energov™
a tyler planning, regulatory & maintenance solution

EnerGov Assist

EnerGov™ Assist comes in three packages: Basic, Complete, and Advanced. Each package offers a different level of service to fit the needs of any site.

Welcome

Welcome to the EnerGov Assist program. We are pleased to have the opportunity to service your EnerGov software administration needs. In this document, we outline the process for submitting tickets to EnerGov Assist and explain the subsequent processing of tickets.

Request Lifecycle

As you submit requests, the Tyler team will review each submitted request and determine if enough detail is included. If not, a Tyler representative will contact the requestor to discuss the request. Once an item is deemed ready for configuration, Tyler creates a ticket and assigns resources. We will also provide an estimated time of completion. Upon completion, Tyler will work with the client to schedule the delivery of the configuration. Once the task has been delivered, Tyler will then work with the client to verify the change is working to their satisfaction.
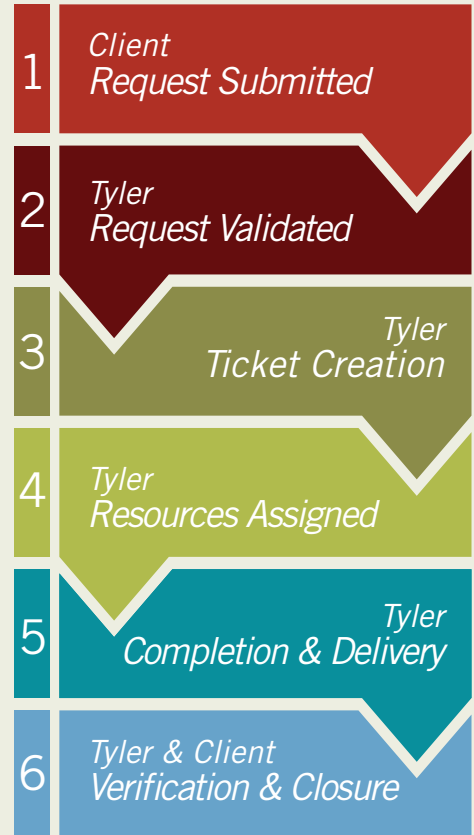
How to Submit an EnerGov Assist Request

To submit a request to EnerGov Assist, please email: EnerGovAssist@tylertech.com.

Please provide the following information regarding your request:

- A detailed description of the request. Be as descriptive as possible.
- Priority of the request (High, Medium, Low)
  » Allows for proper prioritization of the items you have requested
- Point of contact for any questions regarding the request
  » Email and phone number of contact

REQUEST LIFECYCLE STEPS:

1. Client Request Submitted
2. Tyler Request Validated
3. Tyler Ticket Creation
4. Tyler Resources Assigned
5. Tyler Completion & Delivery
6. Tyler & Client Verification & Closure

For more information, visit
tylertech.com
or email **info@tylertech.com**

Empowering people who serve the public®

tyler technologies

EnerGov Support Versus EnerGov Assist

When to Contact Support

Please continue to submit any critical issues hindering your **production** environment to EnerGov Support. Support remains the primary resource for handling all **production**-related issues.

NOTE: This would include issues such as users not being able to log in, troubleshooting errors in your production environment, etc.

When to Contact Inside Sales

The EnerGov Assist program will become your software administrator for the EnerGov application. However, there may be instances where you will need additional professional services. Examples of such instances include:

- Onboarding of processes or departments which require assessment and/or direct project oversight to ensure the completion meets a specific timeline
- Any new data conversion items
- Any new custom report development
- Implementing and/or deployment of any ancillary products or modules not in production at the time the EnerGov Assist agreement was signed
- Support and/or implementation of any non-EnerGov product

NOTE: EnerGov Assist does not supersede any active professional service purchase order.

When to Contact EnerGov Assist

The EnerGov Assist program provides assistance with making any configuration changes to the software. Items submitted through EnerGov Assist are generally administrative in nature and involve some type of configuration.

Examples of EnerGov Assist Services

- User Roles | Security Settings
- Custom Fields | Fee Schedule Updates
- Workflow | GeoRules
- Bonds | Conditions
- Districts | Code Changes
- Intellilgent Objects | Report Modifications*

* EnerGov Assist includes report modifications for any reports under contract. It does not include administration of reports developed by other third parties.

Contact us today for more information:
888.355.1093 | EnerGovAssist@tylertech.com | tylertech.com

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