



Georgia State Parks Support Procedures

Overview

This document outlines how to get the support you need when using one of the Active Works Outdoors applications. (i.e. Operations Manager, Inventory Manager, Field Manager etc.). It provides details regarding Active Works Outdoors Support, Inventory, and Customer Service teams and how they handle your requests.

Who should you call

It is sometimes hard to figure out who you should call with issues you encounter. The following is a list of who to contact with certain types of issues.

- **Inventory** - If you have an issue with your inventory data that you would like corrected or if you would like to make changes to your inventory please follow the steps listed out in the Inventory Procedures section of this document.
- **Cannot Connect to AWO** – If you cannot connect to the AWO application then please verify that you are connected to the internet by opening another website. If you can access other web sites but NOT the AWO applications, then please follow the Help Desk procedures in this document to open a support case.
- **Issues with Active Works Outdoors Application** – If you encounter issues with any of the Active Works Outdoors applications please follow the Help Desk procedures in this document to open a support case with the helpdesk.
- **General Questions Regarding an Application** – If you have general questions, regarding one of the applications you can contact the Helpdesk.
- **Hardware or Telecommunications Issues** – If you have general questions, regarding hardware or a telecommunication issue you are having, please follow the Help Desk procedures in this document to open a support case with the helpdesk. See the Hardware or Telecommunications section for more information.
- **Issues with Advanced Reservations** – If a customer needs assistance with a reservation, please contact the Customer Service Team. This is the only number that can be given out to the General Public.



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Inventory Procedures

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Use the following information as a guide when you require assistance from Active Works Outdoors Client Support team with any inventory data. The procedures require that communication occurs between the Park Manager/Supervisors and the Active Outdoors Client Support Team including Georgia State Parks Point of Contact (POC) – Melinda Jackson (Melinda.Jackson@dnr.state.ga.us).

General Procedures

The Active Works Outdoors Client Support team is responsible for entering & updating all data related to your facilities; this includes creation of facilities, site information, facility maps etc. When you require updates to the information on your facility, you will submit change request to the Active Outdoors Client Support Team to make updates to the central database.

How to Submit Inventory Changes

Inventory changes can be submitted by opening a support request via Support Center or by sending in the change request through email to the Client Support Team at ActiveOutdoorsGAIventory@activenetwork.com.

The Client Support team will process updates and notify the individual submitting the issue accordingly.

If a fax needs to be sent to the Inventory team, please use **1-888-724-5520**.

The following is a guideline for completion of Inventory Changes/Issues:

| Priority / Issue Close-out time | Client Impact | Description |
|---------------------------------|------------------------------------|---|
| Priority 1 (24 Hours) | Critical | Critical issues that may impact business –ex. Closures |
| Priority 2 (3 -5 Days) | High Impact | Fees, Restriction updates, Site Type changes that impact fees, Season date modification within reservation window, Site Reservability status updates, Non-emergency closures (outside maximum reservation window), Adding new sites, Site renumbering |
| Priority 3 (45 days) | General Non-Critical Non-Emergency | Updates to general information; Addition/Re-Structuring of facilities. |



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Procedures for Closing a Site

Closure can be processed through the Field Manager application. Detailed instruction on creating site closures in field manager is available in the Field Manager Guide.

If you need to contact the client support team to place a closure for your facility, please follow the below guidelines.

All closures must be submitted in writing by the Park Manager.

- Parks must submit request for site closing no less than 3 days prior to closing date, unless it is an emergency (see below section for procedures).

The documentation requesting site closure must include handling of existing reservations for the site to be closed, plus start and end dates (last night of closure). The request can be submitted via email to ActiveOutdoorsGAIventory@activenetwork.com or through the support center.

- Active Outdoors will implement the closure within 24 hours and a system generated email will be sent back to the reporter confirming the closures have been processed.
- Reservations that are affected by the closure will be contacted by the Active Works Outdoors Customer Service Team, based on instructions provided by the facility POC.

Procedures for Making Emergency Changes

Emergency changes can be made outside of the approved update period. An emergency change includes a necessary change which prevents the general public from making reservations or completing an existing reservation due to a natural disaster, as in a hurricane, flood, loss of the park electrical system, etc.

Emergency requests are to be submitted directly to Active Works Outdoors Client Support team by the Park POC by email at ActiveOutdoorsGAIventory@activenetwork.com or by fax at **1-888-724-5520**.

Please ensure Melinda Jackson (Melinda.Jackson@dnr.state.ga.us) and Anissa Carter (Anissa.Carter@dnr.state.ga.us) copied on the email communication.

- Active Works Outdoors will notify the POC and Park Manager to confirm closure is active and provide a listing of the reservations that have been affected by the closure to the Active Works Outdoors Customer Service Team to contact, based on instructions provided by the Park POC.



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Help Desk Procedures

Overview

Use the following information as a guide when requesting assistance with hardware, connectivity and AWO field applications (Filed Manager/Resource Manager/Store Manager etc). Please ensure you follow the procedures below to receive the most efficient service.

