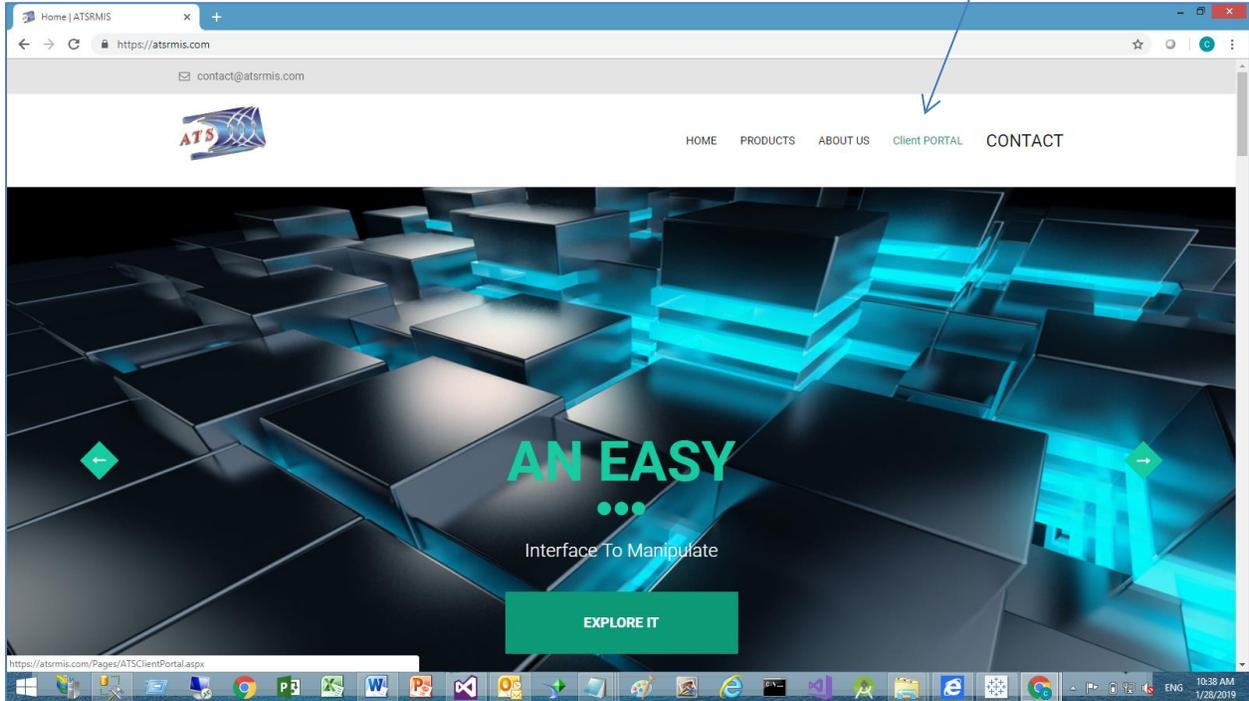


ATS Support (Client Portal)

From the ATSRMIS website (<https://atsrmis.com>) select **Client Portal** from the menu.



