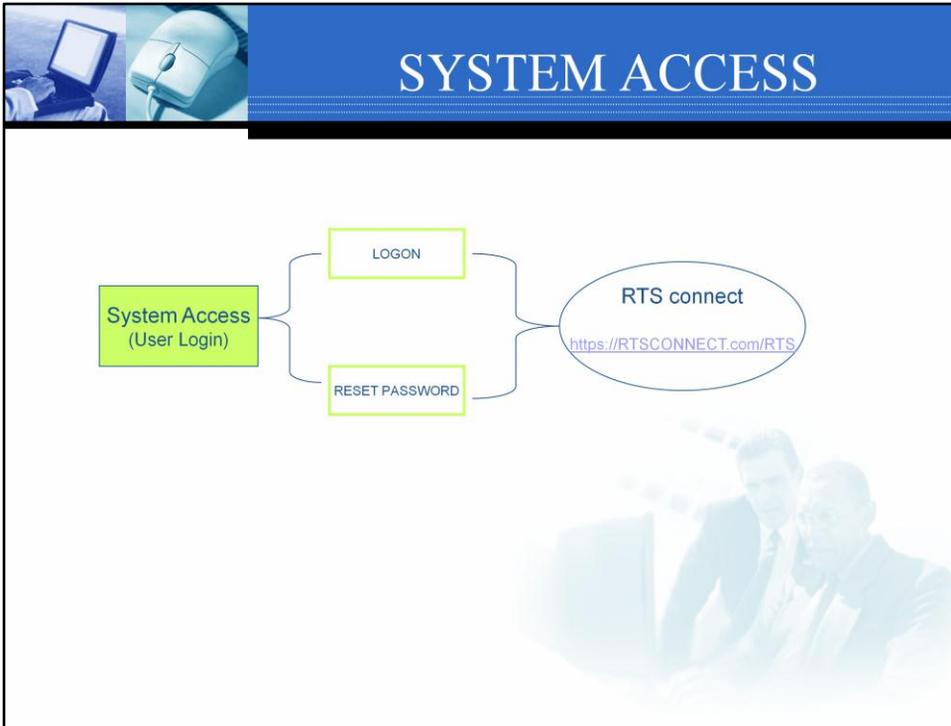




Process Flow: System Access

How do you
logon?





To access the RTS system

- Type in <https://RTSConnect.com/RTS> or
- Click on the link found in the email notification letter

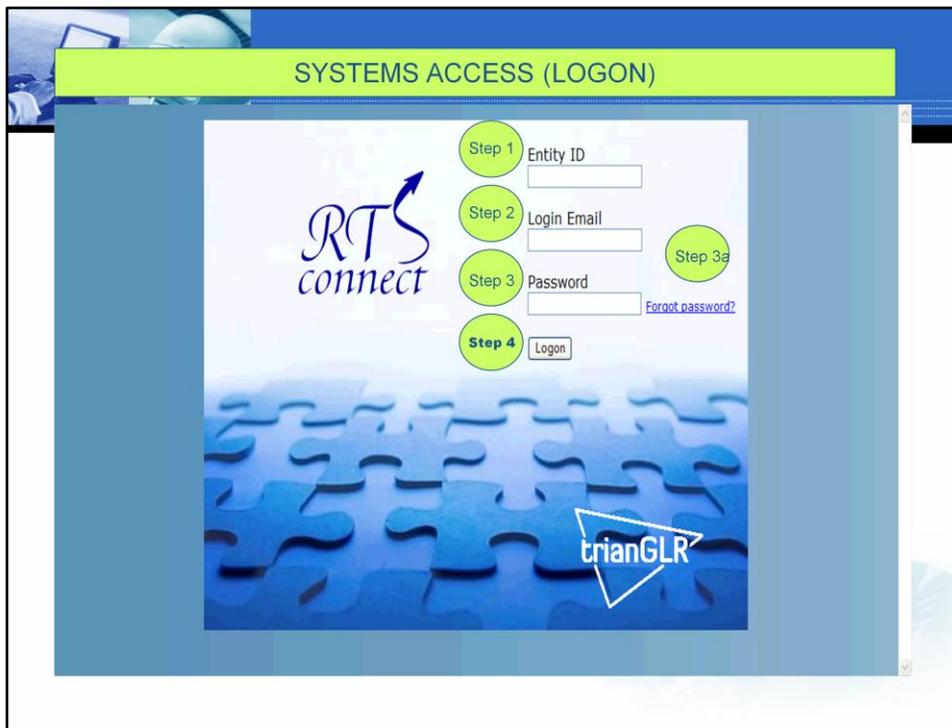
RTS support two levels of user access; Admin and user.

