

	Third Contact Connection	connection on the org unit screen for now and then add a pop up to show the contact info for that contact.	15 Dec (2014)	17 Dec (2014)	Precy M.			Not Started	6 hrs	None	None
	Request for Information	Please see sample request ltr from sentinel.rtf in Files for the parameters to the Request for Information letter. It works the same as a protest letter, except that it uses the verbiage from this letter and should still be a WYSIWYG with snippets possible. It also should pull the Organization unit info (the client's information) as shown on the letter. This should go on the main Claims screen somewhere (as a button). Should read "Create Request for Information Letter" or something to that effect.	15 Dec (2014)	17 Dec (2014)	Precy M.		90%	Started	5 hrs	None	None
	Pushing Builds	Last week, a user's login information was overwritten during the push to staging and live. Please be sensitive to not have this happen again.	15 Dec (2014)	17 Dec (2014)	Precy M.		90%	Started	None	None	None
	Login Issues	Something is going on with the user access on the Matrix database. Yesterday, the Client went in and reset all of the passwords for each user to Matrix365. All were tested and worked. Now, when the Client tries them and none of them work this morning. The Client can't get the system to let me update them again and login with them. It's becoming very frustrating for them - now Matrix can't get into the database to test things and the Client gets to look bad to them again because it won't work. This has to be figured out and corrected. We CANNOT keep overwriting user data. Period.	16 Dec (2014)	16 Dec (2014)	Precy M.	high	90%	Started	None	None	None
	Documents not Downloading	This is probably a pathing issues as well. Please work with Josh to get this fixed on DEV, STAGING and PROD immediately.	16 Dec (2014)	16 Dec (2014)	Precy M.	high	90%	Started	30 mins	None	None
									69 hrs	None	None