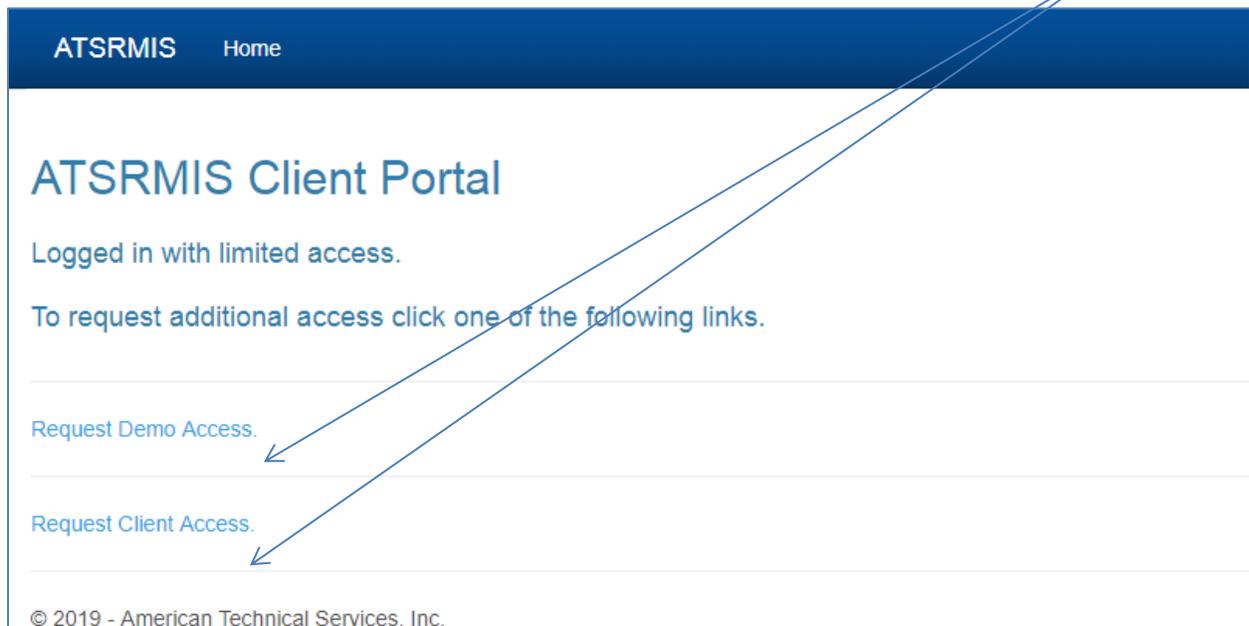
New Users – Select Register.



Current User - Login.



When a registered user logs in for the first time they will need to request rights to the system.



The screenshot shows the ATSRMIS Client Portal interface. At the top, there is a dark blue header with the text "ATSRMIS Home". Below the header, the main content area has a white background. The title "ATSRMIS Client Portal" is displayed in a large, dark blue font. Underneath the title, the text "Logged in with limited access." is shown in a smaller, dark blue font. Below this, a line of text reads "To request additional access click one of the following links." in dark blue. There are two horizontal lines, each followed by a link: "Request Demo Access." and "Request Client Access.", both in dark blue. Two blue arrows originate from the top right of the image and point to the "Request Demo Access." and "Request Client Access." links respectively. At the bottom left of the page, the copyright notice "© 2019 - American Technical Services, Inc." is visible.

Demo Access is for prospective clients that want access to the ATS demo system.

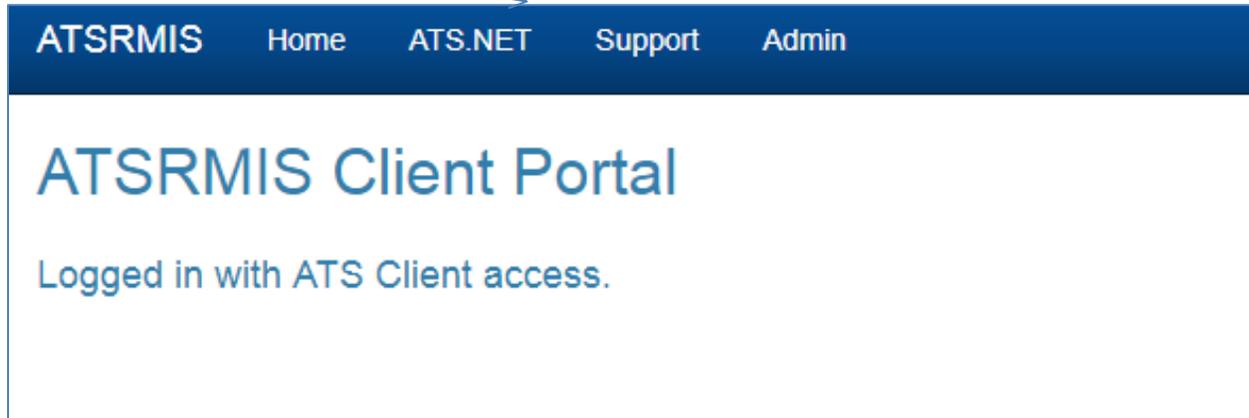
Client Access is for current clients that want access to the on-line Issues module.

