myTripSpark.com

Registration and How to Submit a Case

TripSpark

Access to Our New Community

Submit A Case/RMA Request

- Communicate with a Customer Care Analyst through the case comments
- Add attachments
- Track the status of your cases

Submit a Case

Sign up for Training Courses

- Become an expert – attend TripSpark training courses

Sign Up for Training

View Videos

- Become an expert by learning from our videos

View Videos

View Articles

- Check out articles to self help

View Articles

Submit Ideas

- Become part of product improvement process

Submit an Idea

Start Discussions

- Talk with the Customer Care Team and other transit users

Start a Discussion

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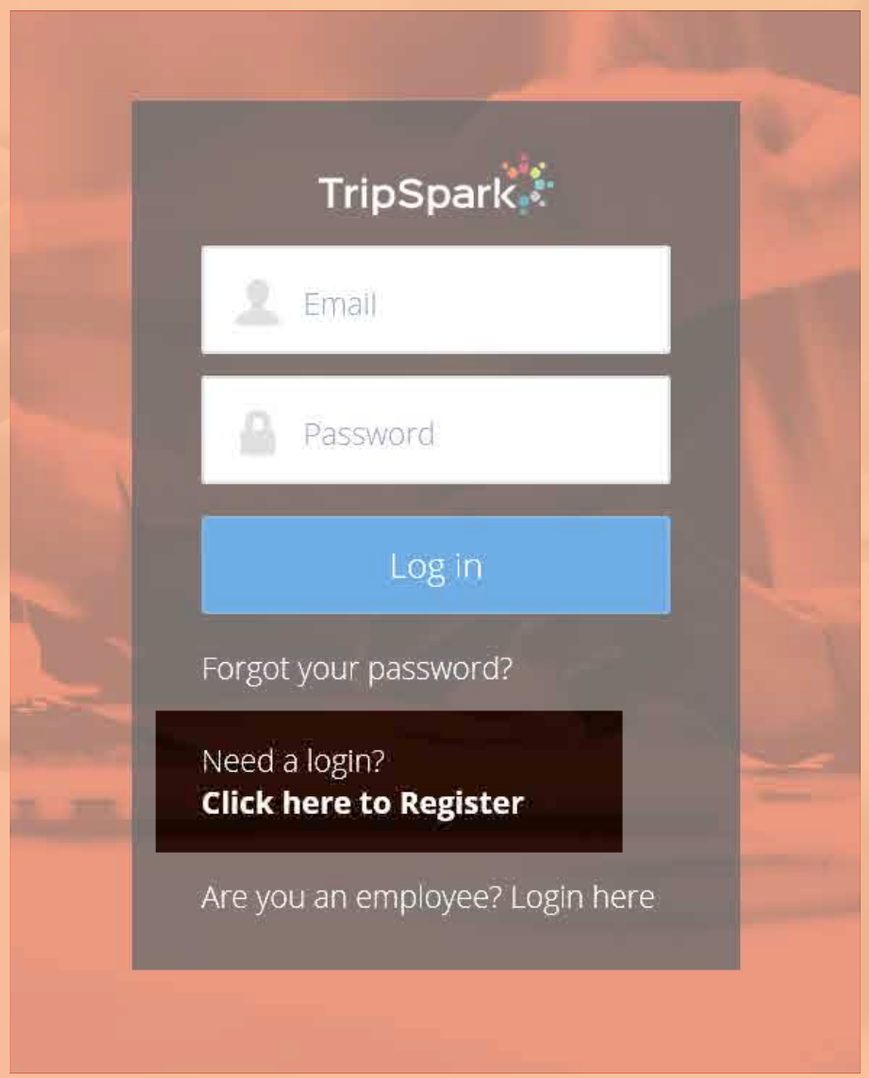
How to Register

- Go to **www.myTripSpark.com**
- Click on the Registration link

Click Here to Register



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Register to Access myTripSpark.com

Register for myTripSpark

Please enter your information to register. Fields marked * are required

Your Name*	Your Name
Your Title*	Your Title
Company Name*	Company Name
City*	City
State/Province*	- Select State/Province -
Phone*	Phone
Email*	Email
Segment*	- Select Segment -

Submit Registration

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Register Verfication and Email

Hi Tamara,

TripSpark's new and improved myTripSpark Support Community is here and we want you to be a part of it!

Your myTripSpark.com Username is: tamara.wright@tripspark.com

To get started:
- Visit https://www.mytripspark.com/s/s/login
- Click on "Forgot your password?"
- Enter your Username tamara.wright@tripspark.com and click "Send Password Reset Email"
- Check the email account associated with your Username for instructions on resetting your password

If you do not see this email in your inbox, remember to check your spam folder. Once you've updated your password you will be automatically logged in to the new Community.

Sincerely,

TripSpark Customer Care
cc@tripspark.com
1.877.411.8727

- Please note it may take up to one business day for your registration to be processed, as we verify each user's registration request
- Watch your mailbox for a Registrations email
- Follow the instructions in the email to set up your password

