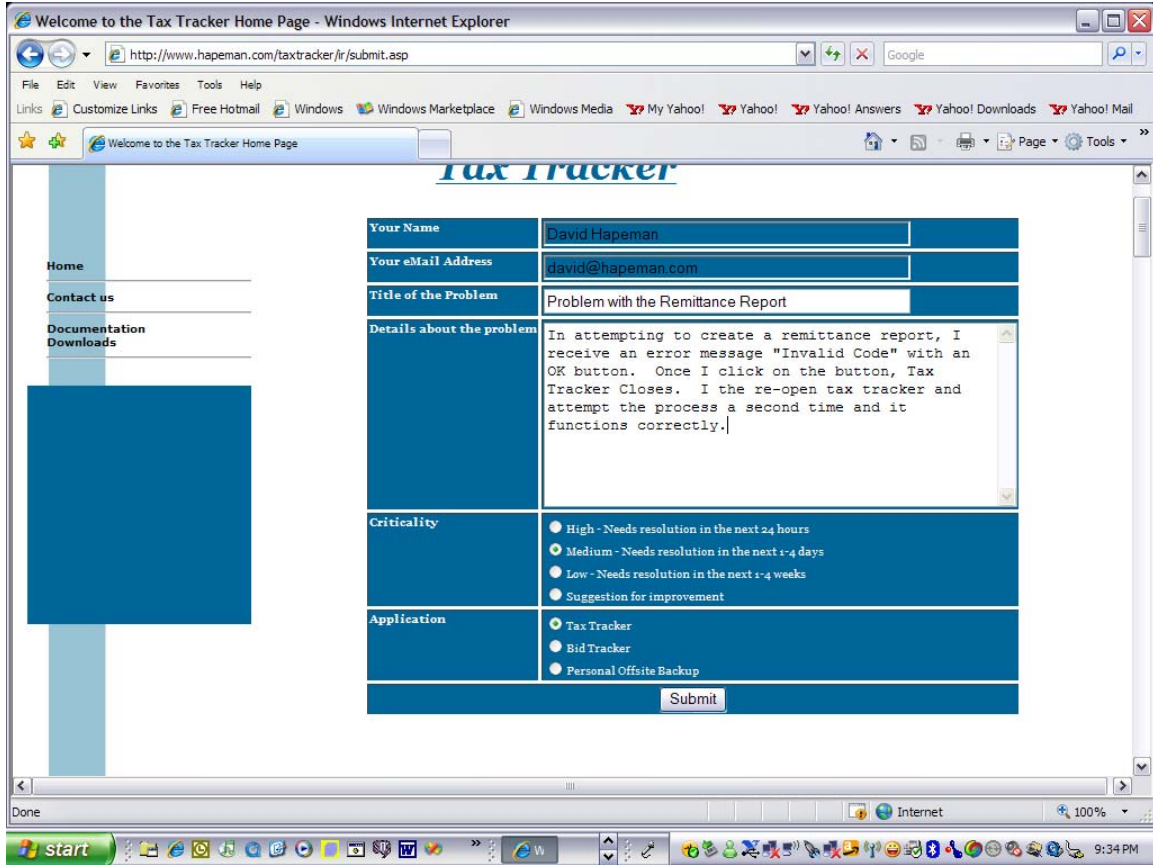
## **Incident Reporting System**

The Incident Reporting System, or IRSys, has been created by Hapeman Software Solutions to allow the user who has purchased, or leased one of our applications to report a problem or make a suggestion for future improvements. The IRSys is accessed via the internet so internet access is required for this application.

All Applications can access the IRSys by clicking on the Help Pull down, then clicking on Report An Issue or Suggestion to HSS over the WEB.



The user is then sent to a web page that is used to capture the information about the Incident. Incidents are known as IR's for Incident Records.



