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Provide Enterprise (PE) – Who to Contact for Assistance

Issued by: South Carolina Department of Public Health (DPH)

How to Get Help for Provide Enterprise (PE)

This guide outlines who to contact based on the type and severity of the issue you are experiencing in PE. Always start at the lowest level and escalate if the issue remains unresolved.

Key Rule: Anything related to technical functionality (logging in, UI changes, report mismatches, picklists, software glitches, or system-wide errors) requires a GTI ticket.

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1. Basic Access & Login Issues

Problem:

- Cannot log in
- Forgot password
- Account locked due to too many attempts

Who to Contact:

🔷 Primary: Your Agency's PE Administrator (if applicable)

🔷 GTI Ticket Required if: The login system itself is malfunctioning or access remains locked after a reset.

📎 Submit a Ticket Here: GTI Support Portal

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2. Permissions & Role-Based Access Issues

Problem:

- Cannot access certain features or modules
- Need additional permissions to complete tasks
- User roles are incorrect after system updates

Who to Contact:

🔷 Primary: Your Agency's PE Administrator

🔷 GTI Ticket Required if: The system is not correctly applying user roles after an update.

📎 Submit a Ticket Here: GTI Support Portal

3. Client Data Issues (Merging Clients, Duplicate Records, Missing Information)

Problem:

- Duplicate client records
- Incorrect client data appearing in multiple profiles
- Missing or incomplete information that should be available in PE

Who to Contact:

🔹 Primary: Your Agency's PE Administrator
🔹 Escalation: Sarah Fisher – STD/HIV Data Team
🔹 GTI Ticket Required if: The system is not properly merging duplicate records.
📎 Submit a Ticket Here: GTI Support Portal

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4. Data Entry, Picklists, or Reporting Issues

Problem:

- Drop-down lists (picklists) are outdated or missing values
- Entered data does not appear correctly in reports
- The report output does not match the inputted data

Who to Contact:

🔹 Primary: Your Agency's PE Administrator
🔹 Escalation: Sarah Fisher – STD/HIV Data Team
Sarah will: Further Escalate: GTI Helpdesk – (via GTI Support Portal)
🔹 GTI Ticket Required if:

- The system needs picklist updates or custom reports
- There are major discrepancies between reports and PE data

📎 Submit a Ticket Here: GTI Support Portal

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5. Issues with Crosswalks Between PE & External Systems (e.g., Agency EHRs)

Problem:

- Data is not syncing correctly between PE and your Electronic Health Record (EHR) system
- Formatting errors in imported/exported data
- Crosswalk fields between systems do not match

Who to Contact:

🔹 Primary: Your Agency's PE Administrator and Agency's IT/EHR Administrator
🔹 Escalation: Sarah Fisher – STD/HIV Data Team
🔹 GTI Ticket Required if: PE needs a custom data mapping fix between systems.
📎 Submit a Ticket Here: GTI Support Portal

6. Critical System Errors, Bugs, or Major UI Changes

Problem:

- Provide Enterprise (PE) is completely down
- The user interface (UI) has changed unexpectedly, affecting workflows
- Critical software updates caused system-wide errors

Who to Contact:

◈ Primary: Your Agency's PE Administrator

◈ Escalation: Sarah Fisher – STD/HIV Data Team

Sarah will: Further Escalate: GTI Helpdesk – (via GTI Support Portal)

◈ GTI Ticket Required if:

- The entire PE system is inaccessible
- A software update changed workflows without notice

📎 Submit a Ticket Here: GTI Support Portal

Final Notes & Best Practices

📌 **Before escalating an issue:**

◈ Clear PE cache

◈ Document with screenshots, notes and relevant client ADAP numbers before contacting support

📌 **Use GTI Tickets for:**

- Any technical bug or error in PE
- Any changes needed to system structure (picklists, UI, reports)
- Any login, permission, or access issue that cannot be resolved internally

📌 **Use STD/HIV Data Team (Sarah Fisher) for:**

- Client merging, duplicate records, or data inconsistencies
- Agency-level questions about workflows in PE

📌 **Use Your Agency's PE Administrator for:**

- First-line troubleshooting and general system questions

📌 **Use Your Agency's IT/EHR Administrator for:**

- EHR and PE communications issues.

