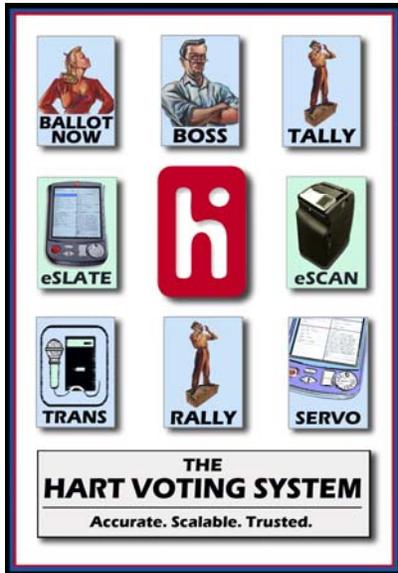


The Hart Voting System



Customer Support Center and TeamTrack User Guide

Hart InterCivic Quality and Information Security Policy

Hart InterCivic is committed to consistently providing high quality products and services for its customers through adherence to its established Quality Management System, complying with customer, statutory and regulatory requirements, and a commitment to continual improvement.

Hart InterCivic is also committed to the integrity and the security of the information used in both the product development process and by the products themselves. Management will establish and maintain an information security management system to ensure contractual requirements are met, employees are trained in information security, and that risks to information security are managed.

CSC Customer Service Philosophy

We create win-win relationships with our customers by providing solutions that help customers to be successful. We deliver what is promised, when it is promised, at the high level of quality that is expected from Hart InterCivic.

Our customer service philosophy benefits our customers, because they remain successful, and it benefits Hart because our customers' successes reflect back upon us.

Hart InterCivic, Inc.
P.O. Box 80649
Austin, TX 78708
Customer Support Center: (866) ASK-HART (275-4278)
Fax: (512) 252-6925
E-mail: hartsupport@hartic.com
TeamTrack URL: <http://hartsupport.hartic.com>

Product Number-1000755-D
Elections/VR Version 02.01.08
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Customer Support Center: At Your Service

In order to serve our customers better, Hart InterCivic includes Customer Support Center phone support and a web-based help and tracking service (“TeamTrack”) with every contract. With these services, customers have a consistent source for real-time help from a knowledgeable Hart technician. Customers also have easy access to information about help calls and the status of the related issues. Also, through TeamTrack, customers can submit product enhancement requests and track them.

How Do Customers Contact the Customer Support Center?

Customers may contact Hart InterCivic’s Customer Support Center in several ways:

- A. Call the Customer Support Center number: 866.ASK.HART (866.275.4278)
- B. Email to hartsupport@hartic.com.
- C. Submit a TeamTrack ticket...
 - Via web at <http://hartsupport.hartic.com>
 - Or via the link at www.hartintercivic.com
- D. Fax a request to 512.252.6925.

What are the Customer Support Center’s Hours of Operation?

Customer Support Center hours of operation are 7:00 a.m. - 7:00 p.m. Central Time, Monday through Friday. Customer Support Center operators will be available during these hours. You will be notified of extended Customer Support Center hours during peak times. TeamTrack “tickets” may be submitted at any time, through your Internet connection.

What Is TeamTrack?

TeamTrack is a web-based tracking application that Hart InterCivic uses to log and manage system issues, equipment repair, and enhancement requests. TeamTrack keeps a database of all logged tickets submitted. Customers may view all of their organization’s submitted issues, service and enhancement requests.

With TeamTrack, each ticket submitted has an “owner.” The owner is the Hart resource responsible for the ticket during that stage. The person who submitted the ticket may be notified by email when the ticket is updated by Hart personnel. A Hart representative will also notify the person who submitted the ticket when a ticket is resolved and/or when it is closed.

Why TeamTrack?

Tracking issues helps Hart InterCivic, helps our customers, and helps product development efforts. TeamTrack gives us a way to document and monitor issues. It also gives our customers a meaningful way to document perceived issues, get help, and request enhancements.

How Do I Use TeamTrack?

Follow the step-by-step instructions on the following pages to use the basic functions in TeamTrack.

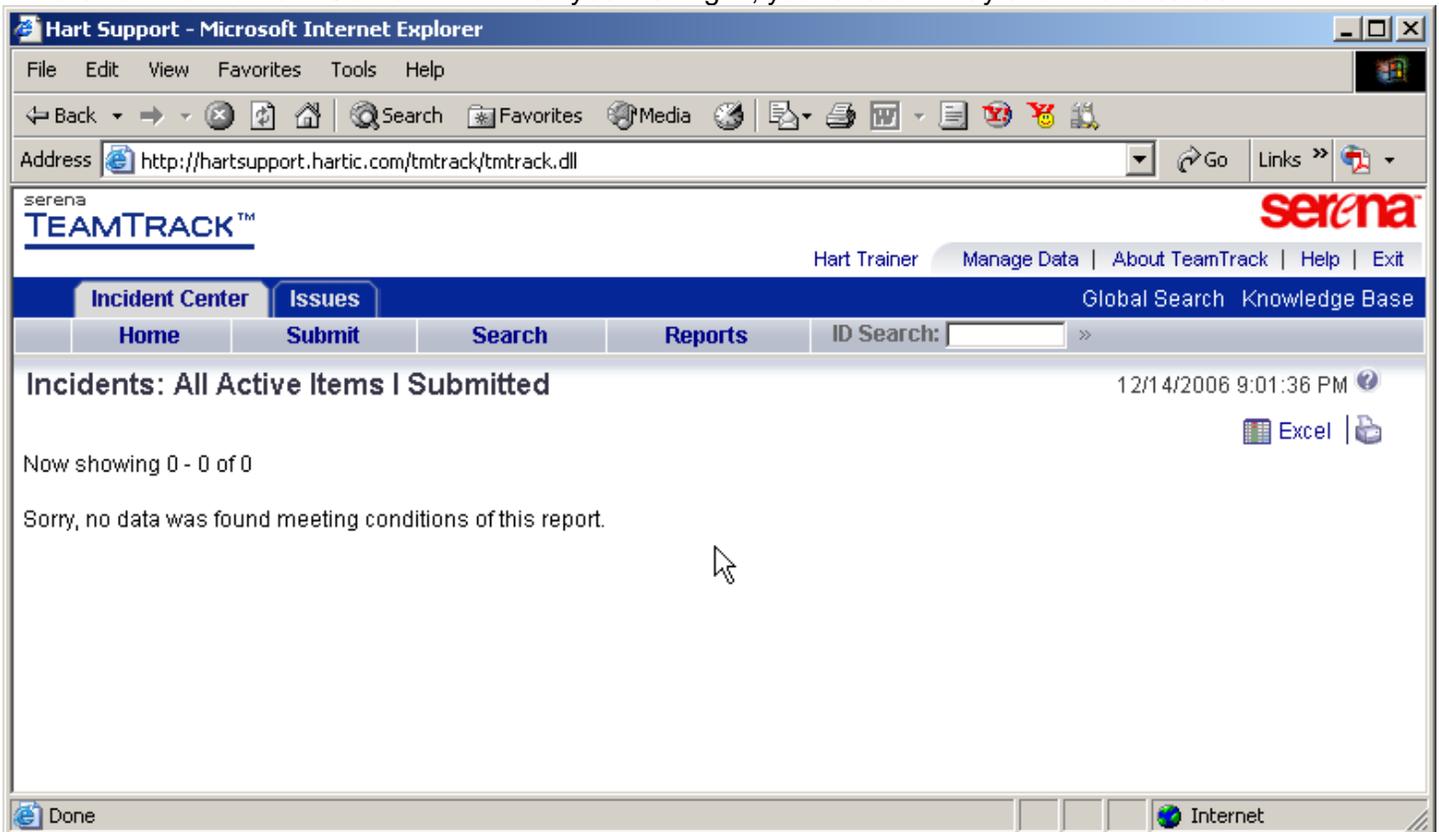
Note: Windows and fields in TeamTrack may not appear as *identical* to those shown in this document. The examples shown in this document represent tickets for the Hart Voting System; tickets for TEAM and VOX are similar. TeamTrack functionality and views may change to better meet customer needs.