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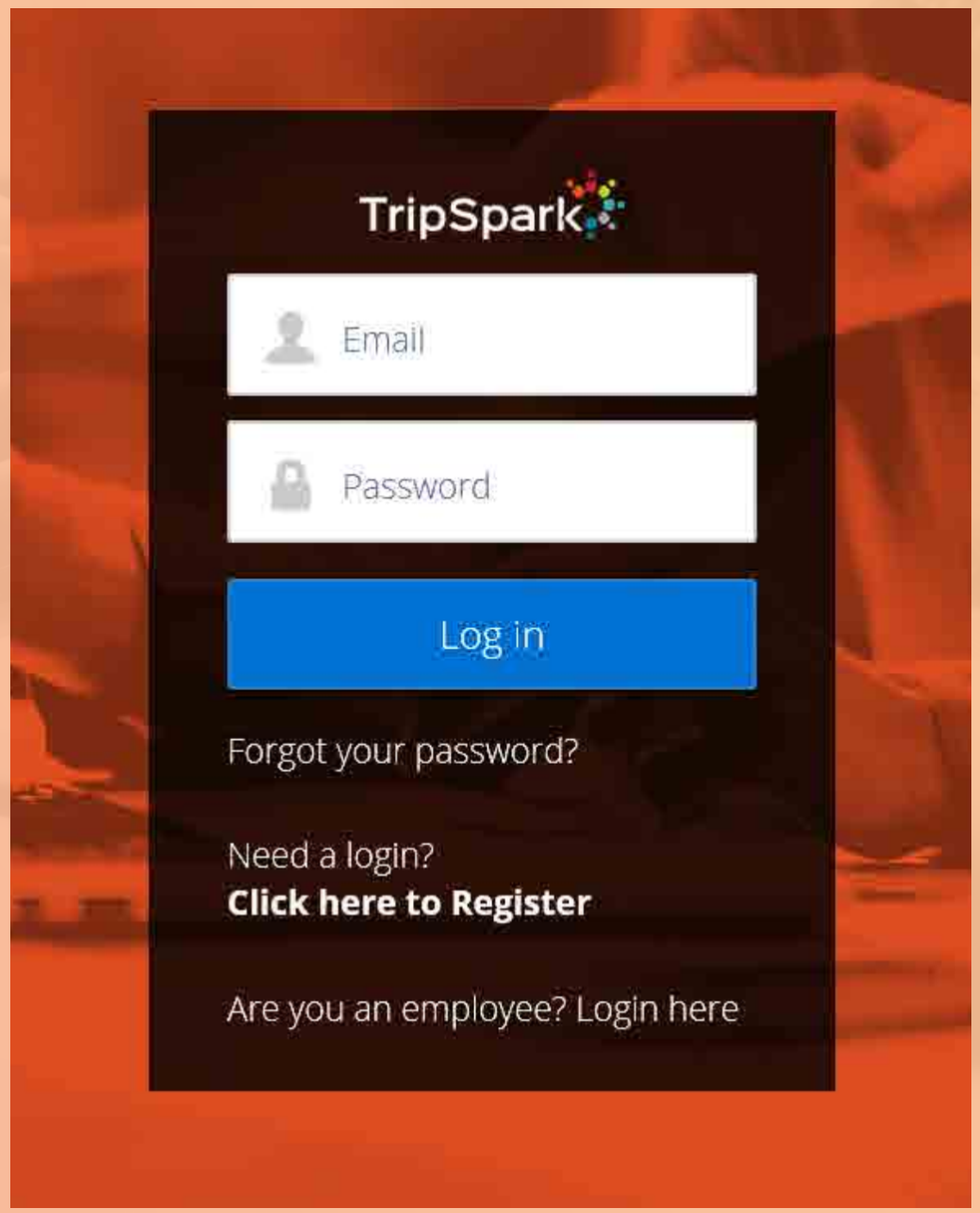
Log In

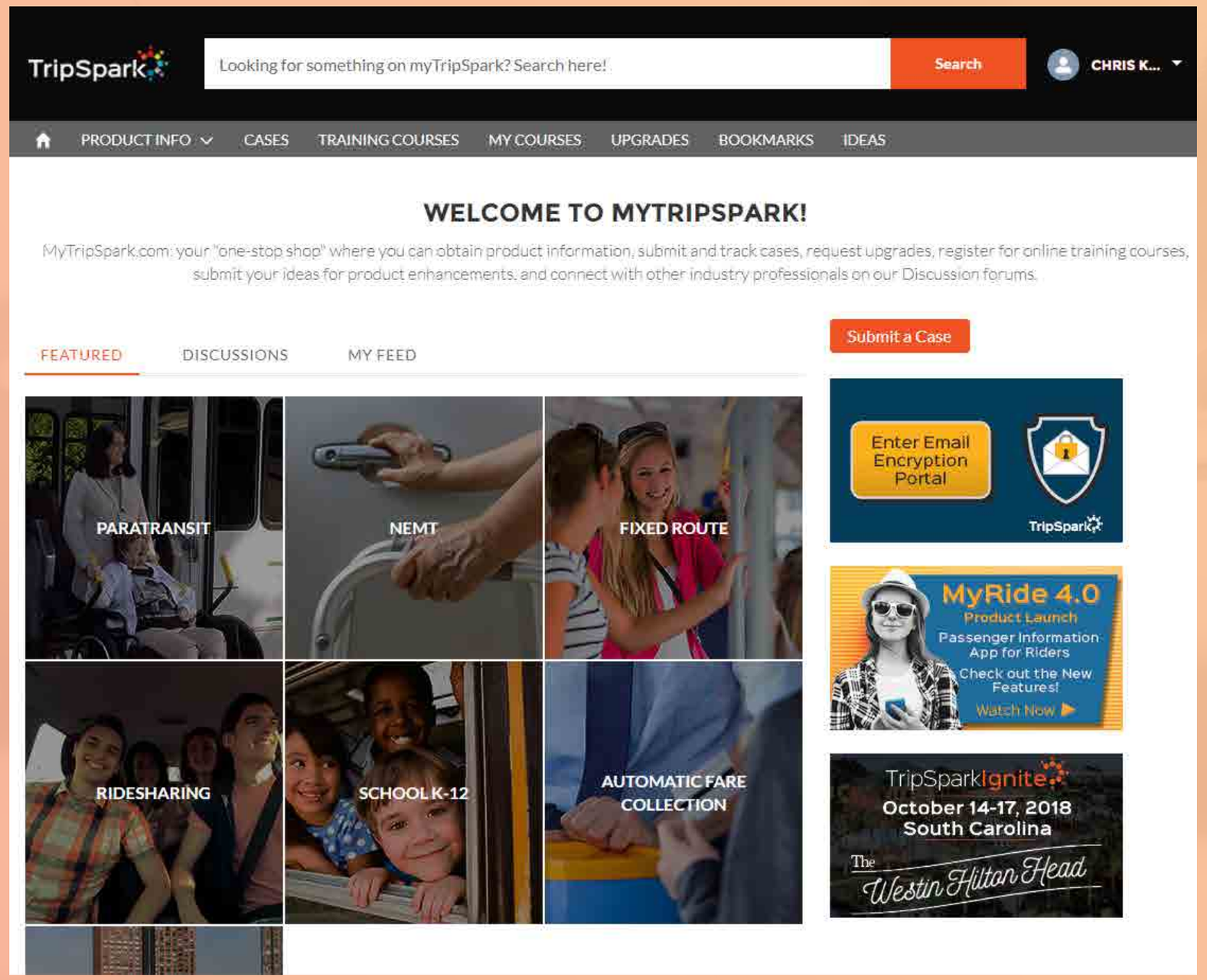
- In a separate browser, go to **www.myTripSpark.com**
- Enter your email address and new password, and log in



