

ACE Direct v2.1

Consumer Portal Operations Checklist

Purpose

- This checklist demonstrates the ACE Direct functionality for the consumer using the online portal.
- It provides a step-by-step walkthrough to verify each of the consumer's operational functions.

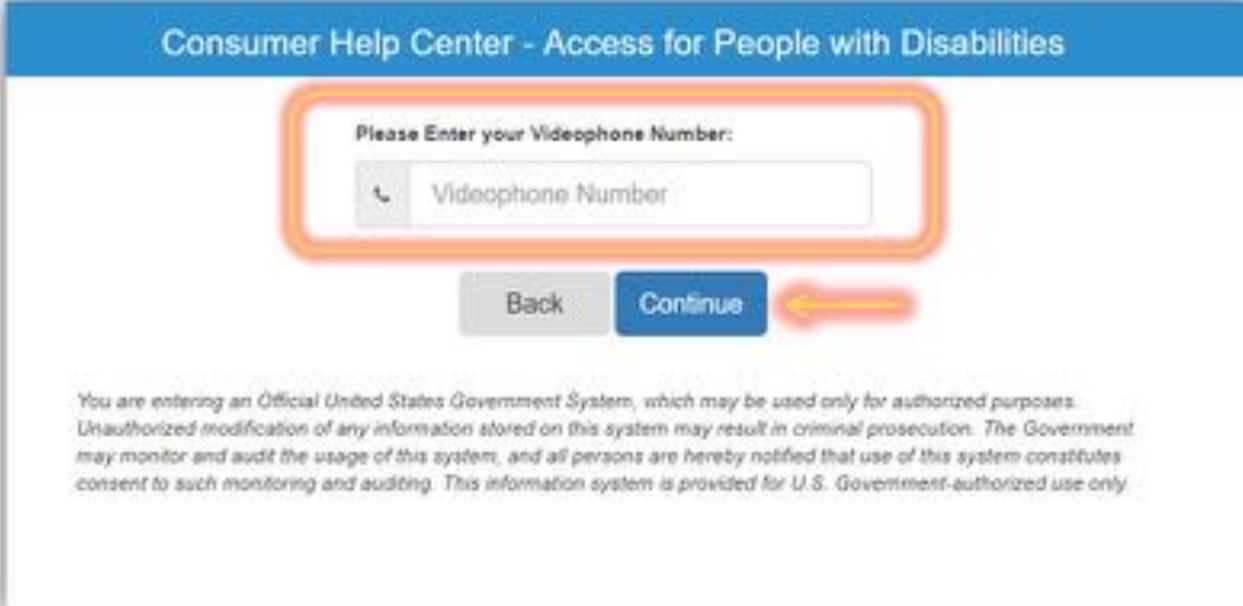
Note: For additional information, please reference the ACE Direct Platform Release Documentation, Release 2.1.

Step 1: Log into Consumer Portal

Purpose:

Verify account access to the portal.

1. **Navigate to the consumer portal.**
2. **Enter a valid VRS phone number and click “Continue”.**
3. **You should be redirected to the consumer portal.**



The screenshot shows a web interface titled "Consumer Help Center - Access for People with Disabilities". It features a text input field labeled "Please Enter your Videophone Number:" with a telephone icon on the left. Below the input field are two buttons: "Back" and "Continue". A red arrow points to the "Continue" button. At the bottom, there is a disclaimer: "You are entering an Official United States Government System, which may be used only for authorized purposes. Unauthorized modification of any information stored on this system may result in criminal prosecution. The Government may monitor and audit the usage of this system, and all persons are hereby notified that use of this system constitutes consent to such monitoring and auditing. This information system is provided for U.S. Government-authorized use only."

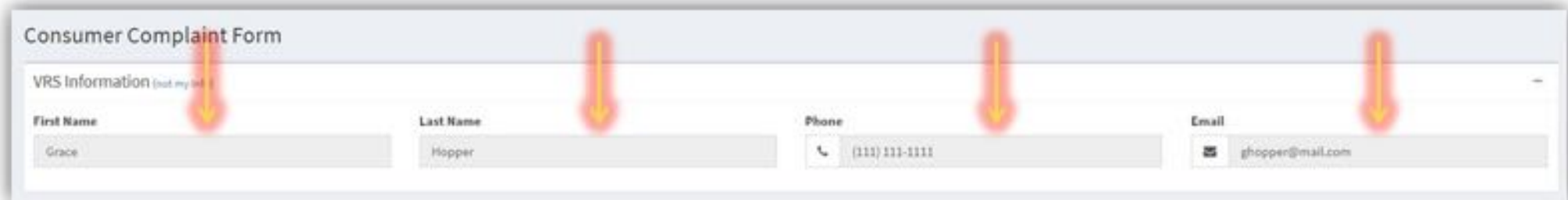
ACE Direct Platform Release Documentation, Release 2.1
Subsection 2.8.1.1

Step 2: Verify Account Information

Purpose:

Verify account information.