Using TeamTrack

1. Launch Internet Explorer and go to <http://hartsupport.hartic.com>.
2. Log in with your User Name and password. The CSC will supply your temporary User Name and password.
3. If necessary, due to a firewall, log in again.

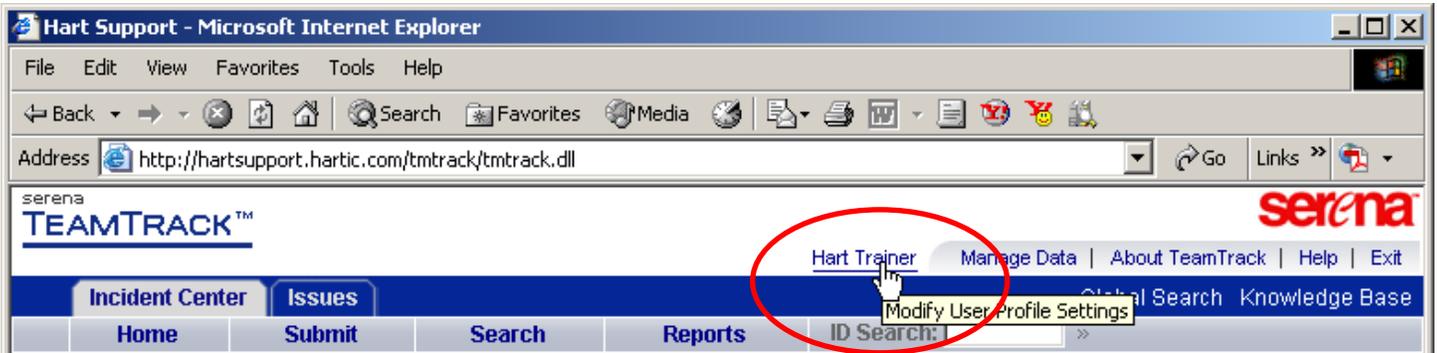


4. Your assigned default home page shows all issues you have submitted. To view an existing issue, simply click on the **Incident Center** link. When you first log in, your account may show zero issues.



5. The first thing you should do in TeamTrack is to change your Password. For added security, change your password every few months or annually.

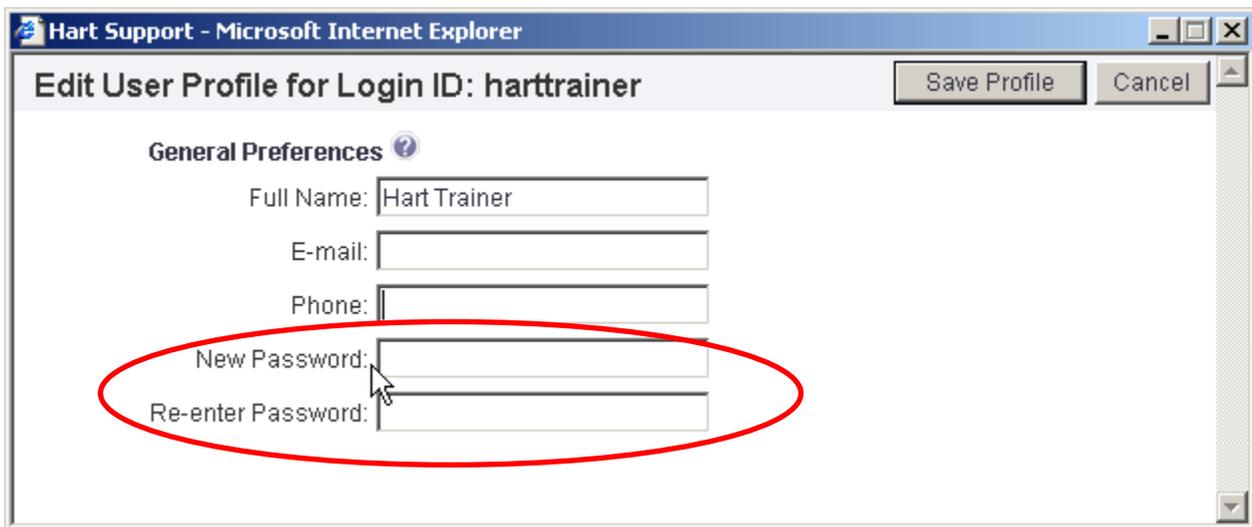
5.1 Select your User Name, located toward the top of the window.



