

# ACE Direct v2.1

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## Consumer Portal Operations Checklist

# Purpose

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- 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.**

Consumer Help Center - Access for People with Disabilities

Please Enter your Videophone Number:

Videophone Number

Back Continue

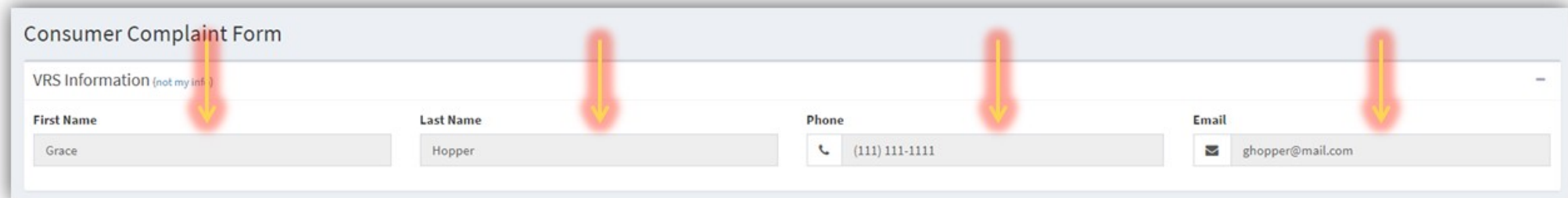
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## Step 2: Verify Account Information

### Purpose:

Verify account information.

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



The screenshot displays 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'). Four red arrows point downwards to each of these input fields, indicating the verification step.

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 a "Subject" text field with the value "Test" and a "Description of Complaint" text area with the value "Complaint". A green "Submit" button is at the bottom right. A character count "You have 1,991 characters left." is displayed below the description field. Red arrows point to the title, the Subject field, the Description field, and the Submit button.

Complaint Ticket: 4113

Subject

Test

Description of Complaint

Complaint

You have 1,991 characters left.

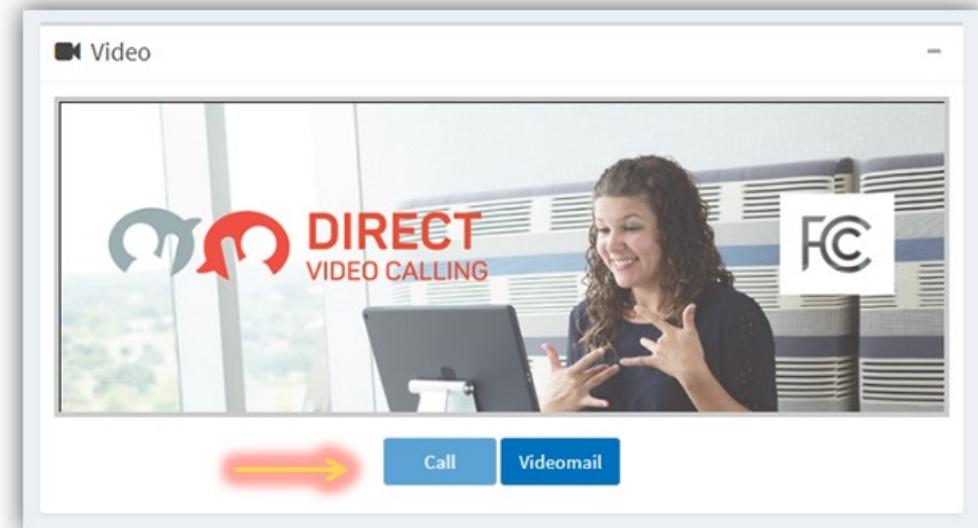
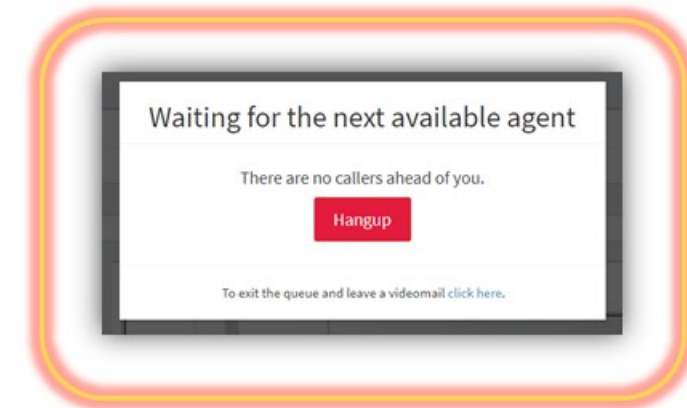
Submit