1. **Validate the VRS Information displayed is the correct for the VRS account.**



The screenshot shows a 'Consumer Complaint Form' with a section titled 'VRS Information (not my info)'. Below this title are four input fields: 'First Name' (containing 'Grace'), 'Last Name' (containing 'Hopper'), 'Phone' (containing '(111) 111-1111'), and 'Email' (containing 'ghopper@mail.com'). Each of these four fields has a red arrow pointing down to it, indicating the information to be verified.

First Name	Last Name	Phone	Email
Grace	Hopper	(111) 111-1111	ghopper@mail.com

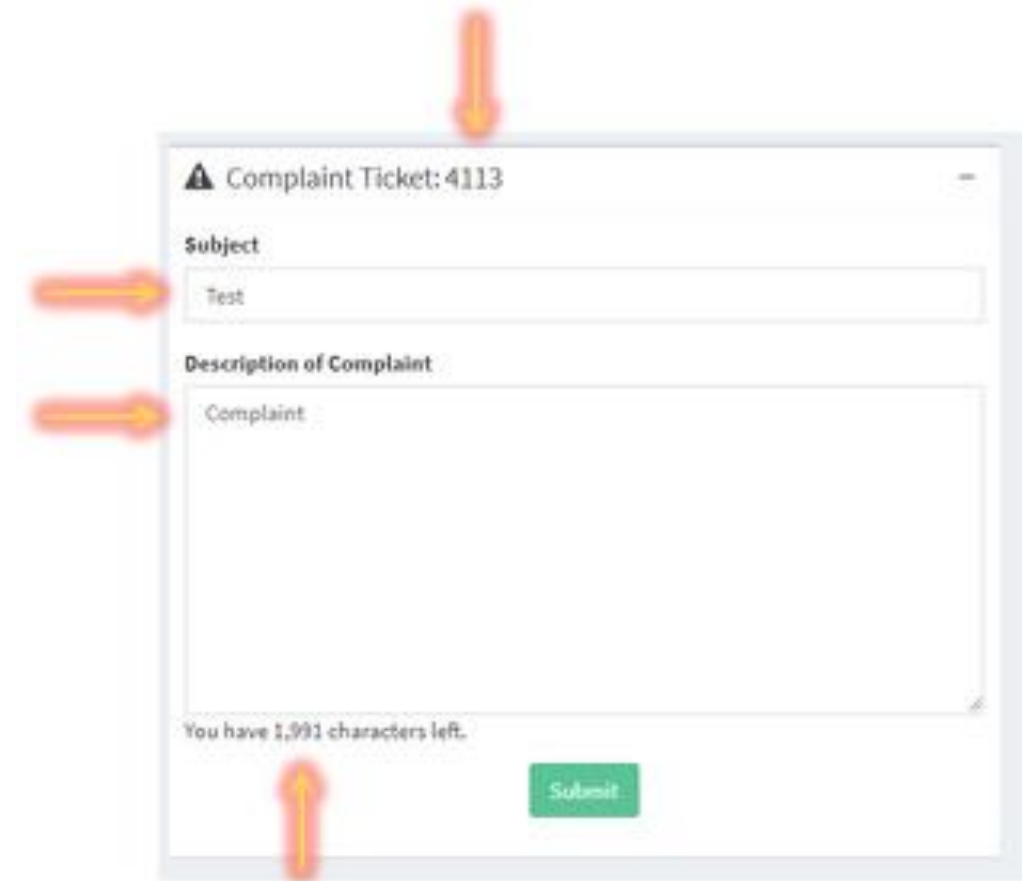
ACE Direct Platform Release Documentation, Release 2.1
Subsection 2.9.1.2

Step 3: Submit a Ticket

Purpose:

Verify ticket submission.

1. Enter a subject for the complaint in the “Subject” text field.
2. Enter a description for the complaint in the appropriate text field.
3. The character count should decrease as you type the description.
4. Select “Submit” and a ticket number should appear in the header.



The screenshot shows a web form titled "Complaint Ticket: 4113". It contains two text input fields: "Subject" and "Description of Complaint". The "Subject" field contains the text "Test". The "Description of Complaint" field contains the text "Complaint". Below the description field, a character count reads "You have 1,991 characters left." At the bottom right of the form is a green "Submit" button. Four red arrows with yellow outlines point to specific elements: one points down to the ticket number in the header, one points right to the "Subject" field, one points right to the "Description of Complaint" field, and one points up to the "Submit" button.