5.2 Click in the **New Password** field and enter your new Password.

5.3 Click in the **Re-enter Password** field and enter the new Password again.

5.4 Click the **Save Profile** button. You will be logged out of TeamTrack.

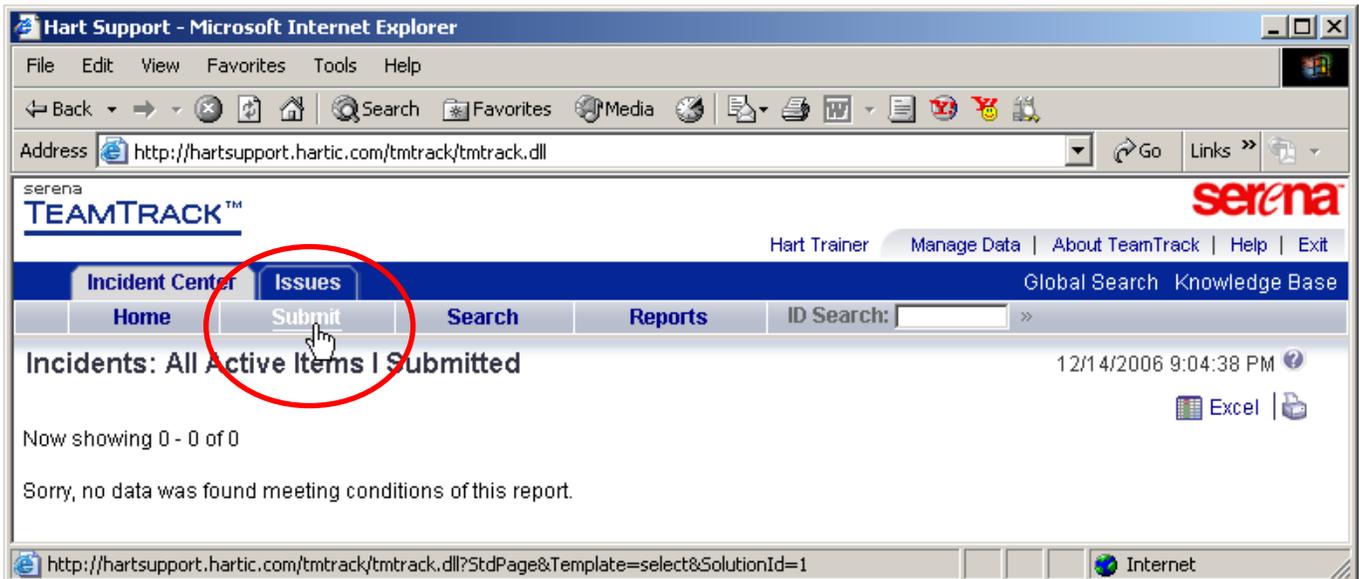


5.5 Log back in to TeamTrack with your original User Name and your new Password.

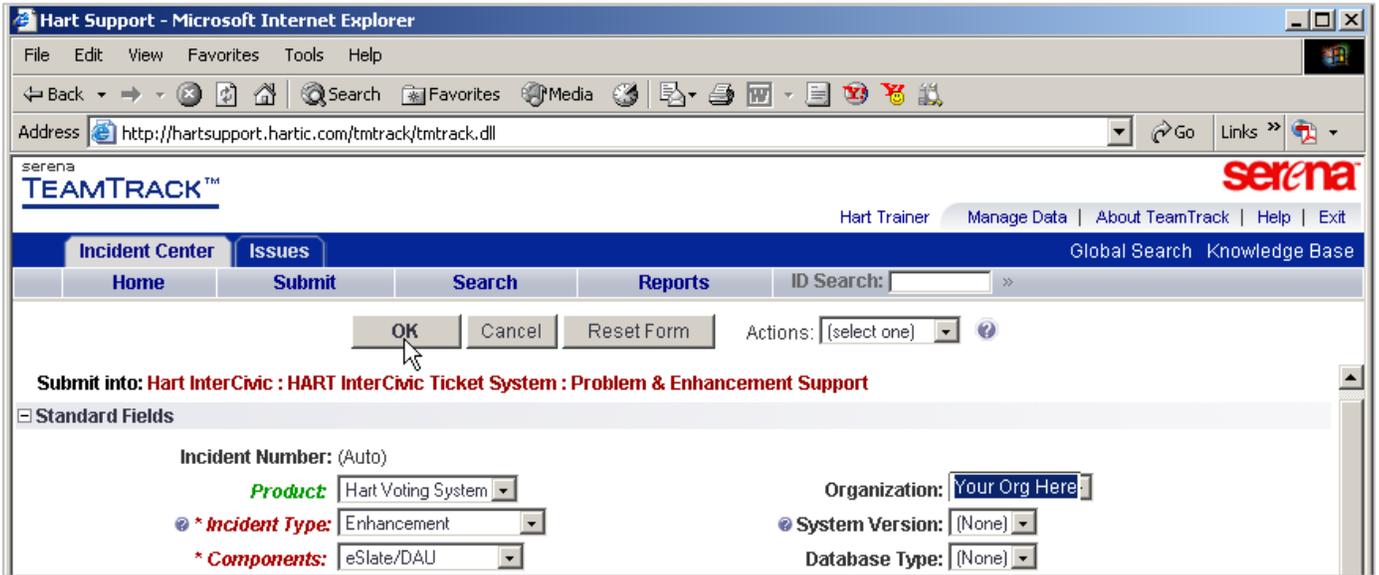
6. Three types of tickets may be submitted into TeamTrack through the **Incidents** tab:

- **HVS Problem**: to request assistance in troubleshooting software or hardware.
- **HVS Equipment Repair**: to obtain a Return Maintenance Authorization (RMA) number for equipment that requires service.
- **Enhancement**: to submit ideas for new features and functionality that you would like to see incorporated into future releases of Hart InterCivic products.

7. To submit a ticket, click on the **Submit** button from the **Incident Center** tab.



8. Complete the fields necessary to document the problem or enhancement request:
- Incident type
 - System Version
 - Components
 - Summary
 - Description



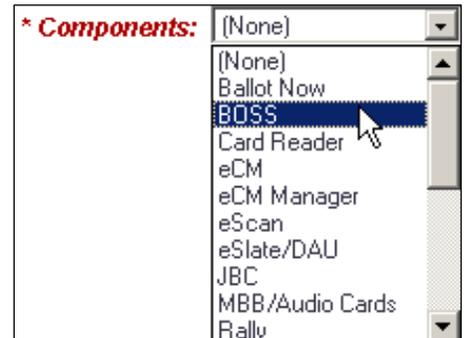
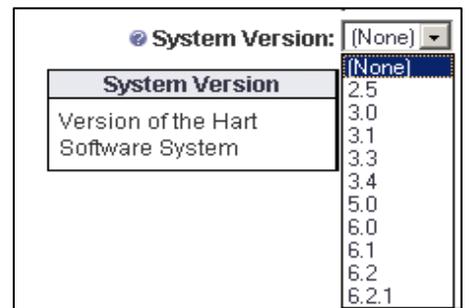
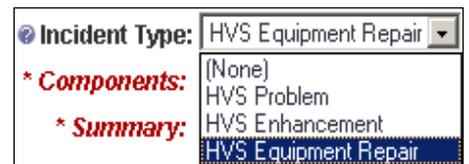
8.1 Use the drop-down buttons to select...

Incident Type is a required field. Select “HVS Problem” if you are having difficulties with software or equipment. Select “HVS Equipment Repair” if equipment requires service. Select “Enhancement” if there is something you’d like changed in a future version.

Select your software suite version in the **System Version** field.

Any time you see a ? icon, you can roll over it with your mouse for more information.

Components is a required field. Select the component the problem or enhancement is in reference to, or select “other.”



Complete the **Summary** field with a short description of the issue using key words.

- ▶ Be concise but specific and identify the main topic.

Complete the Description field with exact information about the issue.

- ▶ Be as detailed as you can.
- ▶ Long descriptions are better than short ones.
- ▶ Give specifics as to what happened, sequences, windows, error messages, etc.

8.2 Here is an example of an “HVS Problem” Ticket:

The screenshot shows the TeamTrack web application interface. At the top, there is a navigation bar with 'Incident Center' and 'Issues' tabs. Below this is a secondary navigation bar with 'Home', 'Submit', and 'Search' buttons. The main content area shows a form for submitting a ticket. The form is titled 'Submit into: Hart InterCivic : HART InterCivic Ticket System : Hart Voting System'. Underneath, there is a section for 'Standard Fields'. The form includes several fields: 'Incident Number' (HVS(Auto)), 'Product' (Hart Voting System), 'Organization' ((None)), 'Incident Type' (HVS Problem), 'System Version' (6.1), 'Components' (eCM), and 'Database Type' ((None)). There are also text input fields for 'Summary' and 'Description'. The 'Summary' field contains the text 'County name here- eCM not recognized by computer'. The 'Description' field contains the text 'When inserting the eCM token into the computer, the computer will not recognize the device.' There are 'OK' and 'Cancel' buttons at the top right of the form area.

** Your problem ticket will be assigned to a Customer Support Center representative and you can log into Team Track at any time to check the status of your issue.*

8.3 Here is an example of an “HVS Equipment Repair” ticket:

The screenshot displays the Serena TEAMTRACK™ Incident Center interface. At the top, there are navigation tabs for 'Incident Center' and 'Issues', and buttons for 'Home', 'Submit', and 'Search'. A 'Submit into:' dropdown is set to 'Hart InterCivic : HART InterCivic Ticket System : Hart Voting System'. Below this, a 'Standard Fields' section contains the following information:

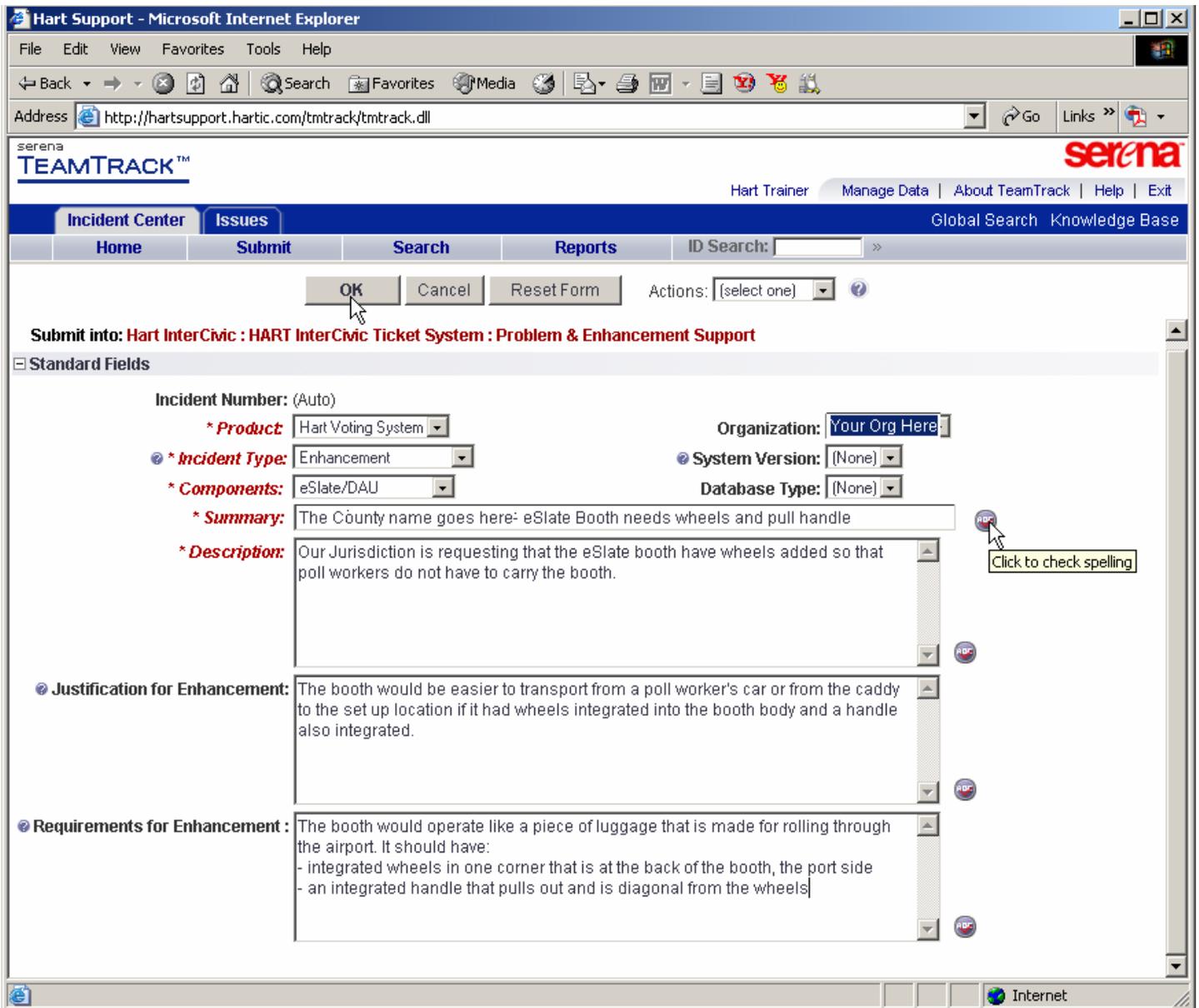
- Incident Number:** HVS(Auto)
- Product:** Hart Voting System
- Organization:** (None)
- Incident Type:** HVS Equipment Repair
- System Version:** 6.1
- Components:** eSlate/DAU
- Database Type:** (None)
- Summary:** County name here- one eSlate
- Description:** The eSlate with serial #A00E82 has a bent pin and will not power up with connected to JBC. Request RMA number for one eSlate.