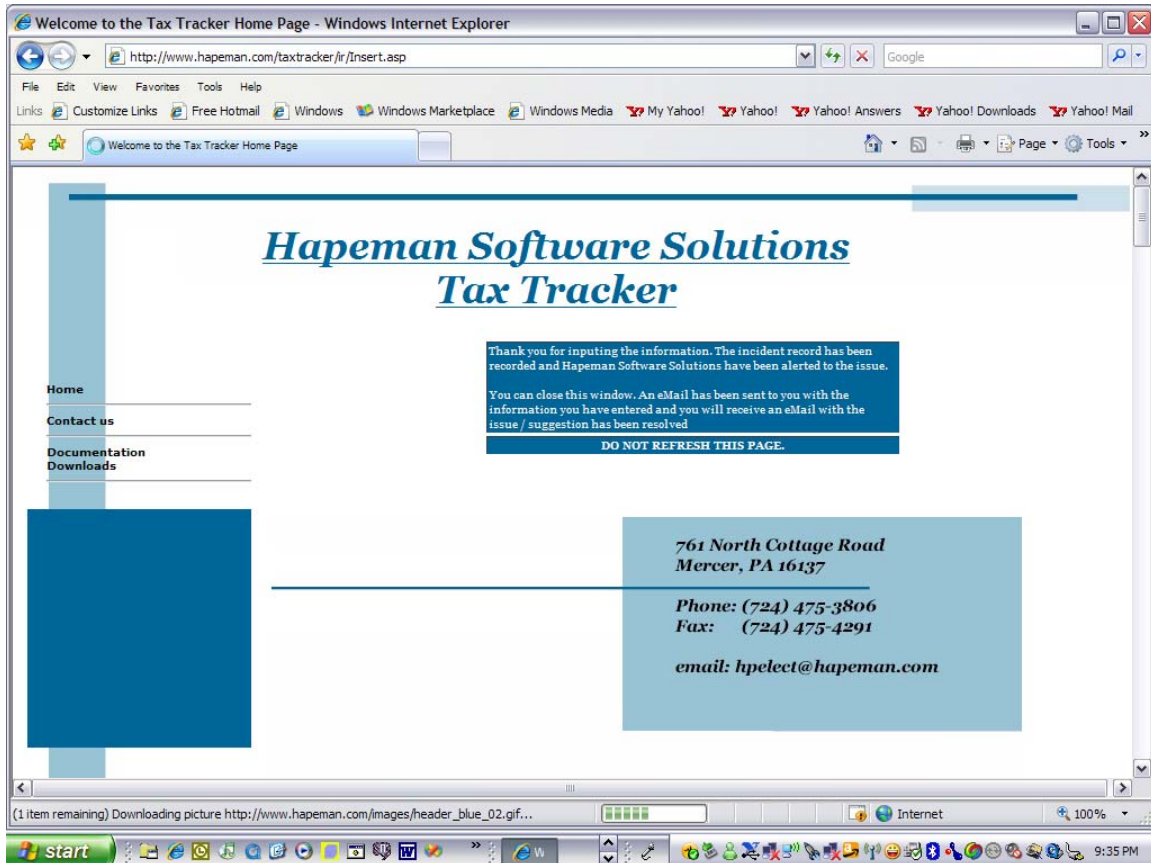
PLEASE NOTE: For tracking purposes, create one IR for Each Problem or Suggestion. Do not put multiple issues in the same IR. Since, there may be more than one person investigating IR's, this will allow the work to be distributed in the most effective manner.

With the page displayed, fill in the form then click the **Submit** button.

Your Name	Person reporting the problem
Your eMail Address	eMail Address where we can contact you.
Title of the Problem	A short description of the issue/suggestion.
Details about the problem	A detailed description of the issue and any relevant information that you can tell HSS in order to clearly and quickly identify the correction.
	<b>Please Note: Be as detailed as possible. Lack of information will cause delays in resolution and/or possibly have the IR closed immediately due to lack of information.</b>
Criticality	Speed or the resolution
Application	The product you are reporting.

The next page will then confirm to the user that the IR has been created and HSS will investigate the issue. From here, the user just needs to close the window.

Please Note: Do not click refresh or back. To issue another IR, close the window and repeat the process.



***Additional Side notes:***

***This system was deployed on 12/6/2007. There are additional features and functions that are still being completed however the entering of the information is ready and needs to be utilized. Watch the upgrade notes on your application and the documentation page of your personal web page to updates.***