Log In

myTripSpark.com

Home Screen



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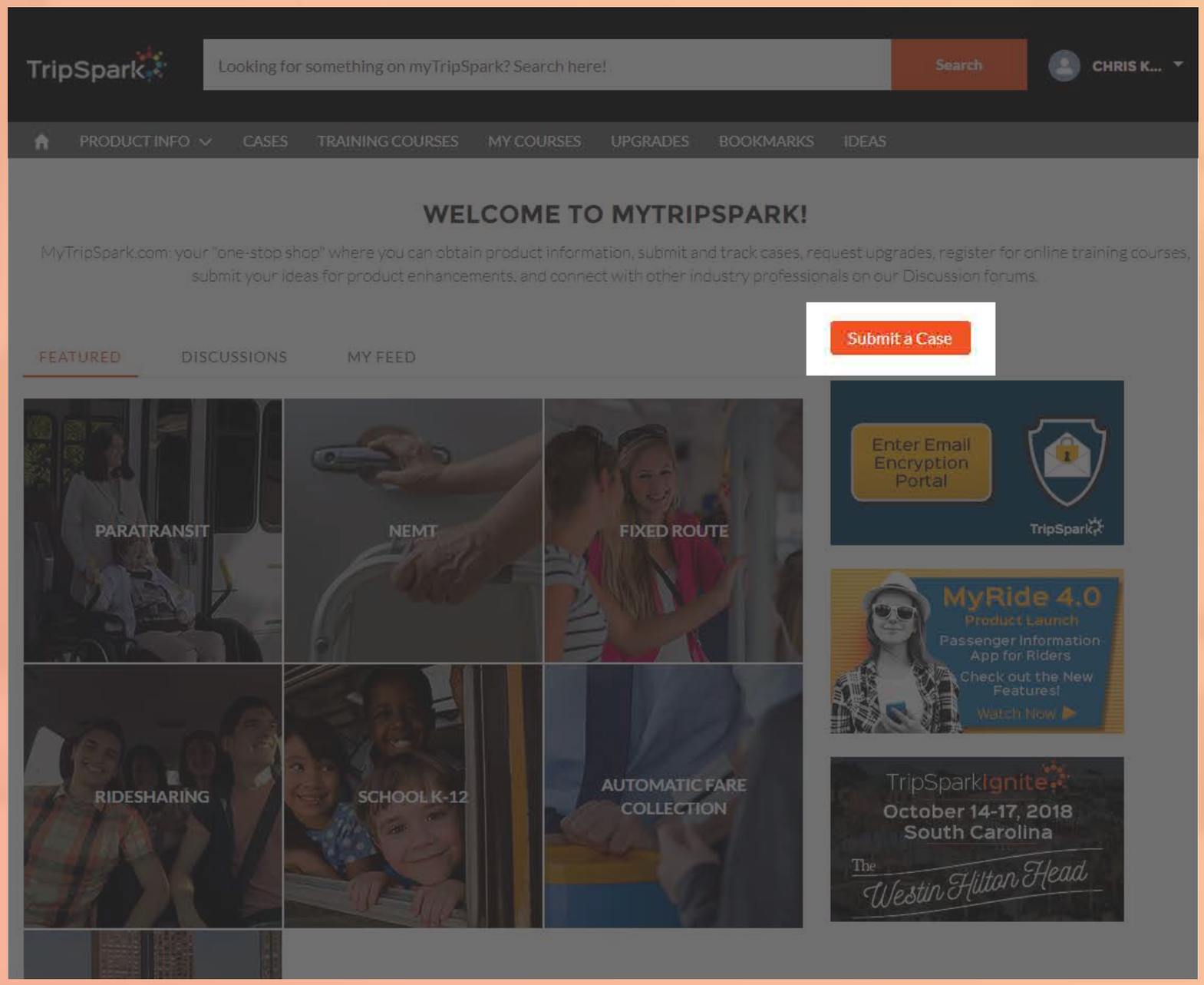
How to Submit a Case