Clicking either link will interface with your email to send the request to ATS Support.

Once Support grants you access you will receive an email confirming access.

Issue Reporting and Status

Select Support.

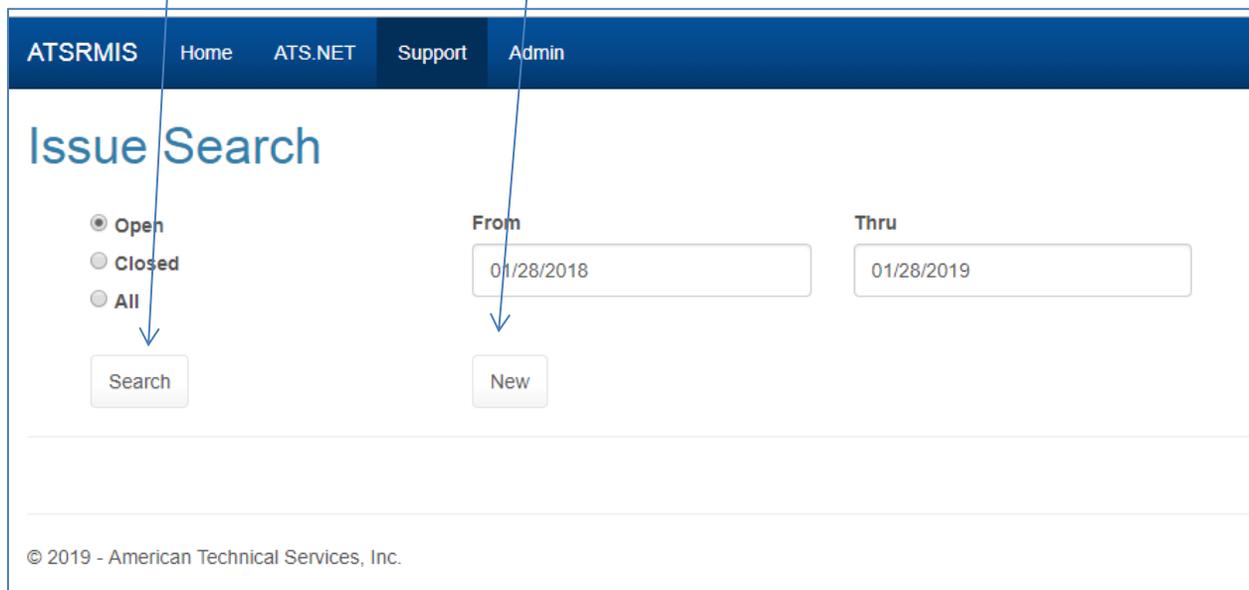


You will be presented with the following page.

The scope options allow you to search for Open, Closed or All issues, in the selected date range.