There are 'OK' and 'Cancel' buttons in the top right corner, and 'PDF' icons next to the Summary and Description fields.

8.4 For Enhancement Requests Only: “Enhancements” are ideas for new features and functionality that you would like to see incorporated into future releases of Hart InterCivic products.

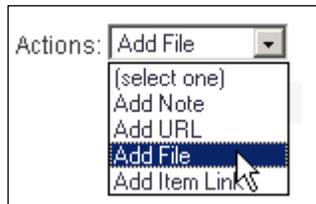
When requesting an “enhancement,” please also complete the **Justification** field (Why is the enhancement needed? What is the expected impact and outcome? Does it affect other customers also?) and the **Requirements** field (How, exactly and specifically, would you like to see the enhancement function? Imagine that you are the developer, and explain how the feature might work).

Here is an example of an “Enhancement Request” ticket:

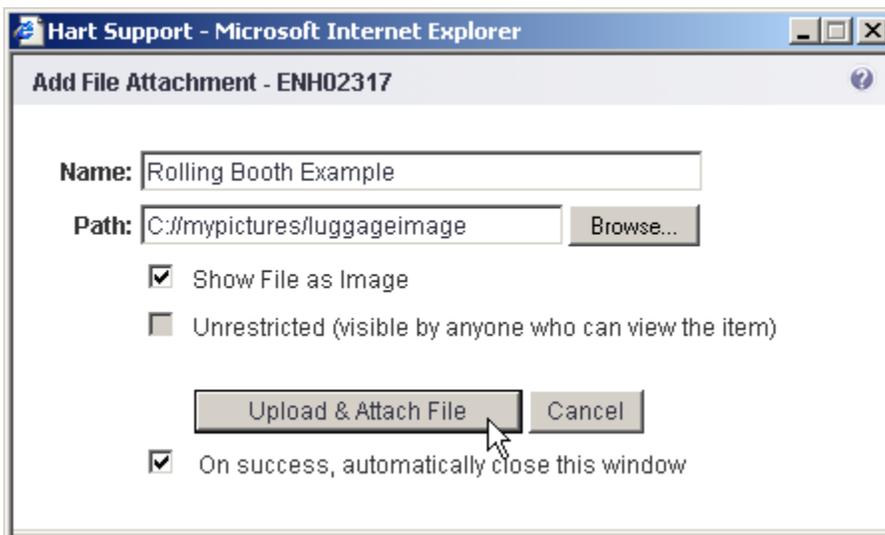


8.5 If you would like to attach a screen shot (or other supporting file) to this ticket, you may do so at any time.

8.5.1 Use the **Actions** drop down field (at the top of the **Submit** or **Search Results** windows) to select **Add File**. (Other actions are also available.)



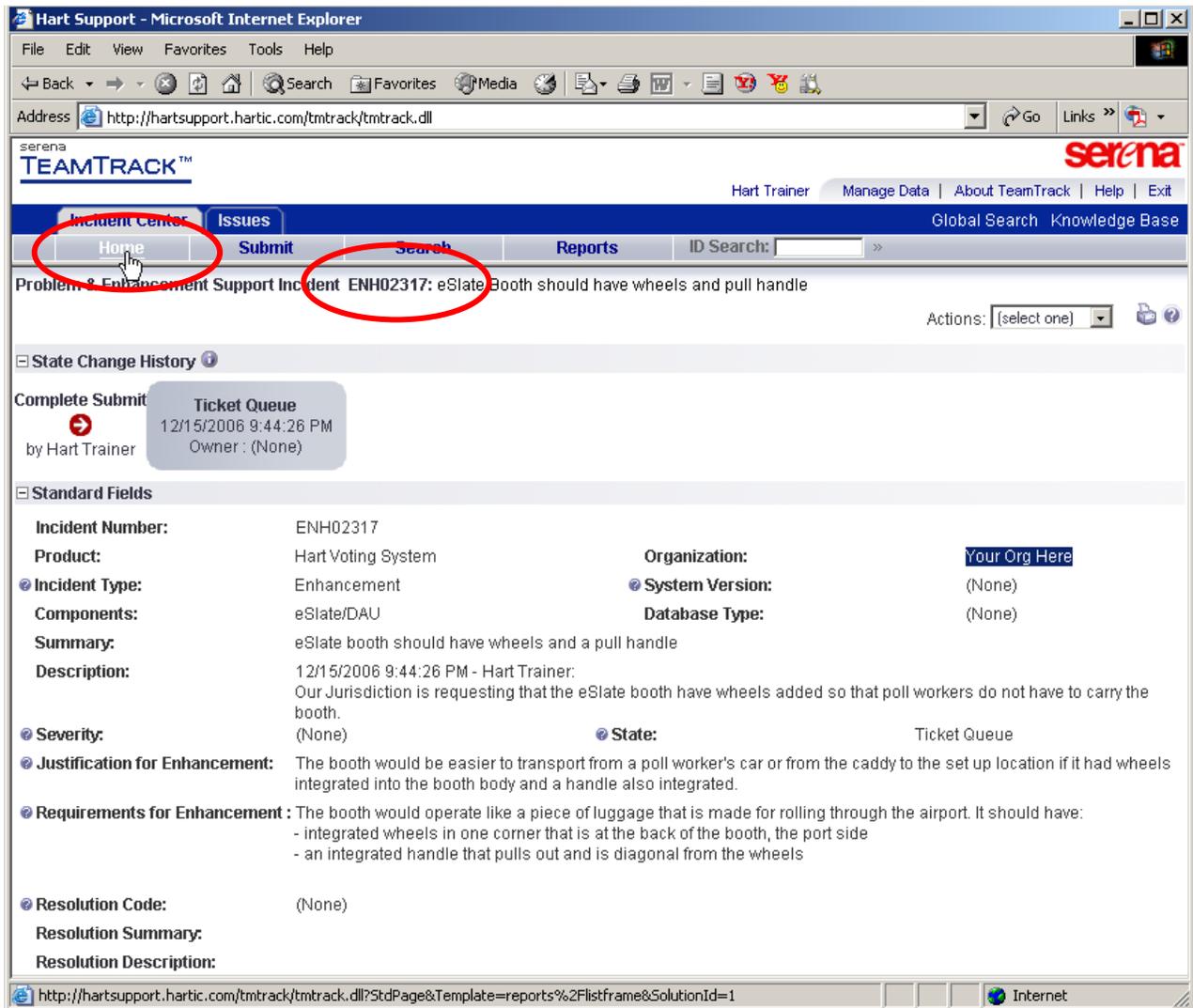
8.5.2 Browse for the file, select it, select “Show File as Image”, select “On success, automatically close this window”, and click the **Upload & Attach File** button.