Click Here to Submit a Case

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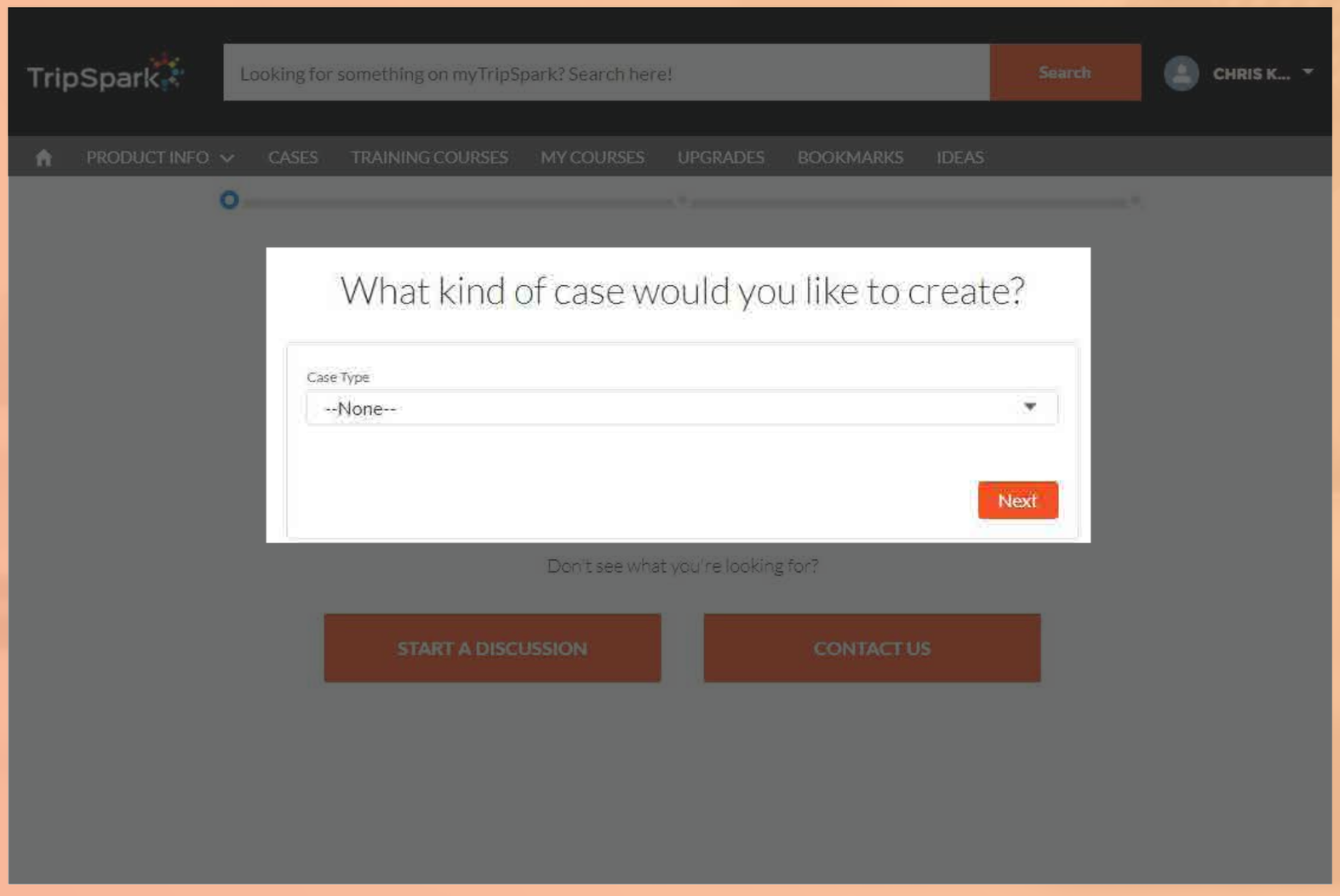
Select a Case

Select a Case and Click Next

Choose either:

- Standard Case
- Hardware Repair Case



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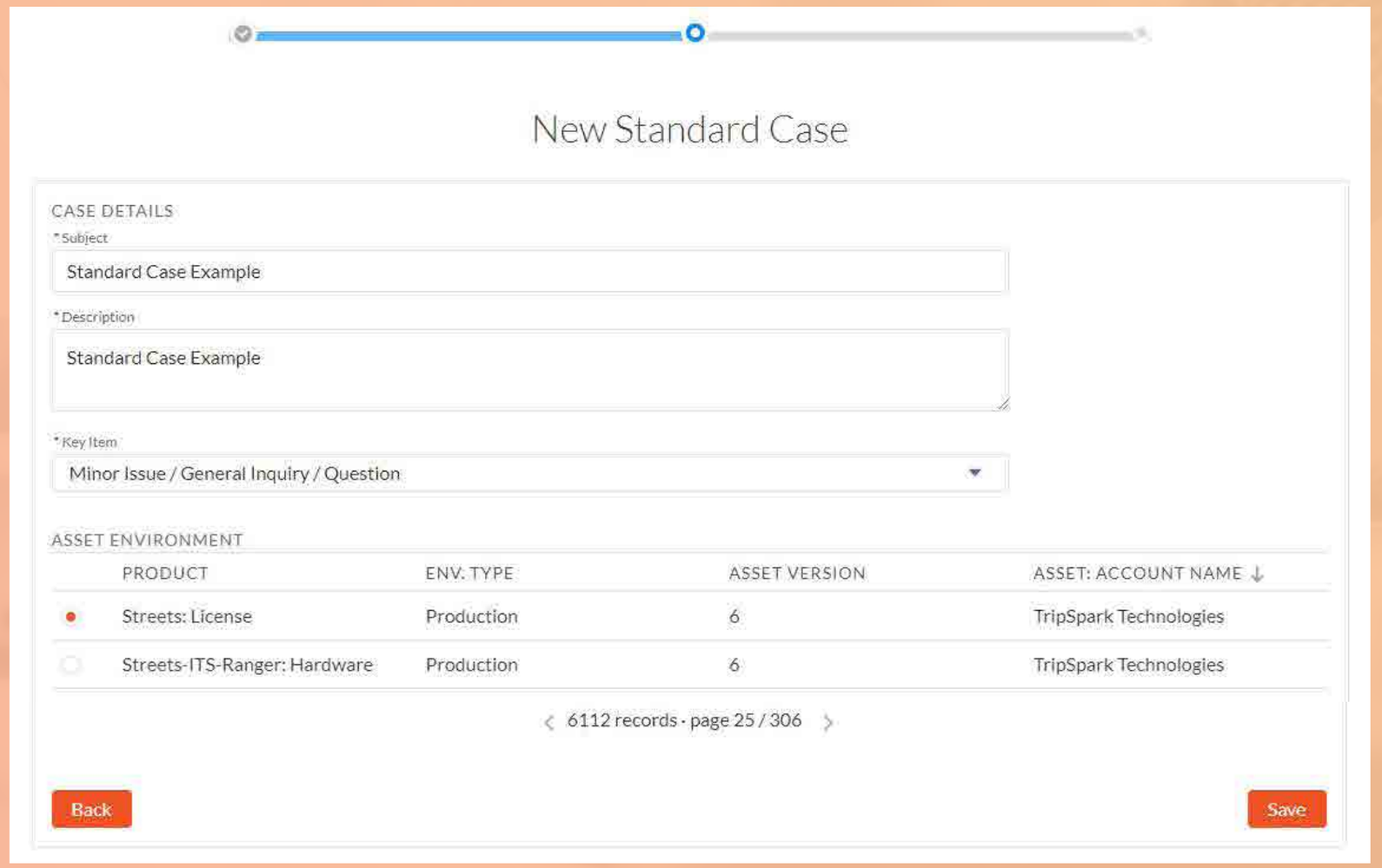
New Standard Case

