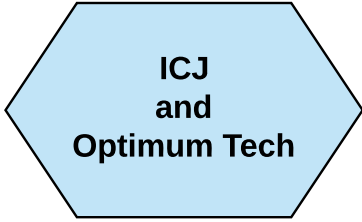


{ National Level }

UNITY Training Go-Live Support Overview

All State Online Submissions Are Consolidated into 1 Master Sheet :

- All submission are tagged as to:
 - State, Model #, Date, Time
- ICJ Reviews each Submission
 - Training / Education related items are submitted back to the state to handle with a recommended approach
 - ICJ national office personnel may directly handle certain submissions
- UNITY operational bug issues are handled by Optimum and Incorporated into release updates.
- Certain items may go into the V-2 release
- Trends are observed and collected for proactive action steps to help with UNITY



{ State ICJO Level }

State SmartSheet: Unique to each state :

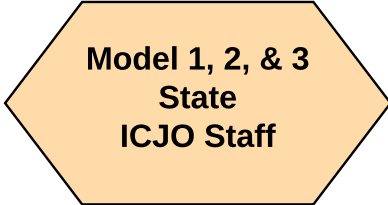
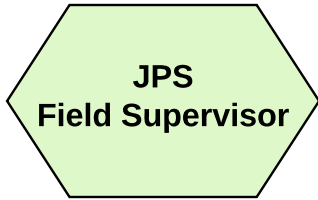
- ICJO reviews their state online form submissions
- Training / Education issues
 - Handled by the state ICJO personnel
- Suspected UNITY operational issues are moved up to Optimum / ICJ
 - By selection of "ICJ/Opt Technical/Operational" drop-down in the "Support Team" column and saving the Smartsheet



{ Online Support Form ICJO & Field Officer Level }

Unique Online Smartsheet Form per State

- ICJOs, JPS / JPO submits Training or suspected operational issue online
 - Via the unique state URL
 - Link in UNITY training help
- For the fastest response,
 - Please be clear and precise in your request or description of the UNITY training or support request.
 - Steps to recreate the issue, and screenshots are highly recommended
- Any state level emails you receive from the state users must be placed into your state online Smartsheet submission form



{ UNITY Help & Support }

Direct access to state ICJO personnel

FileAutomationFormsSupport Central - UNITY Go-Live SupportShare

Grid ViewFilter Off										Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Filter	Fil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File Automation Forms			Nebraska Training Center Go-Live Support												
			FL	Support Comments	Support Team	Status	UNITY Support	Training or Issue	Travel Case Type	TOS Case Type	Return Case Type	Juvenile Name or #	UNITY Case #	Your Name	Your Email
1								Review New Support Case							
2															
3							Travel Permit - Ce	How do I handle the case if they	Travel That does not exceed 90 days			Joe Travel	OKY210322-001-5	Joe Johnson	jjohnson@
4															
5															
6															
7															

Support Area Categories *

Select

Support or Issue Description *

For the fastest response, please be logical and precise. You can add screen shots in the attachments option for additional clarity, if needed.

Juvenile Full Name or the Juvenile #

e.g.: First Name Last Name and/or AC180809-01

UNITY Case #

e.g.: CKY210322-001-SF210319-01

Your Name *

Your Email *

Your Tel # *

User Role

Select

File Attachments [Supporting screen shots or Documents]

Screen shots can be a tremendous help. Thank you

Home

Home :: Search

Task lists

Case Search

Juvenile

Case

Search

User Directory

Administration

ICJO Contact(s) for help

ICJO Contact Name: Abbie Christian 402-471-4930
Contact Office Number: 402-471-4891
Contact Cell Number: jjohnson@juvenilecompact.org
ICJO Contact Name: CompAd Jones 402-471-4930
Contact Office Number: 402-471-4891
Contact Cell Number: Robert.Patton@otech.com
Contact Email: Robert.Patton@otech.com

Online Support Request:

https://app.smartsheet.com/b/form/b2d2e453777043f092def52aa17e88a9