User Guide

SCO Support(SCO)

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Document Control

Version	Change	Made By	Date
1.000	Document created	Mike Johnson	10/20/2017
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Topics Covered

Prepared by:
State Construction Office (SCO)
Construction System Section

General

The State Construction Office Support application was created to allow users that use our systems a means to report issues and track those issues.

Definitions

External Users: Public, Vendors, etc.…

Access

To submit an issue using this system, the user must either have an Active Directory(AD) or Internet Subscriber Account(ISA).

External Users must use the ISA accounts to submit an issue. Users may create an account using this application or by going to https://isa.fdot.gov/. ISA accounts are free.

Internet Subscriber Account(ISA)

What is an Internet Subscriber Account?

An Internet Subscriber Account (ISA) is an account designed to be used by non-FDOT users who need to access specific FDOT web applications and resources

Who can create an Internet Subscriber Account?

Any non-FDOT user who needs to access specific FDOT web applications and resources.

How do I change my password?

You can change your password from the ISA log in screen. Under the Log In button is a "Change Password" link that will allow you to set a new password using your current password.

How do I reset my password if I've forgotten it?

You can reset your password from the ISA log in screen. Under the Log In button is a "Forgot Password" link that will allow you to request a password reset email if you can successfully answer your Security Question.

Can I update my email address tied to my account?

Yes, you can update your email address from your Account Information screen. Log In and select the "Account Info" menu option. Next to your email address should be a "Change Email" button. Click this to begin the email change process. After submitting your new email address, you will receive an email with a link that you must follow to complete the email change.

Can I update my Challenge Question and/or Answer?

Yes, you can update your Challenge Question and/or Answer from your Account Information screen. Log In and select the "Account Info" menu option. Inside the Challenge Question section is an "Update Challenge Question/Answer" button that will allow you to change your challenge question and update the answer.

Can I manage what applications I have access to?

You can manage the applications and roles you have on your Account Information screen. You can request new roles using the "Request Role" option in the "Applications/Roles" section. You can also deactivate existing roles.

Active Directory(AD)

How do I change my password?

You can change your AD password from the AD login screen. There is a Change Password Link under the Login button.

How do I reset my password if I've forgotten it?

To reset your AD account, you have two options.

1. Send an email to fdot.servicedesk@dot.state.fl.us request your AD account be reset.
2. You may use the Hitachi ID Identity And Access Management Tool if you have setup your questions.

Menu

The menu bar is located at the top of the page. This is the primary means of navigation.

| State Contruction Office | Issue | MyIssues | Help | Hello,JOHNSON, MIKE ! | Sign out |
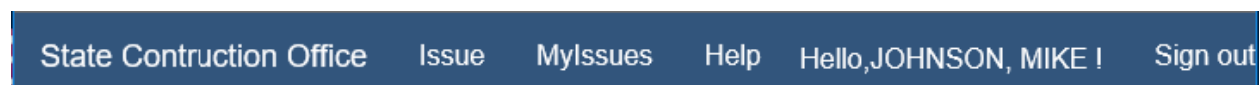
You have Several options.

- State Construction Office
  - o A link to the State Construction Office web site. This will also mean you will leave this site.
- Issue
  - o A link to the Issue page, where you can submit an issue. See Issues
- MyIssues
  - o A link to your list of issues. See MyIssues
- Help
  - o A link to the Help page. Where you can find this document and an email address for additional help if needed.
- SignOut - SignIn
  - o This where you can sign out of the application or sign in.
  - o Note: If you plan on returning to the site during the day, then don't sign out. When you come back the system will remember and log you in. This is only good for 24 hrs.

Issue

This page reveals a form for you to submit issues.

Submit an Issue

After logging in, you should see a screen like the one below.