Fill in All Boxes

Choose an Asset and Click Save



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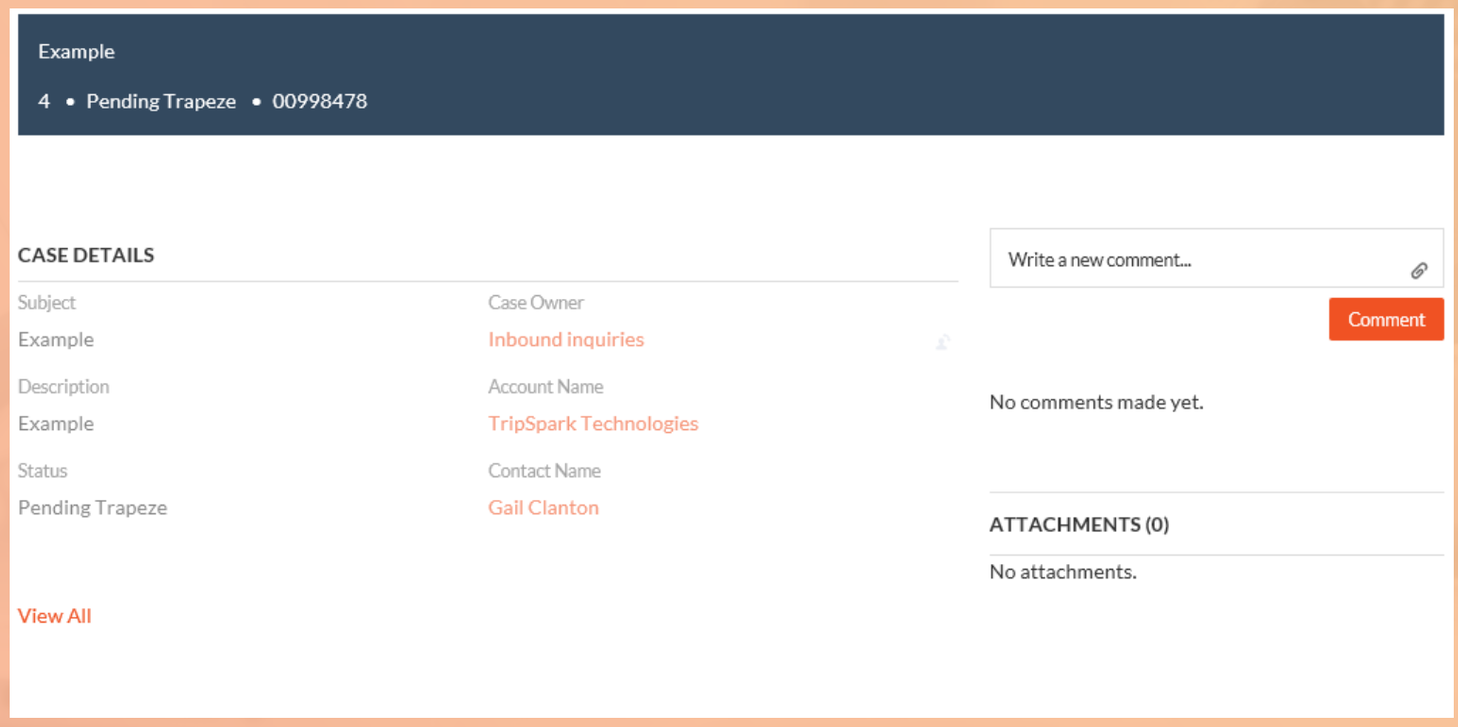
Confirmation Page

- Once saved, you will be brought to the confirmation page
- You can also provide additional comments or attachments