The admin user can do the following:

- Access all work requests
- Reset Passwords for self and other users
- Create reports for all; teams, team members, service types, clients etc.
- Access to the Manage process to set-up and manage teams, team members, service types

The user can do the following:

- Access assigned work
- Create reports for items worked
- Update personal account profile



To logon type in <https://RTSConnect.com/RTS> or click the link from the Notification email and follow the steps below.

Step 1

Type in the pre-assigned entity id

Step 2

Type in your full login email address

Step 3

Type in your password.

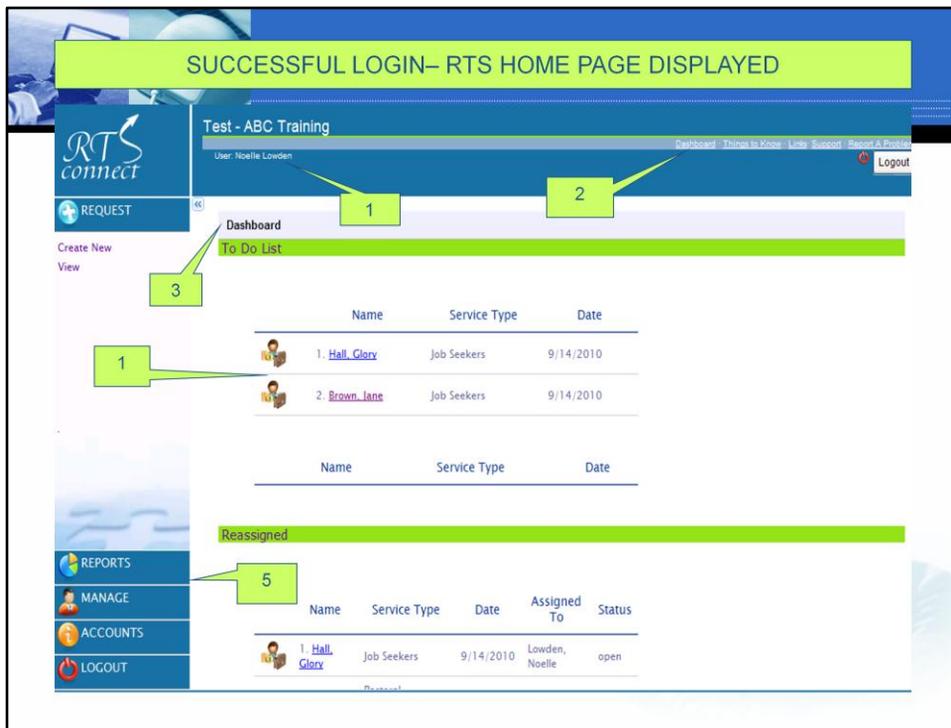
The first time you login, use your temporary password, then change your password to one you prefer. Safeguard your password for privacy and security reasons.

Step 3a

If when you logon, you have forgotten your password, complete steps 1 and 2 and press the forgot password hyperlink. Your password will be sent to email address you provide.

Step 4

Click on Logon button after typing in your Entity Id, Login Email and valid Password.



When log in is successful, the Home page is displayed.

On the Home page you will find the following information:

1. User name – your personal user name is displayed just above the dashboard
2. Dashboard hyperlink
3. Dashboard – which contains:
 - ✓ To Do List section – lists all the outstanding work; new and in-progress
 - ✓ Completed section - lists all closed out / completed work requests.
 - ✓ Reassigned section – list all work request re-assigned to others
4. New Work Request
5. Left side navigation function buttons