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State Construction System Section Support System

Contract Id	
Issue Type	-- Select Issue Type -- ▼
Describe Issue	
Select File(s)	Browse...
Email	mike.johnson@dot.state.fl.us
Phone	850-414-4196
Email Notification	☑
	Submit

Fill in the following information:

- Contract Id
- Issue Type
  - o The types available are determined by the application selected.
- Application Type
  - o **Note**: Currently this application is only be used to track issues with FDOT Project Solve system. So, the application name is being selected for you.
- Describe Issue
  - o Please provide has much details as possible. Depending on your selection for Issue Type some questions may already be entered for you. Please make to provide the information asked for between each set of [] brackets.
- Select File(s)
  - o You can attach files that may help trouble shoot the issue. Please select all the files you wish to attach before submitting the ticket.
  - o You can select multiple files by using the CTRL + clicking on the file, or by selecting one file and holding the SHIFT key and select another file. This will select all files between the first and last selection.
    - ▪ **Note:** Currently the system will not allow you add attachments to the issue once it's been submitted.
- Email Notification
  - o By default, this will be selected. Selecting this check means you will receive emails from the system, Submission of your issue, Issue has been assigned, Issue progress, and Issue resolution.

- o If you uncheck this box, you will only receive two emails. The first one for submitting the issue and when the issue has been resolved. If you want to see the progress then you will need to log back into the system and go to the MyIssues option in the menu.

Click on the submit button [Submit], You will then be redirected to the MyIssues page.

MyIssues

From the MyIssues page you are presented with a list of issues you have submitted.

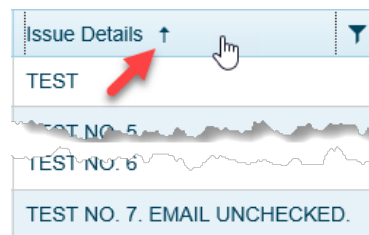Your list should look like the image below, but keep in mind, it will be your issues.

Sorting Issues

Each column can be sorted by clicking on the column header.

Doing so will reveal an icon showing sort direction.

Filter Issues

Each column can be filtered by selecting the Icon ▼. This will reveal a menu like the one below.

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One can choose from several options.

- Is equal to
- Is not equal to
- Starts with
- Contains
- Does not contains
- Ends with
- Etc.

These options change depending on the column values. For example, if the columns values are numeric then your options will be

- Is equal to
- Is not equal
- Is greater than or equal to
- Is greater than
- Is less than or equal to
- Etc.

Issue Status

This column shows the status of the issue. Clicking on the link will take you to the progress page. The progress page shows a complete list of actions taken on the issue.

The default status is pending. This is the status the system assigns when you submit the issue. After FDOT receives the submitted issue, the issue status will change to "**In progress"** and someone will be assigned to the issue.

Progress List

This list shows a complete list of actions taken on an issue. Only users with the appropriate rights can add a new progress to this list.

The list also supports sorting, and filtering. See the Issue section for more details on how that works.

Shown below you can see that the issue's status is **In Progress** and it has been assigned to someone.

Progress List

Assigned To Email	Assigned To Name	Assigned to Phone	Status	Comment
@DOT.STATE.FL.US			IN PROGRESS	PLEASE TAKE A LOOK AT THIS

If you have chosen to submit your issue with the email notification box checked, you will receive an email from the system anytime someone adds a new progress record to your issue. If you elected to uncheck the box, this page is where you can get updates on the progress of your ticket. You will still

receive two emails from the system for each issue you submit, one stating the issue was received and one when the issue is resolved.

Issue Details

Other information shown on the page includes the Issue details and a list of all Attachments, this also includes all attachments added by SCO support which may provide additional information on how the issue was resolved or instructions to the user on how to resolve the issue.

Issue

Ticket No.	Contract Id	Issue Type	Details	Submitted By	Email Address	Phone
143	T1234	OTHER	TEST 0004	JOHNSON, MIKE	MIKE.JOHNSON@DOT.STATE.FL.US	850-414-4196

Issue Attachments

File Name	Added By
TEST PDF.PDF	

Comments or Suggestion

If you have any comments or Suggestion you would like to share concerning this application please send an email to CO-SCO-Systemsection@dot.state.fl.us

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