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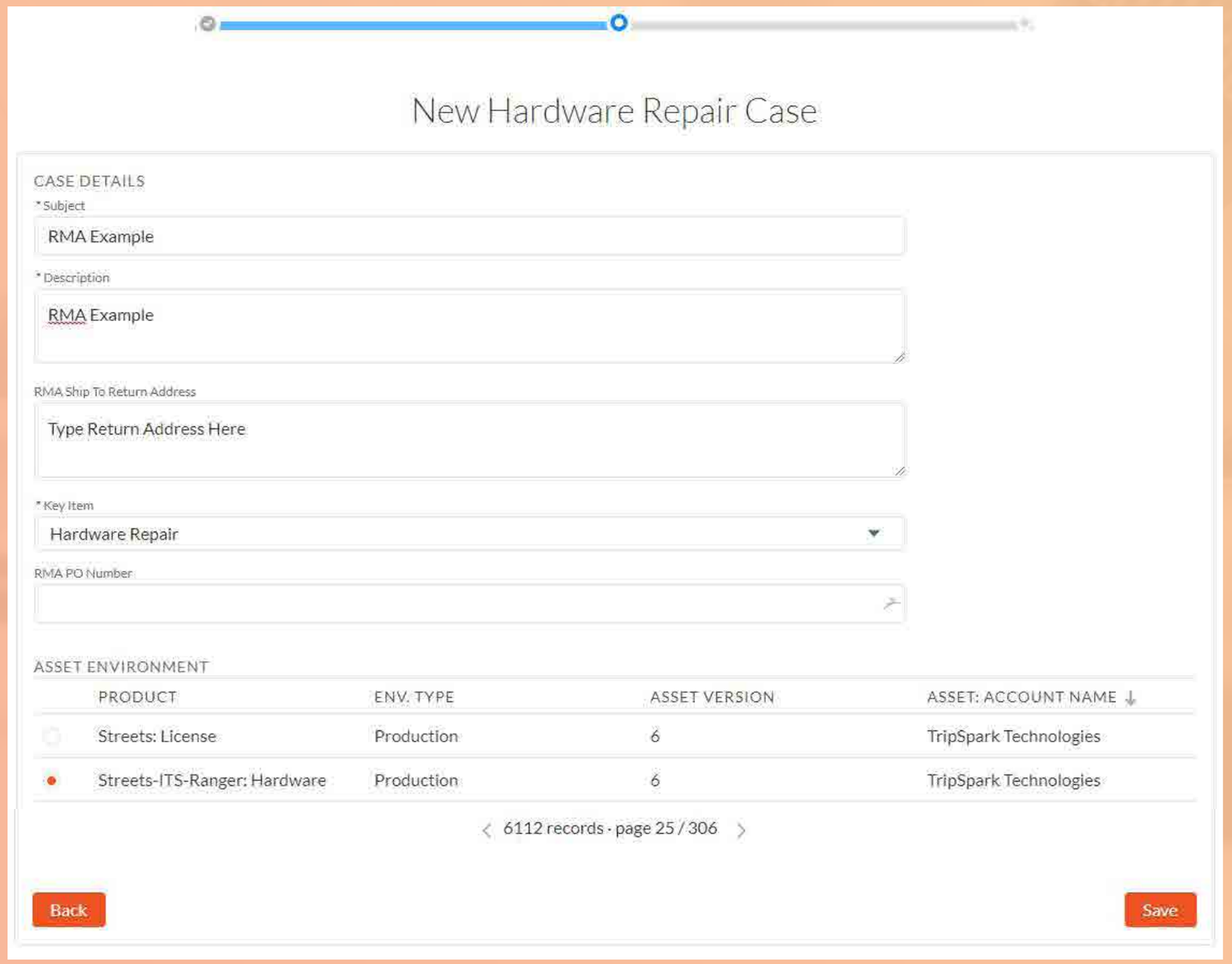
New Hardware Repair Case

Fill in All Boxes

Choose an Asset and Click Save

- One Hardware unit/part per Case Submission



TripSpark

Confirmation Page

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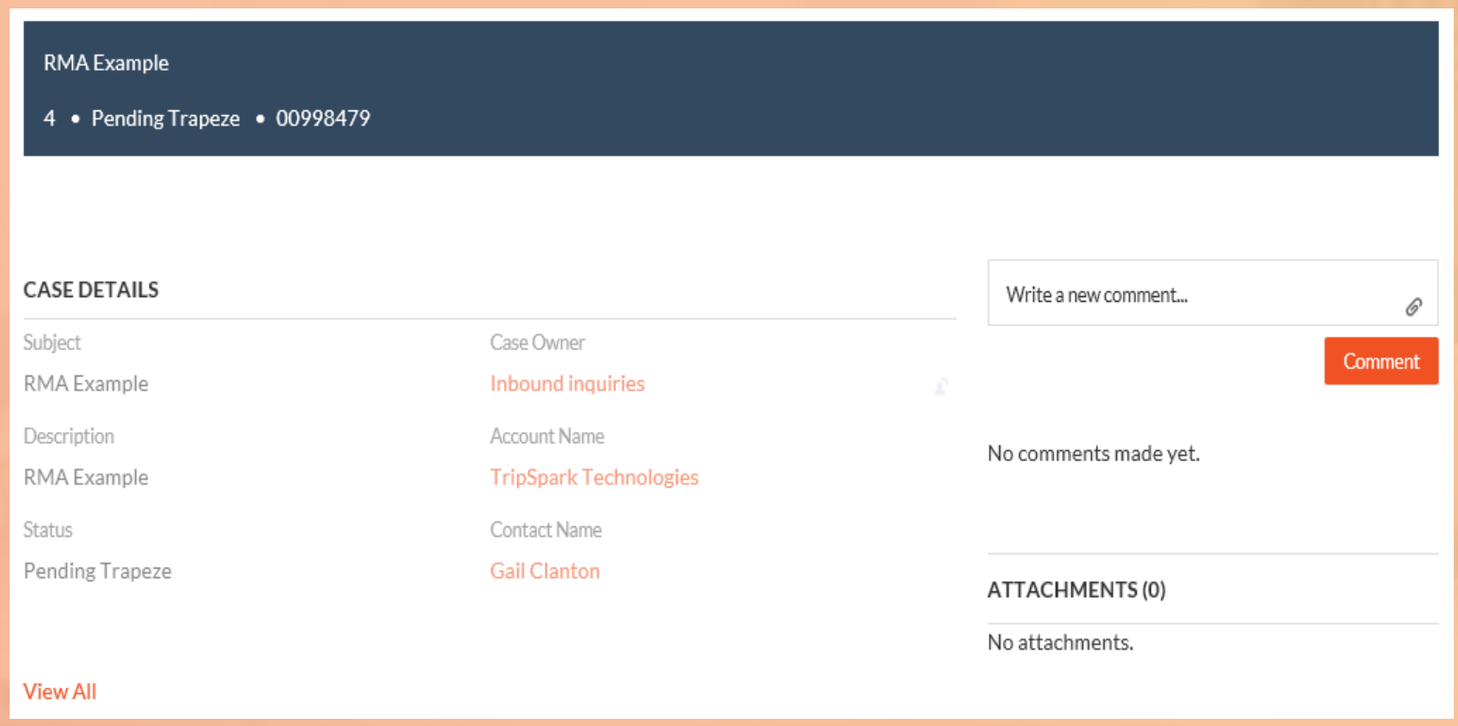
- You can also provide additional comments or attachments