We are here to help!

If you are unsure where to escalate an issue, ***contact Sarah Fisher, DPH Data Manager, 803·397·2922,*** *fishersa@dph.sc.gov, for guidance.*

Provide Enterprise (PE) – How to Open a Ticket
Issued by: South Carolina Department of Public Health (DPH)

Why Submit a Ticket?

If you experience a technical issue with Provide Enterprise (PE) that affects functionality, you must submit a GTI Support Ticket so that the software team can investigate and resolve the problem.

⚠ **Common Issues That Require a Ticket:**

- **System Bugs & Errors:** Unexpected crashes, error messages, login failures
- **Data Issues:** Reports not matching entered data, missing information
- **UI Changes & Picklists:** Drop-down list errors, missing fields
- **Performance Issues:** Slow system response, pages not loading
- **Feature Requests:** Requests for system modifications or enhancements

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Step 1: Create a GTI Support Account

Before submitting a ticket, you must first create an account in the support portal.

1. Go to: https://support.provideenterprise.com/support/home
2. Click on "Sign Up" in the top-right corner
3. Enter your agency email and follow the instructions to verify your account
4. Log in using your new credentials

💡 **Once registered, you can submit and track tickets related to your agency's version of PE.** 💡

Step 2: Submit a New Ticket

1. Click on "Submit a Ticket"
2. Enter a Subject (e.g., "Billing Report Not Matching Data Entry")
3. Select the Type of Issue from the provided picklist: (some examples below)
    - Billing
    - Connectivity (Internet or server issues)
    - Data Administration (Data structure, missing information)
    - Data Entry (Problems entering or saving records)
    - Eligibility (Client eligibility concerns)
    - Error Messages (PE crashes or system-generated errors)
    - Feature Request (Enhancements or new functionality requests)

- Import (Problems with data imports)
- Install (Installation-related concerns)
- Internal Login Issue (Username/password problems)
- Other (Issues that don't fit in a category)
- Performance (Slow response time, loading problems)
- Picklist (Missing or incorrect drop-down values)
- Questions (General inquiries)
- Reporting (Reports showing incorrect or missing data)

4. Assign a Priority Level:

- 🔘 Low: The request does not stop daily operations but needs to be addressed
- 🔘 Medium: The request stops some daily operations but not all
- 🔘 High: The request prevents daily work from proceeding

Step 3: Provide a Detailed Description of the Issue

🔷 Clearly describe the issue in chronological order (from when it started to what you have tried so far).

🔷 Include all relevant details: What action you took, what error occurred, and what result you expected.

💡 **Best Practices for Writing a Good Description:**

- 🔷 Use full-screen screenshots (not just a cropped portion)
- 🔷 Provide affected client IDs or ADAP numbers (***Not*** client names)
- 🔷 Explain any troubleshooting steps you've already taken
- 🔷 Mention if this issue affects multiple users at your agency

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Step 4: Assign Contact & Deployment Name

1. Scroll to the bottom of the ticket form
2. Under "Contact/Deployment," select: SCCARE (This ensures proper routing for South Carolina agencies)

Step 5: Submit & Track Your Ticket

🔷 Click "Submit" to send your request to GTI Support

🔷 You will receive a confirmation email with a ticket number

🔷 **If DPH needs to be involved, add Sarah Fisher to the ticket response list**

- To Add Sarah Fisher: Click the "Add People" button Enter her email in the field, and update the ticket.

- The ticket responses will be found ***both*** within this portal on GTI's website, as well as in the emails of everyone attached to the ticket. You may respond to the ticket by replying to a ticket email or you may log into the Support Portal and respond there, it will update both when you respond in either.

◈ GTI will provide status updates as the issue progresses

◈ Follow Up: If GTI requests additional information, respond promptly to keep the resolution process moving.

We are here to help!

If you are unsure where to escalate an issue, ***contact Sarah Fisher, DPH Data Manager, 803·397·2922,*** ***fishersa@dph.sc.gov*** *for guidance.*