## 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.**



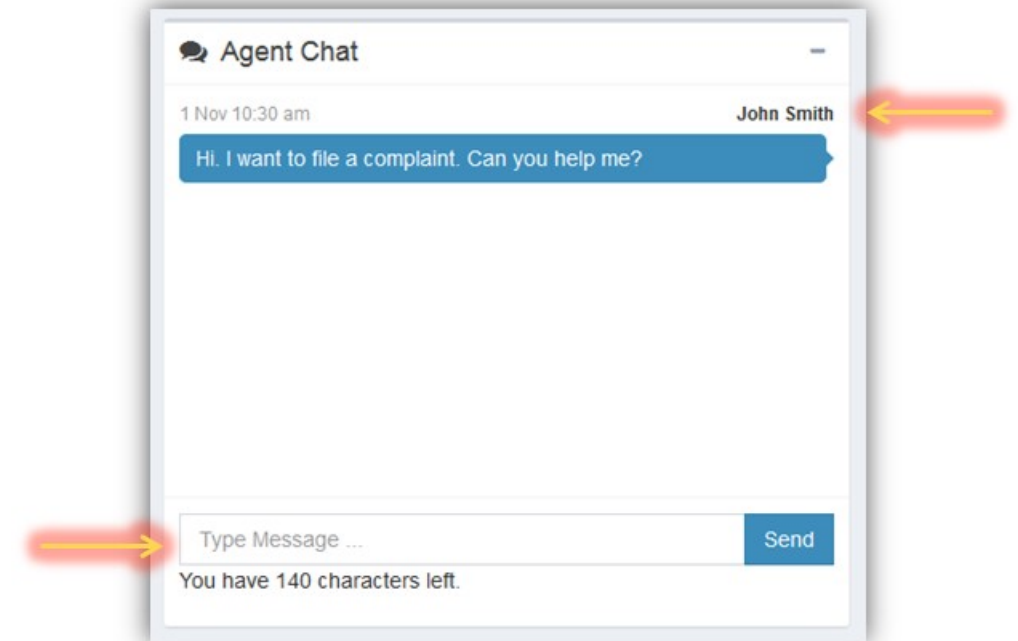
ACE Direct Platform Release Documentation, Release 2.1  
Subsection 2.8.1.4

# 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.



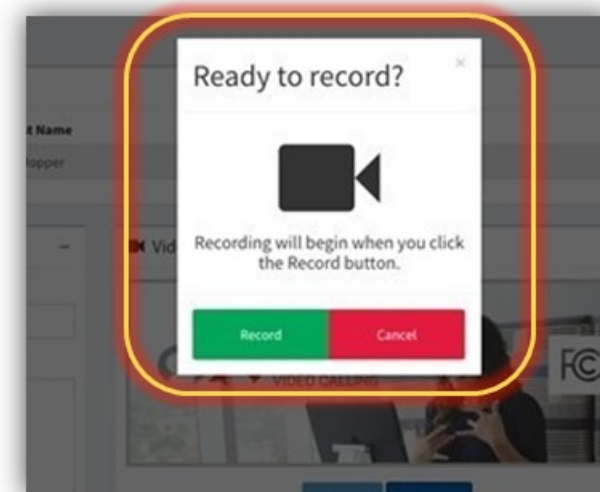
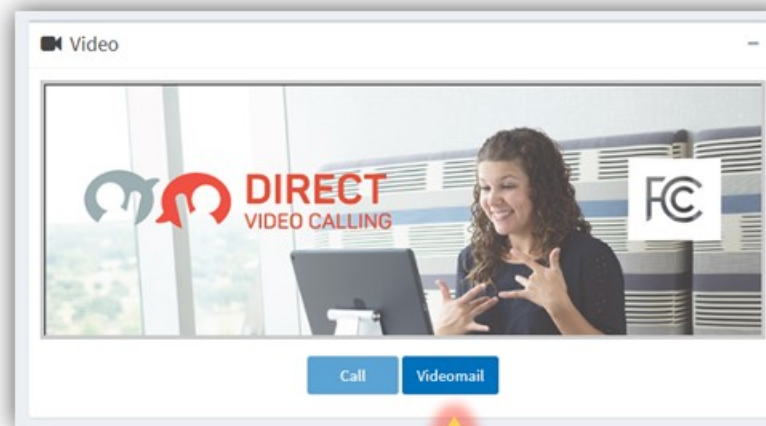
ACE Direct Platform Release Documentation, Release 2.1  
Subsection 2.8.2

## 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!



# Notice

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