ACE Direct Platform Release Documentation, Release 2.1
Subsection 2.8.1.3

Step 4: Video Communications

Purpose:

Verify video and chat communications.

1. **Select “Call” in the video window. This button will not work until a ticket is submitted.**
2. **A pop-up window should appear notifying the caller they are in the queue waiting for the next available agent.**
3. **Once connected, the agents video should appear in the video window with your video appearing in the top right of the corner.**



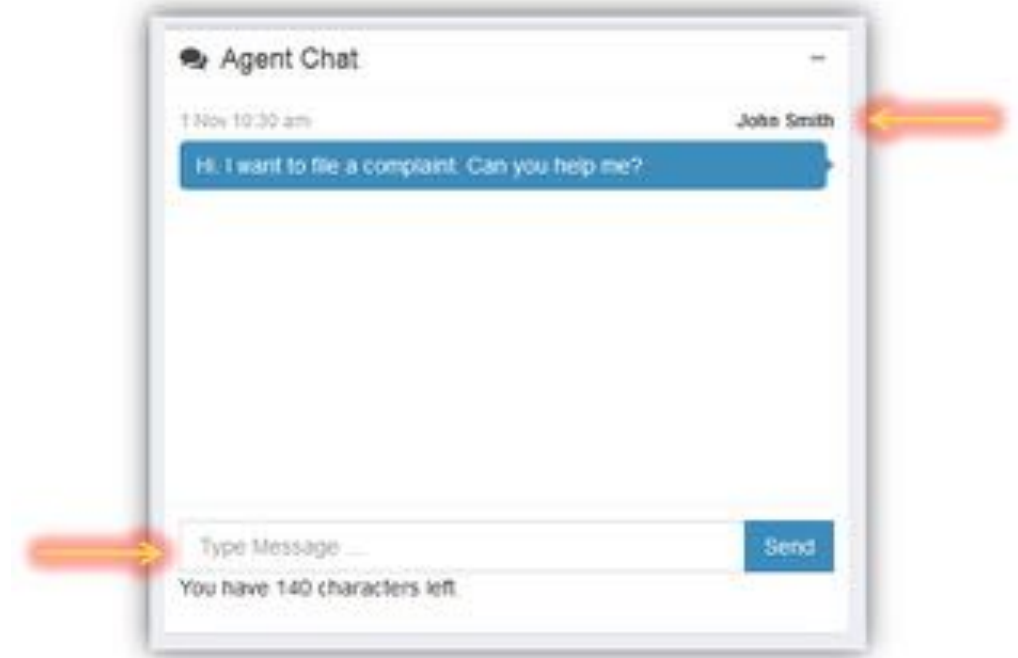
ACE Direct Platform Release Documentation, Release 2.1
Subsection 2.8.1.4

Step 5: Real-time Text Chat Communications

Purpose:

Verify Real-time Text Chat.

1. Once connected, enter a message into the text field of the Agent Chat window and select “Send”.
2. The text will be committed to the chat window with the Consumer’s name above the text bubble.
3. The other party’s text should appear above you text input field in grey text as they type. This can be seen on both the Agent and Consumer side.
4. A counter below the input field should display the remaining number of characters left for each message.



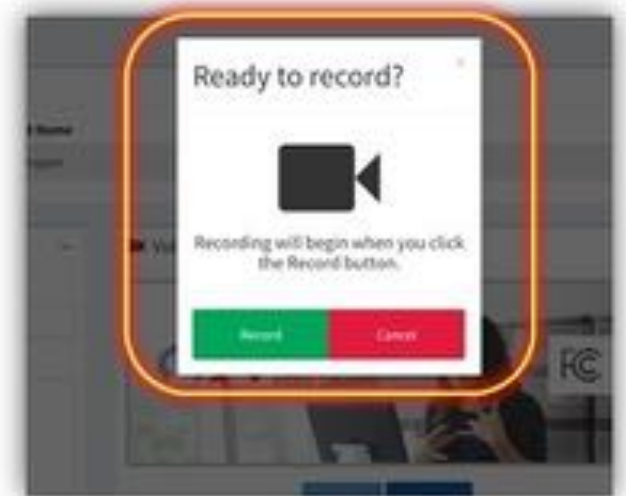
ACE Direct Platform Release Documentation, Release 2.1
Subsection 2.8.2

Step 6: Leave a Videomail

Purpose:

Verify Video Mail functionality.

1. Select the “Videomail” button in the video window.
2. A pop-up window should appear asking “Ready to Record”.
3. Select “Record” and your video will be displayed in the video window as the message is recorded.



☑ DONE!

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