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Email Confirmation

From: Customer Care [mailto:cc@tripspark.com]
Sent: Monday, January 29, 2018 2:17 PM
To: Gail Clanton <gail.clanton@tripspark.com>
Subject: Case Submission Confirmation - Case 01011503

Thank you for submitting your case online. The details of your new case are below. Notification has been sent to the Customer Care team advising them that a new case exists.

Case Number: 01011503
Subject: need to add a new user
Asset Environment: NOVUS-APC: License

If this is a critical issue, please contact TripSpark Customer Care at 1-877-411-8727

Thank you!

TripSpark Customer Care

- You will receive an email confirmation indicating:
  - Case Number
  - Subject
  - Asset Environment

Email Confirmation - Hardware

From: Customer Care [mailto:cc@tripspark.com]
Sent: Monday, January 29, 2018 2:11 PM
To: Gail Clanton <gail.clanton@tripspark.com>
Subject: Trapeze/TripSpark RMA #01011501 - CRG Form Attached

Thank you for contacting TripSpark Customer Care. RMA number 01011501 with Subject S/N 123456 has been generated for the hardware reported. Please complete and return the attached CRG Repair Form with your hardware to the Trapeze repair center:

Trapeze Software Group
5265 Rockwell Dr NE
Cedar Rapids, IA 52402
Attention: RMA Department
Tel: 1-877-411-8727

EFFECTIVE SEPTEMBER 1, 2017
By submitting this Return Materials Authorization ("RMA") request, you, the customer, hereby agree to pay $200.00 USD for unit repair, which includes bench fee, testing, and any labour plus applicable replacement parts that may be needed, as determined by Trapeze during testing. Should the charges for the unit exceed $200.00 USD, Trapeze shall then provide the customer with an estimate for the total charges associated with repair of the unit. The customer agrees that the RMA is subject to TripSpark's Terms and Conditions for RMA Repairs. Notwithstanding the foregoing, for units which are subject to an applicable warranty or an ongoing maintenance support program, the terms of the applicable Warranty provision or Maintenance Agreement shall apply.

If you do not agree to these terms, please contact Customer Care at 1-877-411-8727 to cancel your RMA request.

- For Hardware, you will also receive an email confirmation indicating:
  - Case Number
  - Subject
  - Asset Environment
  - Where to send hardware with attached CRG and RMA Process forms

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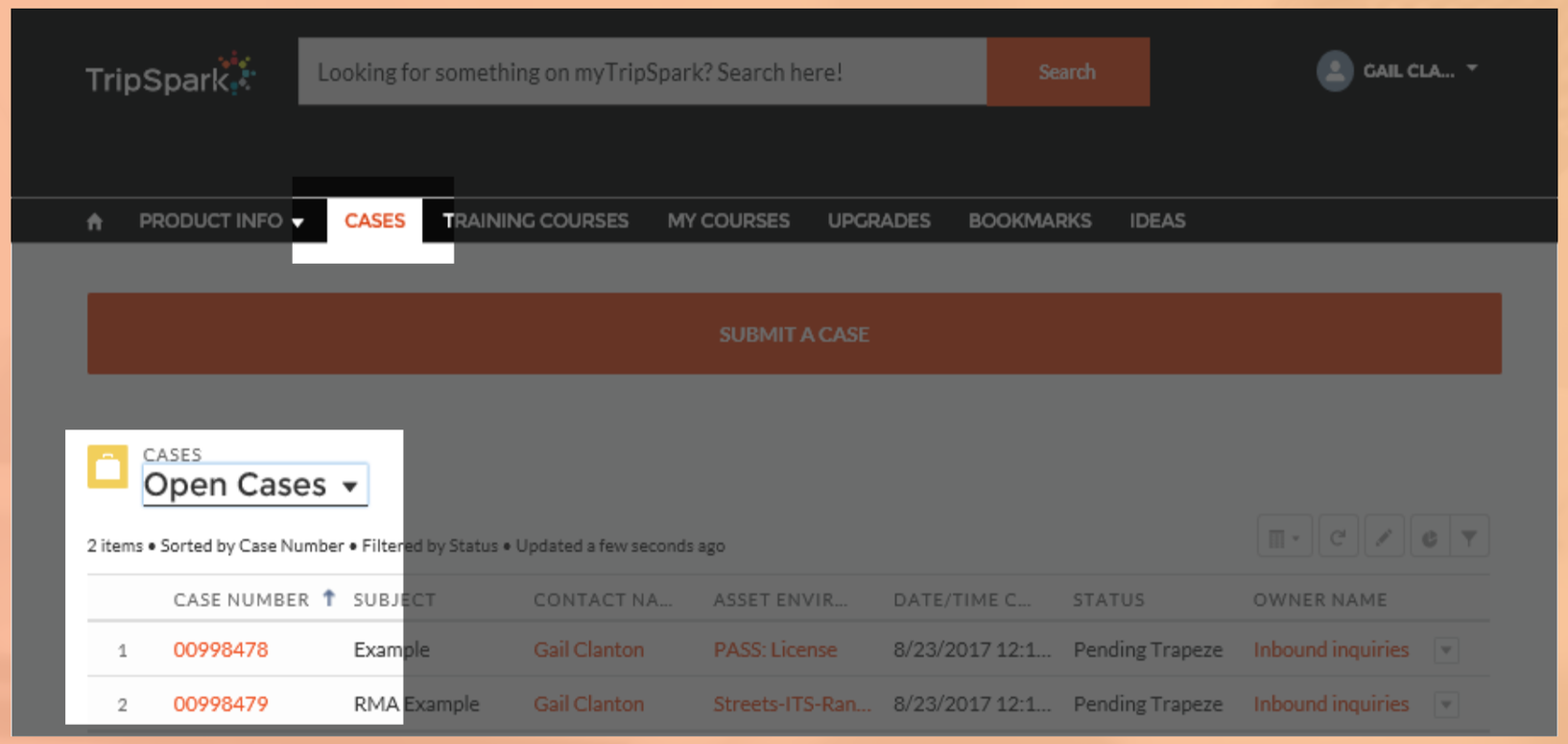
Review Your Case