8.6. Click the **OK** button at the top of the window to submit the ticket.

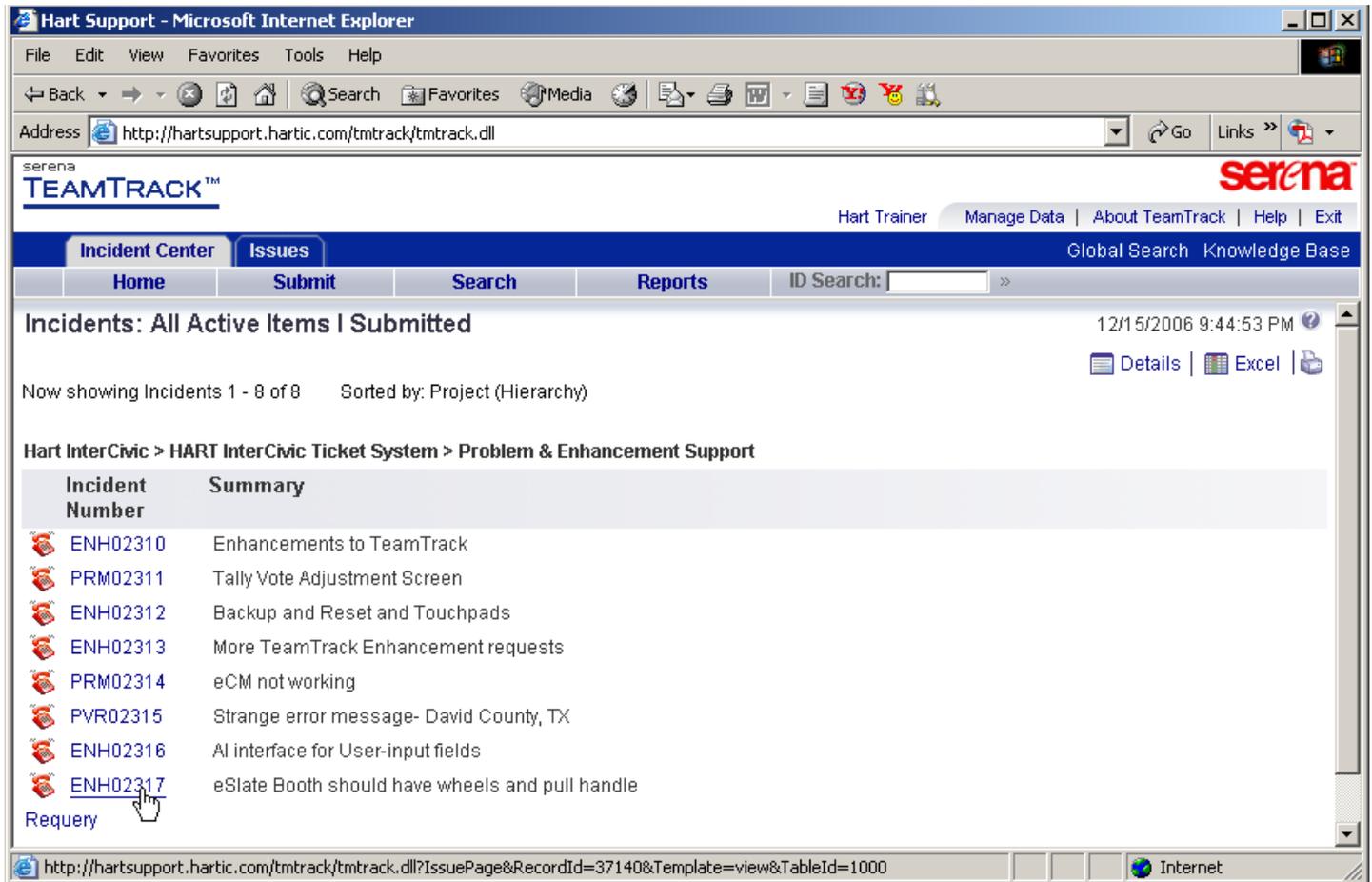


9. The following window displays once the ticket has been submitted. Note the incident number assigned to the ticket. Use this number to track your submission. Return to your TeamTrack home page by selecting the **Home** link on the menu bar at the top of the TeamTrack page.

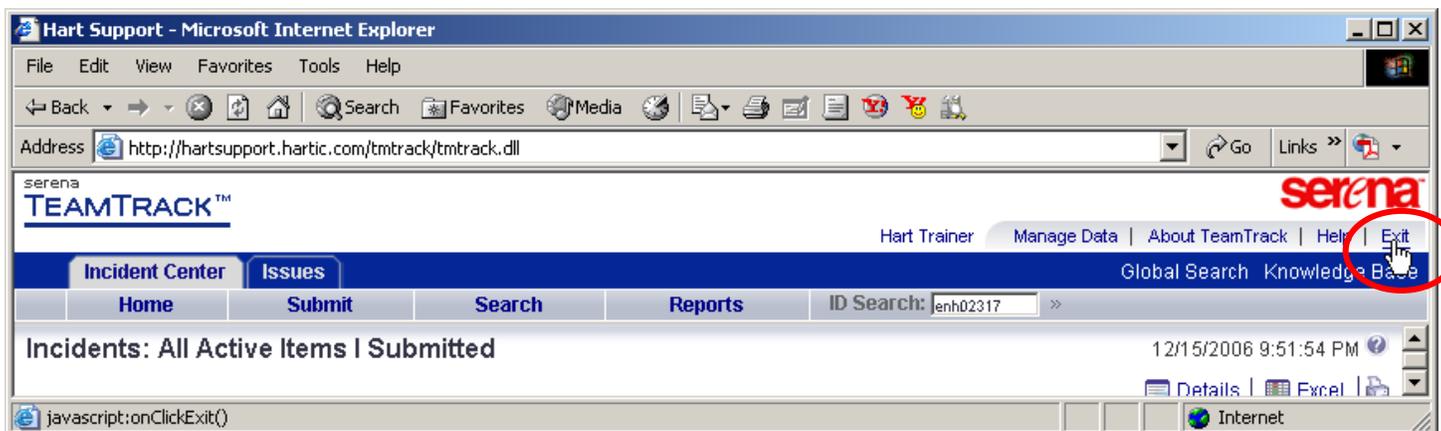


10. Your home page shows all tickets you have submitted.

- ▶ Click on an Incident Number in order to see the detailed information on that ticket, including the current owner (the Hart InterCivic department working the issue) and the status of resolutions.