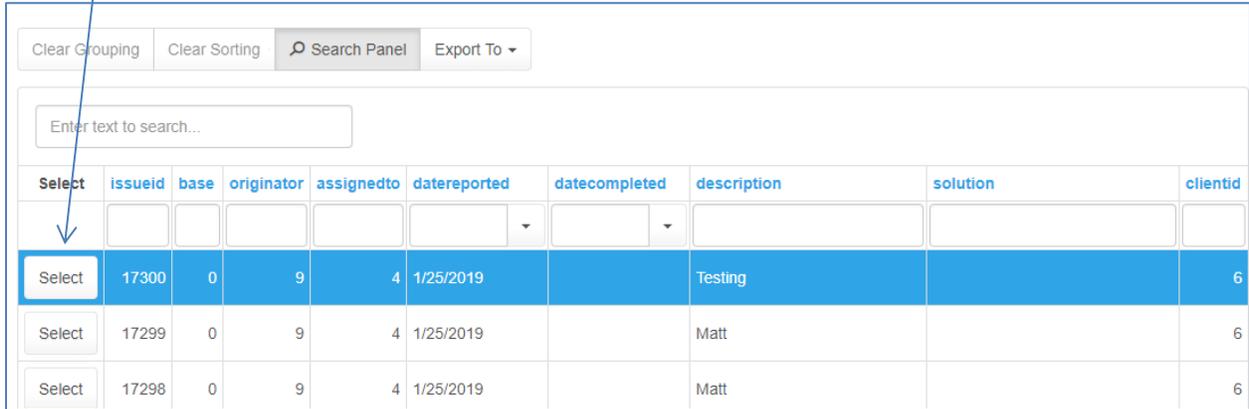
The default **From** date is one year prior to the current date.

Press the **Search** button for the list or the **New** button to submit a new issue.



Sample Search Results

Click the **Select** button of the item you want to view or edit.



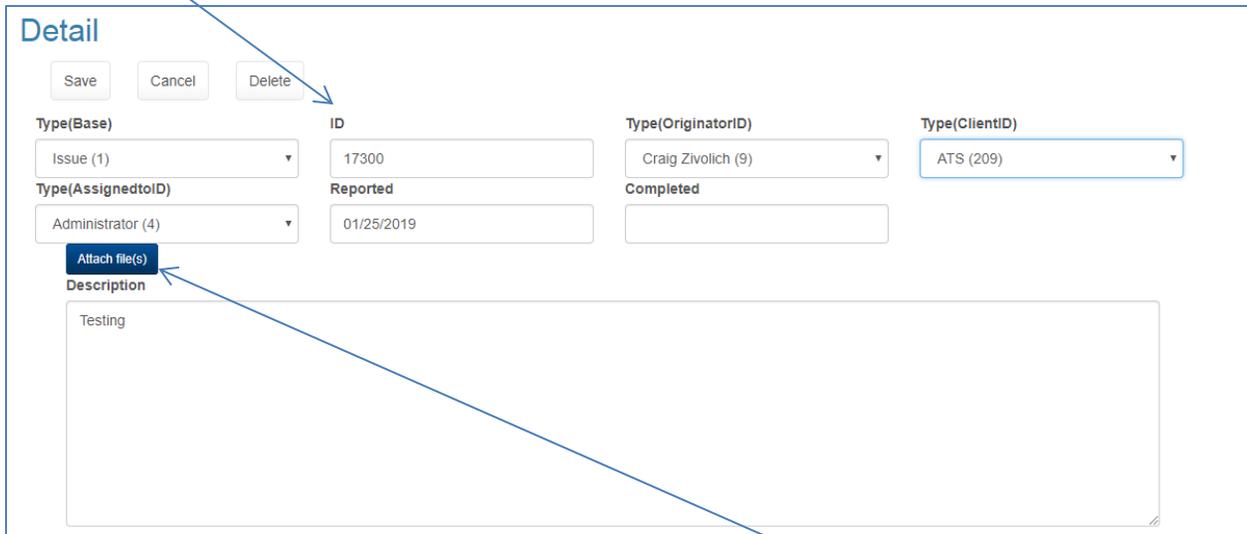
The screenshot shows a search results interface. At the top, there are buttons for 'Clear Grouping', 'Clear Sorting', 'Search Panel' (with a magnifying glass icon), and 'Export To'. Below these is a search input field with the placeholder text 'Enter text to search...'. The main part of the interface is a table with the following columns: 'Select', 'issueid', 'base', 'originator', 'assignedto', 'datereported', 'datecompleted', 'description', 'solution', and 'clientid'. The first row is highlighted in blue and contains the following data: 'Select', 17300, 0, 9, 4, 1/25/2019, (empty), Testing, (empty), and 6. The second and third rows are white and contain: 'Select', 17299, 0, 9, 4, 1/25/2019, (empty), Matt, (empty), and 6; and 'Select', 17298, 0, 9, 4, 1/25/2019, (empty), Matt, (empty), and 6. A blue arrow points from the text above to the 'Select' button in the first row.

