



## TDM and General Technical Support Policy

The Commuter Connections Operations Center staff now provides technical support to the thirty members of the Commuter Connections network as well as the three TDM System network members of Traffix of Hampton Roads, Charlottesville Rideshare and Rideshare Delaware. In order to provide a timely response to all TDM System users, it is vital that all users follow the same protocol for reporting bugs, requesting new reports, general TDM System help, general technical support, etc. Please also make sure your subject is indicative of the issue you are reporting. IE Bug Fix Needed, New Report Needed, Forgot Password, etc. This will help prioritize and allocate the correct resources for all open items and will ensure the quickest possible turn-around time.

### **To submit a request for help:**

The following procedure should be followed when errors are generated and/or technical issues experienced while utilizing the TDM System. The Help Line includes the [Voicemail Notification](#) that alerts all members of the Operations Center when there is a voicemail left in the Help Line Mailbox.

- 1) **Client members may call the Commuter Connections Help Line at 202-962-3333**
  - All available agents will be able to assist you.
  - The voicemail box is checked throughout the day. **(Calls will be returned within 1 Business Day.)**
  - In the case that all available agents are busy assisting other callers, you may:
    - **Option 1:** Leave a detailed message, the phone number on which you may be contacted and an available agent will return your call promptly.
    - **Option 2:** Send an email message to [commutersupport@mwkog.org](mailto:commutersupport@mwkog.org)
  - When Submitting requests for assistance via telephone or email, please ask yourself the following questions and relay them in your message:
    - **Question: “Can you still perform your work?”**
      - An agent will document the call and try to resolve immediate technical issues.
    - **Question: Has the issue been resolved to your satisfaction?**
      - If the agent determines that further assistance is required, the client member will be directed to send

detailed message of the problem only to [commutersupport@mwkog.org](mailto:commutersupport@mwkog.org)

- So that we may be able to better assist you, please do not leave voicemails for agents on their personal lines.
- There would be no guarantee that a technical issue would be resolved if a personal message is left on an agent's voicemail.

**2) Client members may send an email message to:**

[commutersupport@mwkog.org](mailto:commutersupport@mwkog.org)

- Commuter Support Inbox is checked throughout the day. **(Reply will be sent within 1 Business Day.)**
- Leave a detailed message, the phone number in which you may be contacted and an available specialist will contact you promptly.
- Client members will be notified by '**Acknowledgement of Receipt**' message that reads:
  - Thank you for taking the time to contact Commuter Connections Support. A specialist from Commuter Connections Support will contact you as soon as possible. Requests received after 5:00 PM (PST) will be handled the next business day.
  - This is a copy of the message you submitted to Commuter Connections Support. (to include original email sent)
- Client members will be notified with a '**Notice of Resolution**' message that reads:
  - Thank you for taking the time to contact Commuter Connections Support. Your request has been processed and completed on June 12, XXXX. If you have any questions or if the issue has not been resolved to your satisfaction please reply and request to speak directly to a specialist.
  - This is a copy of the message you submitted to Commuter Connections Support. (to include original email sent)
- So that we may be able to better assist you, please do not send messages for agents to their personal mailbox.
- There would be no guarantee that a technical issue would be resolved if a personal message is sent to an agent's email address.