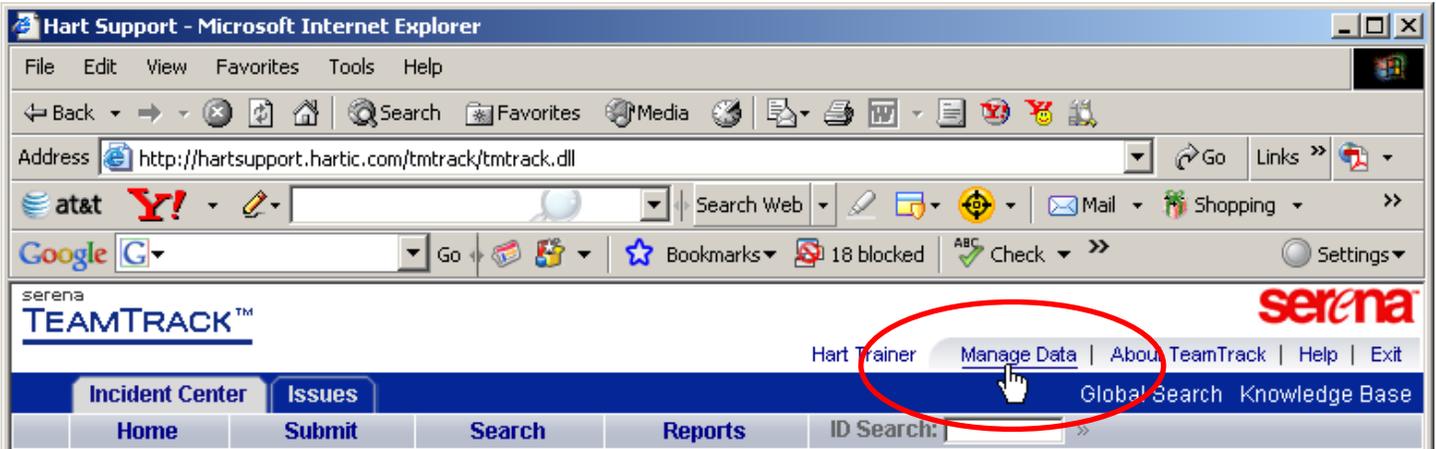


11. Continue to other TeamTrack activities, or select **Exit**, or close the browser in order to exit.

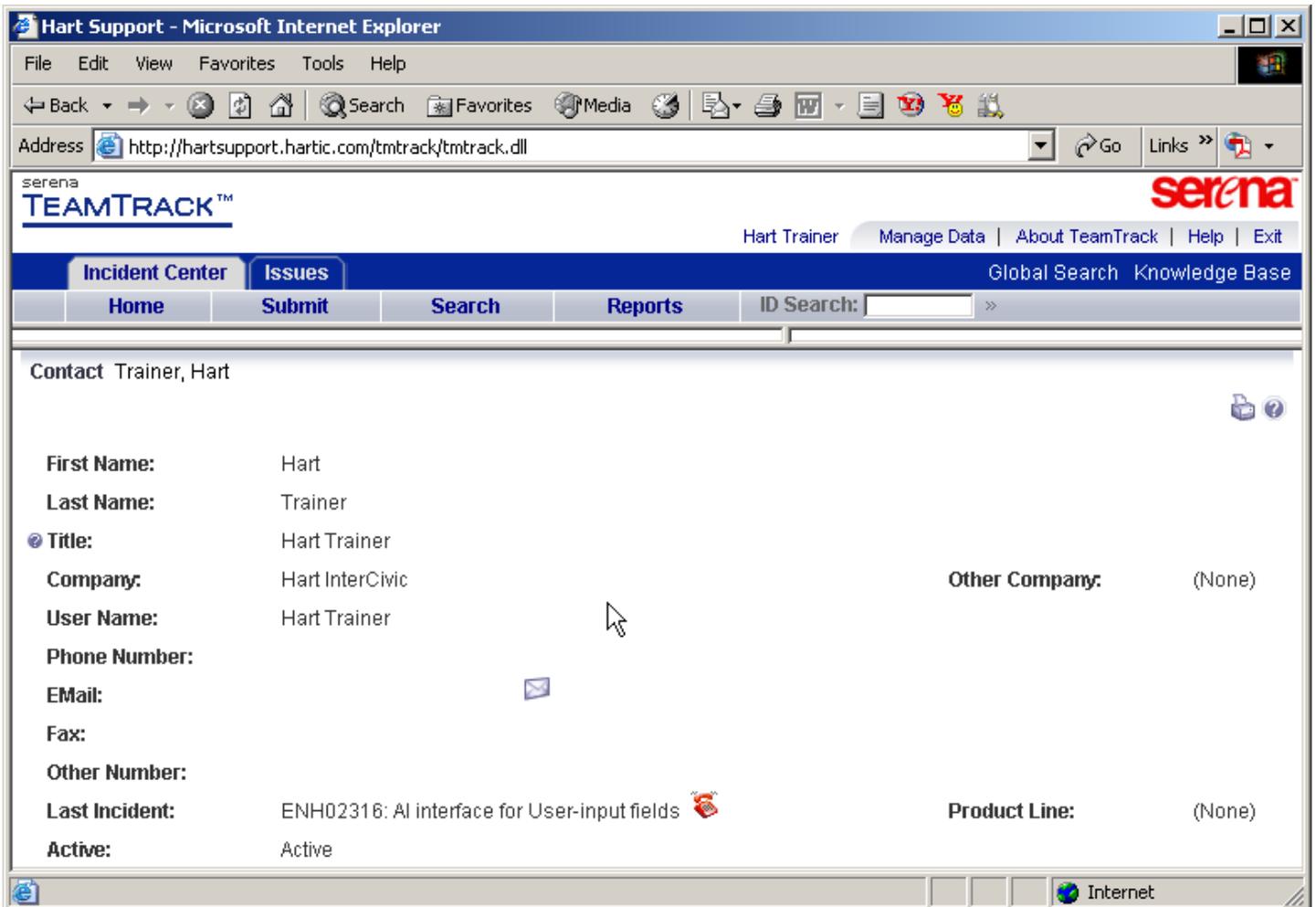


Manage Data Option

Select the **Manage Data** option in order to review the contact information that Hart has on file for you and your jurisdiction. This option also shows basic information on the last ticket you submitted.

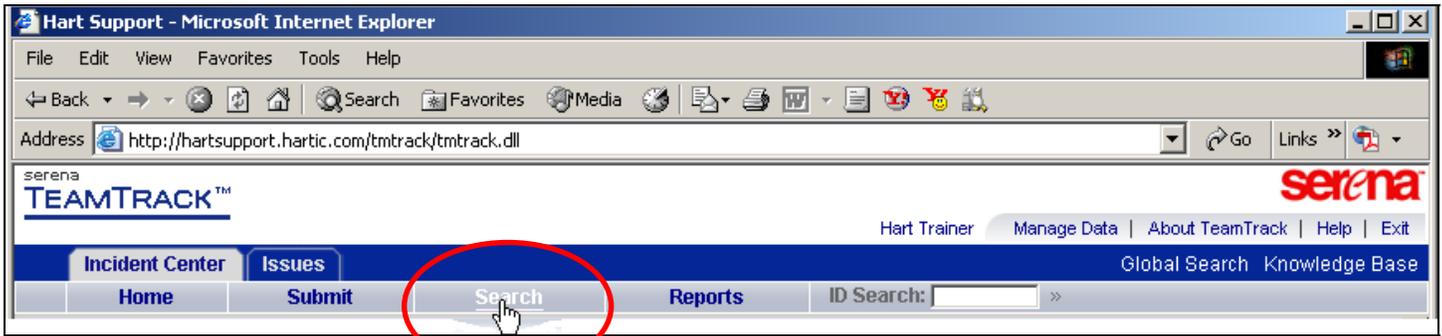


If any of this information is missing or needs updating, contact the Customer Support Center.