Select	issueid	base	originator	assignedto	datereported	datecompleted	description	solution	clientid
Select	17300	0	9	4	1/25/2019		Testing		6
Select	17299	0	9	4	1/25/2019		Matt		6
Select	17298	0	9	4	1/25/2019		Matt		6

Sample Issue page

This page allows the user to select the type of issue/project and provide a description of the problem or scope of the project.

Once the **Save** button is clicked ATS is notified of the new issue or project and a tracking number is assigned.

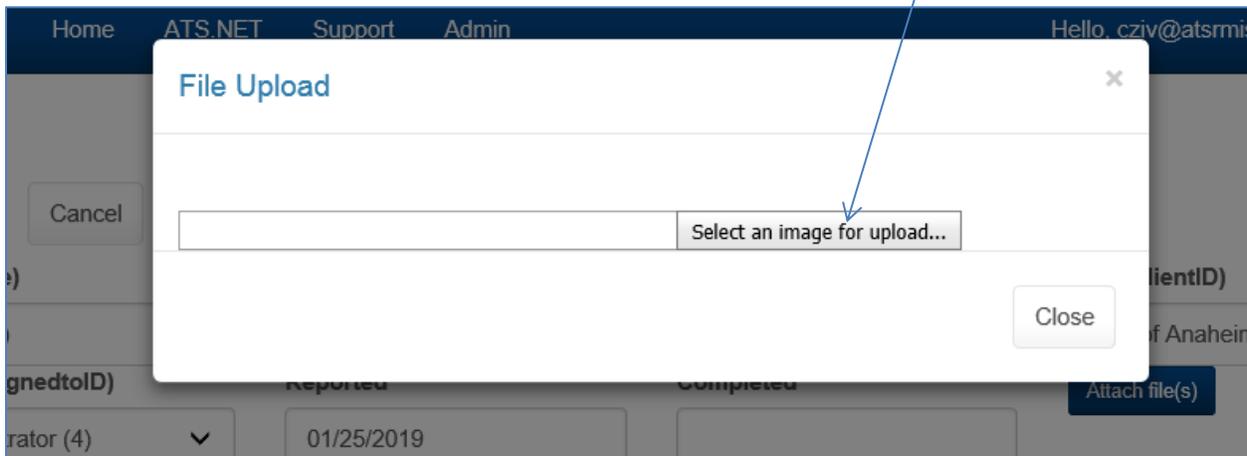


The screenshot shows a 'Detail' form with the following fields and controls:

- Buttons: Save, Cancel, Delete
- Type(Base): Issue (1)
- ID: 17300
- Type(OriginatorID): Craig Zivolich (9)
- Type(ClientID): ATS (209)
- Type(AssignedtoID): Administrator (4)
- Reported: 01/25/2019
- Completed: (empty)
- Attach file(s) button
- Description: Testing

In addition to entering a description, you may upload associated documents, once the item is saved.

To upload a document, either drag a document to the upload control or browse the file system using the **Select an image for upload** button.



The user will automatically receive email when data is changed for the item.

Saved document links are displayed in this area of the page.

Detail

Save Cancel Delete

Type(Base)	ID	Type(OriginatorID)
Issue (1) ▼	17300	Craig Zivolich (9) ▼
Type(AssignedtoID)	Reported	Completed
Administrator (4) ▼	01/25/2019	

 Inv_103135_from_Amer

Description

Testing