General Procedures

Please call the Help Desk to report any issues with the Active Works Outdoors reservation system, or for general inquiries on the applications you are using (Field Manager, Resource Manager, Store Manager etc.). A Client Support Representative will take details of your issue and assign a case number for your reference. In the event you require further information on your case status, you will need to refer to this case number. Active Works Outdoors Help Desk can be contacted by phone at **1-888-579-6758** or by email at AO.supportRA@activenetwork.com. Please note that you should always receive a case number when you report an issue, if one is not offered to you please ask the Client Support Representative for the Case Number, they are required to provide you with this information. If they still do not provide you with a Case Number, please ask to speak to a Supervisor or Manager.

Help Desk Hours of Operation (times listed in EST)

| Season | Monday - Friday | Saturday & Sunday |
|-----------------------|--------------------|--------------------|
| April 1 to Labor Day | 7:00 AM – 10:00 PM | 7:00 AM – 10:00 PM |
| Labor Day to March 31 | 7:00 AM – 7:00 PM | 7:00 AM – 7:00 PM |

Note: The Help Desk is not open on Christmas Day or New Year's Day.

Reporting an issue outside of the Regular Hours (including Christmas and New Year's Day)

Outside the hours of support it is possible to leave a voice mail message to receive support the next business day. Call the Help Desk number at **1-888-579-6758**. You will be given two options; option **1** for emergency on-call support, or to stay on the line to leave a message.

Option 1 – Technical Support Emergency



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Your call will be forwarded to the Technical Support On-Call cellular phone for Emergency assistance. This option should only be used in an emergency situation as defined under Emergency Response (below).

If you are not immediately connected, leave a message with your name and phone number. If your call is not returned within 20 to 30 minutes, repeat this process, or please contact the Help Desk Supervisor at ActiveOutdoorsNCSupervisor@activenetwork.com copying Melinda Jackson (Melinda.Jackson@dnr.state.ga.us) and Anissa Carter (Anissa.Carter@dnr.state.ga.us).

Option 2 – Leave a Message

If you are calling to report an issue that can be resolved the next business day, you can stay on the line to leave a message. A Client Support Representative will review these messages first thing the next business day and will assign a case and call you back for further action. Be sure to leave your contact information along with your facility Name/ID.

Emergency Response

If you require **EMERGENCY** assistance at any time call the Help Desk at **1-888-579-6758**. An emergency is defined as anything that stops normal business operation from continuing, such as not being able to connect to AWO system. Emergency issues do not include incorrect data. Please indicate that it is an urgent or high priority issue and explain the urgency to the Client Support Representative. The Client Support Representative will provide you with a case number and outline the next steps to be taken to resolve the issue.

Escalation to Product Support

The Product Support team performs various support functions, in-depth investigations, coding and data changes within Active Outdoors reservation system. Foremost, the team delivers 3rd tier escalations for the Support team. The team is available as a technical resource for all projects, providing technical knowledge and skills. Product Support also provides application support for all Active Works Outdoors developed applications in all facets of operation. If support is beyond the control of Product Support resources, it will be further escalated to the appropriate departments.



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Contact Table

Email is the preferred method of contact in all cases except emergencies.

| Department | Email Address | Phone Number | Fax Number |
|--------------------|--|-------------------------------|--------------|
| Inventory | ActiveOutdoorsGAIventory@activenetwork.com | 888-579-6758 option 2 | 888-724-5520 |
| Help Desk | AO.supportRA@activenetwork.com | 888-579-6758 option 1 | 888-724-5520 |
| Escalations | ActiveOutdoorsGASupervisor@activenetwork.com | 888-579-6758 option 1 or 2 | |
| Hardware Issues | AO.supportRA@activenetwork.com | 888-579-6758 option 1 | |
| Telecommunications | AO.supportRA@activenetwork.com | 888-579-6758 option 1 | 888-724-5520 |
| Customer Service | ActiveOutdoorsGADNRSRT@ActiveNetwork.com | 800-864-7275 | |

Note: The Inventory and Helpdesk contact information should **NOT** be provided to any customers.

Hardware or Telecommunications:

For hardware issues, please contact Help Desk Support: AO.supportRA@activenetwork.com

For telecommunication issues, please contact Help Desk Support: AO.supportRA@activenetwork.com

Note: Not all locations' connectivity is provided by ActiveOutdoors; please confirm with your Park Manager that AWO Support supports your location first before contacting the helpdesk.

For telecommunications issues at locations where ActiveOutdoors does not provide connectivity, please notify your Park Manager.



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Customer Service Procedures

Overview

Questions regarding reservations and customer service concerns should be directed to the Customer Service Team. Customer Service Hours are identified below:

Customer Service Hours of Operation (times listed in EST)

| | Monday to Friday | | Saturday/Sunday | | Season |
|------------------------------|------------------|--------|-----------------|--------|------------|
| | Open | Close | Open | Close | |
| Call Center/Customer Service | 8:00 AM | 8:00PM | 9:00 AM | 5:00PM | Year Round |

Note: Customer Service is **NOT** open on Easter Day, Christmas Day, New Year's Day, and Thanksgiving Day.

Use the following contact information to report customer service related issues:

Phone: 1-800-864-7275 Email: ActiveOutdoorsGADNRSRT@ActiveNetwork.com