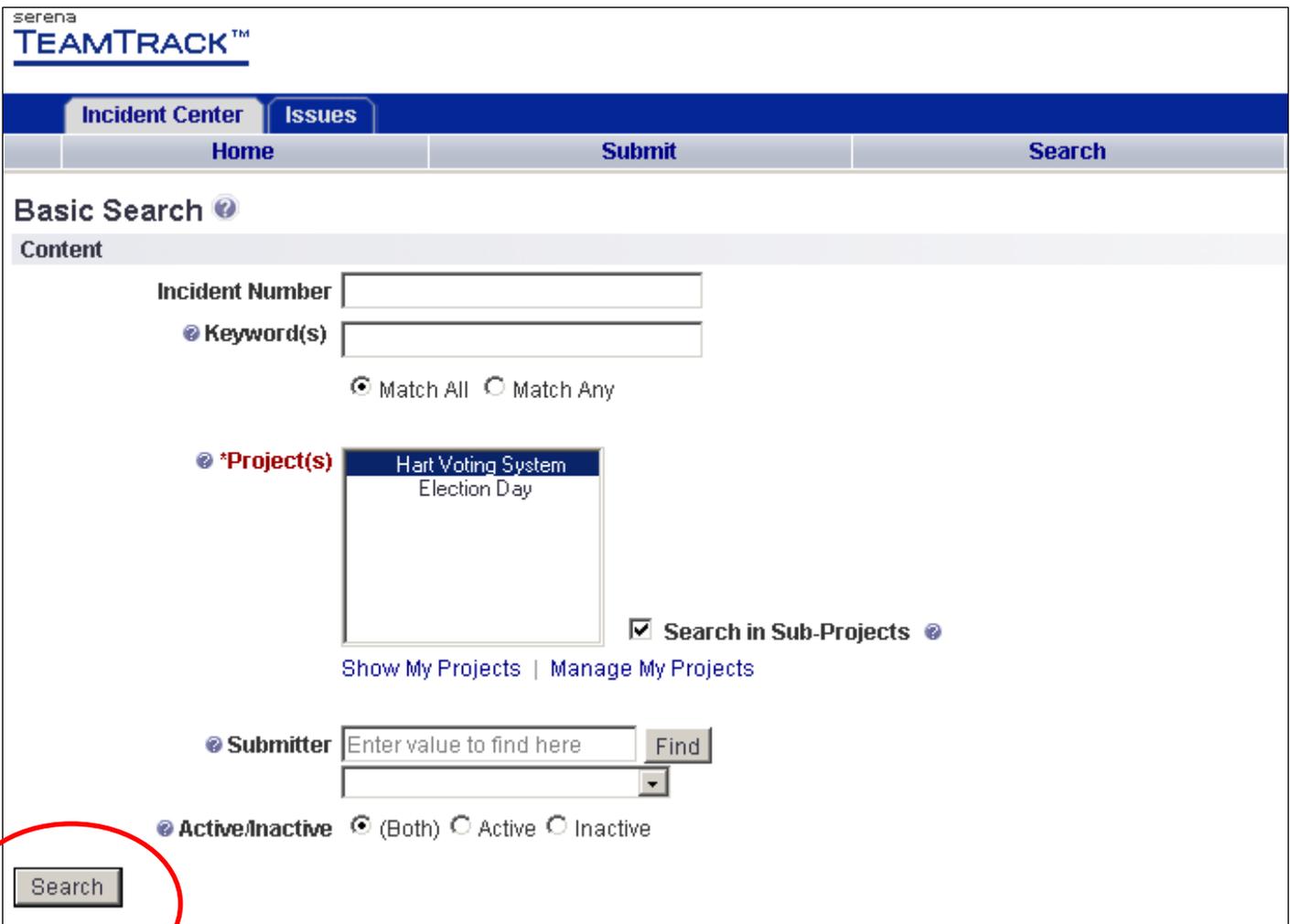


Search Options

Select the **Search** link in order to perform basic searches.

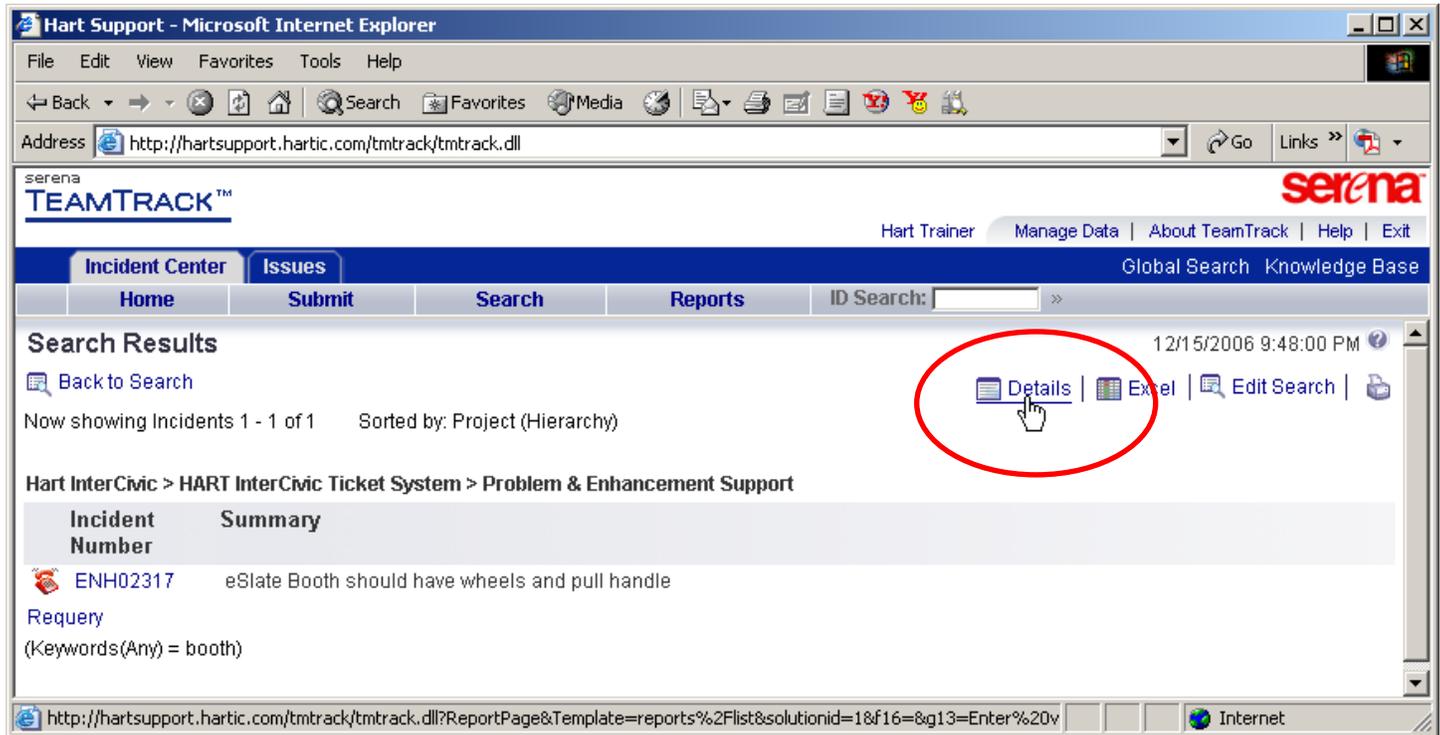


Enter the incident number or a combination of information that you may want to search on, select the appropriate **Project** type related to your product, and click the **Search** button.



Select the **Details** link in order to view more information on the search results.

- ▶ You may also view the search results in Excel format (which can then be copied and pasted into Excel).
- ▶ You may further edit the search criteria.
- ▶ You can bring up a printable view by selecting the printer icon. You may then send the printable view to be printed, using the File>Print function of your web browser.

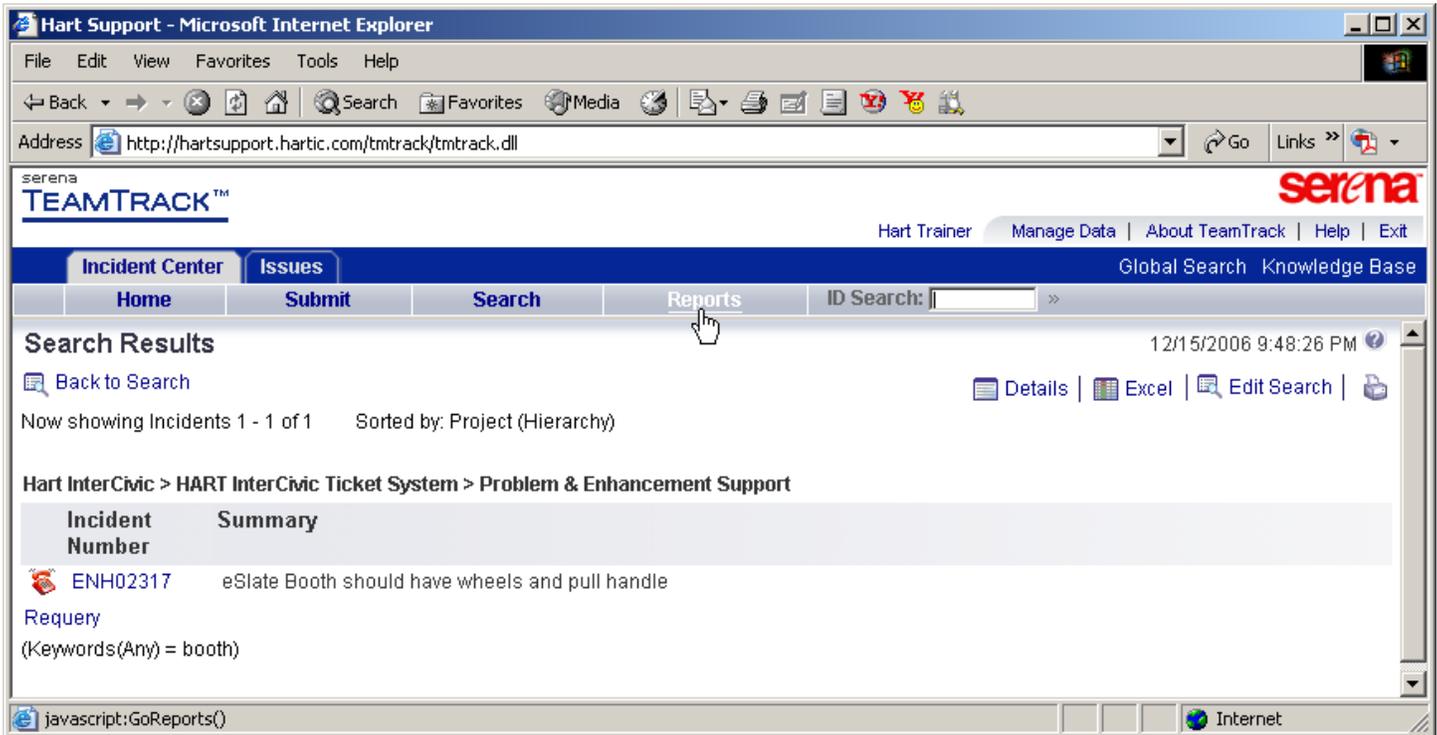


Quick searches on an incident number may also be performed by entering the incident number into the **ID Search** field located toward the top of the page, and then selecting the >> icon.



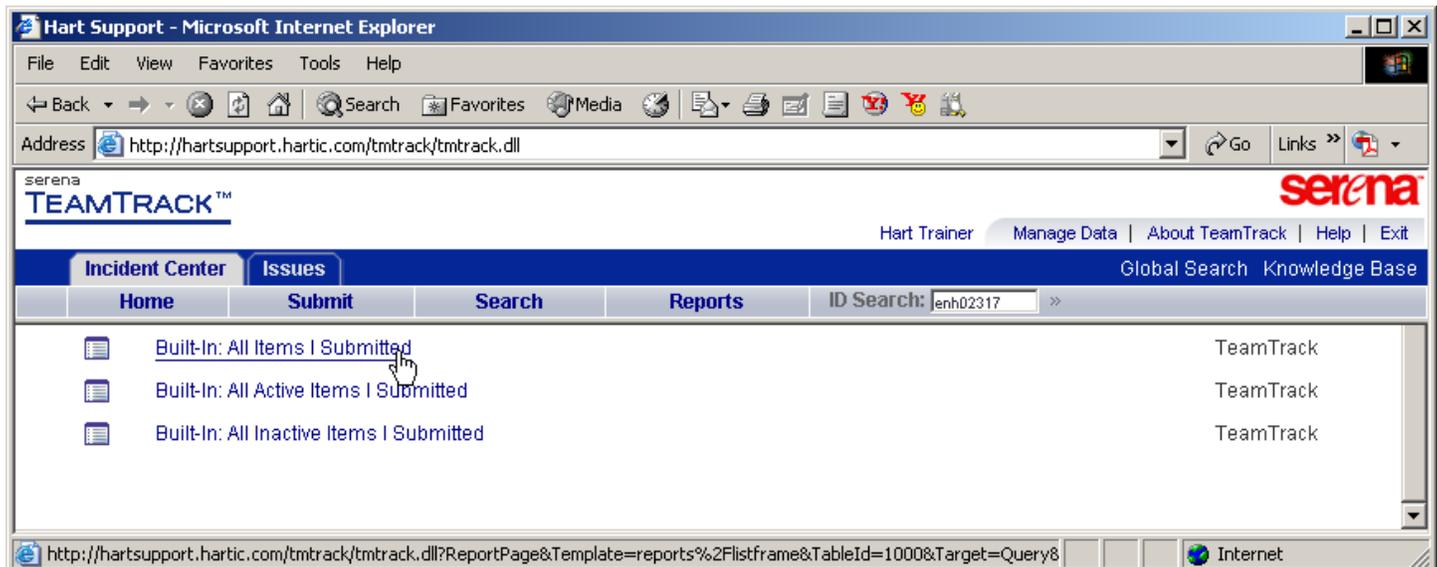
Reporting Options

Select the **Reports** link in order to view available reports.



The screenshot shows the Microsoft Internet Explorer browser displaying the Hart Support TEAMTRACK application. The address bar shows the URL <http://hartsupport.hartic.com/tmtrack/tmtrack.dll>. The page header includes the "serena TEAMTRACK" logo and navigation links: "Hart Trainer", "Manage Data", "About TeamTrack", "Help", and "Exit". The main navigation bar has tabs for "Incident Center" and "Issues", with sub-tabs for "Home", "Submit", "Search", "Reports", and "ID Search". The "Reports" tab is selected, and a mouse cursor is hovering over it. Below the navigation, the "Search Results" section shows a single incident: "ENH02317" with the summary "eSlate Booth should have wheels and pull handle". The search criteria are "Requery (Keywords(Any) = booth)". The date and time of the search are "12/15/2006 9:48:26 PM".

Built-In reports are available for the tickets you have submitted. Select a report in order to view it.



The screenshot shows the Microsoft Internet Explorer browser displaying the Hart Support TEAMTRACK application. The address bar shows the URL <http://hartsupport.hartic.com/tmtrack/tmtrack.dll>. The page header includes the "serena TEAMTRACK" logo and navigation links: "Hart Trainer", "Manage Data", "About TeamTrack", "Help", and "Exit". The main navigation bar has tabs for "Incident Center" and "Issues", with sub-tabs for "Home", "Submit", "Search", "Reports", and "ID Search". The "Reports" tab is selected, and a mouse cursor is hovering over it. Below the navigation, the "Built-In" reports section shows three reports: "Built-In: All Items I Submitted", "Built-In: All Active Items I Submitted", and "Built-In: All Inactive Items I Submitted". The "ID Search" field contains the value "enh02317".

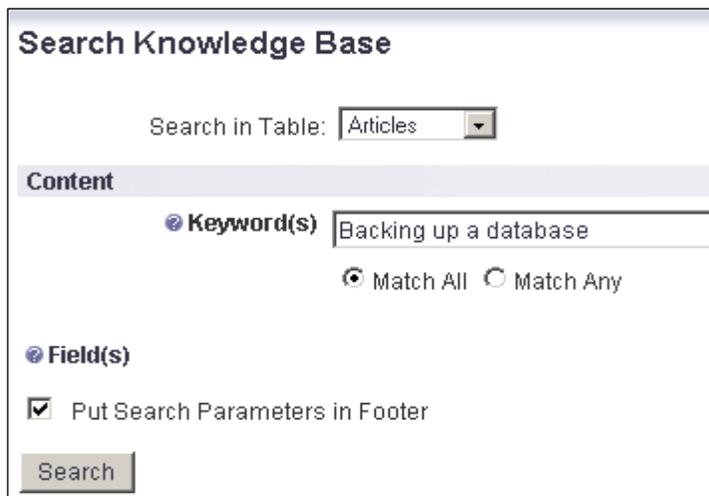
Knowledge Base

The Knowledge base gives the ability to review **Frequently Asked Questions (FAQ's)**, **Best Practices**, and **Service Bulletins**. You may also search topics by keyword.

Simply click the Knowledge Base hyper link in the upper right hand corner of your screen.



Your default screen will be a keyword search where you can query the knowledge base for information.

A screenshot of a web form titled 'Search Knowledge Base'. It includes a 'Search in Table:' dropdown menu with 'Articles' selected. Below this is a 'Content' section with a 'Keyword(s)' input field containing 'Backing up a database'. There are radio buttons for 'Match All' (selected) and 'Match Any'. A 'Field(s)' section has a checked checkbox for 'Put Search Parameters in Footer'. A 'Search' button is at the bottom.

You can also browse articles in Hart's three Knowledge Base folders: FAQ, Best Practices and Service Bulletins.



This concludes our introduction to the Hart InterCivic Customer Support Center and TeamTrack. If you have additional questions or concerns, please contact us at 866-ASK-HART, or by email at Hartsupport@hartic.com. We look forward to hearing from you.