Review Case by Selecting 'Cases' Tab

Select Any Case Number



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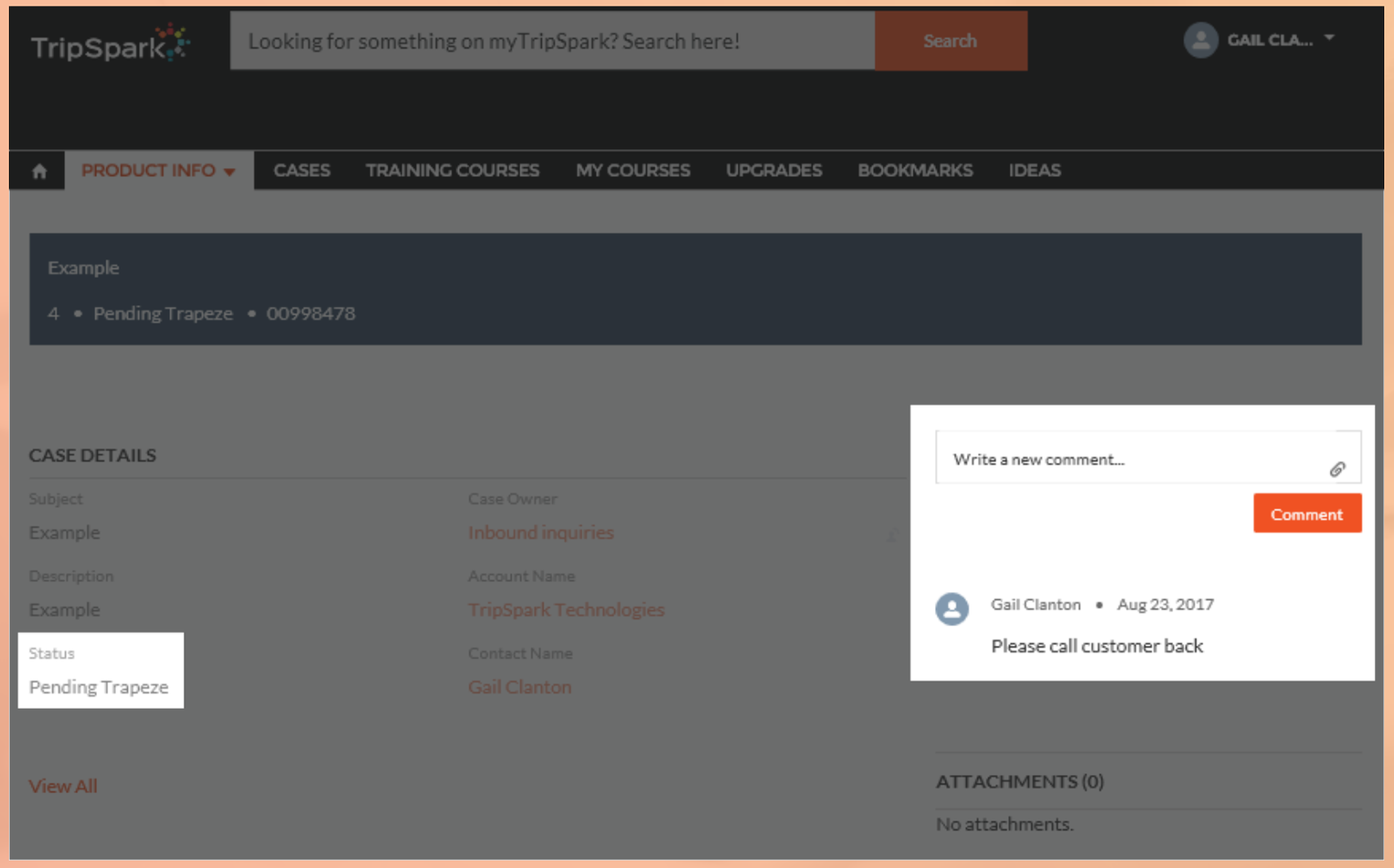
View Status



Check the Status of Your Case

Add Comment or Attachment

View Case Comments

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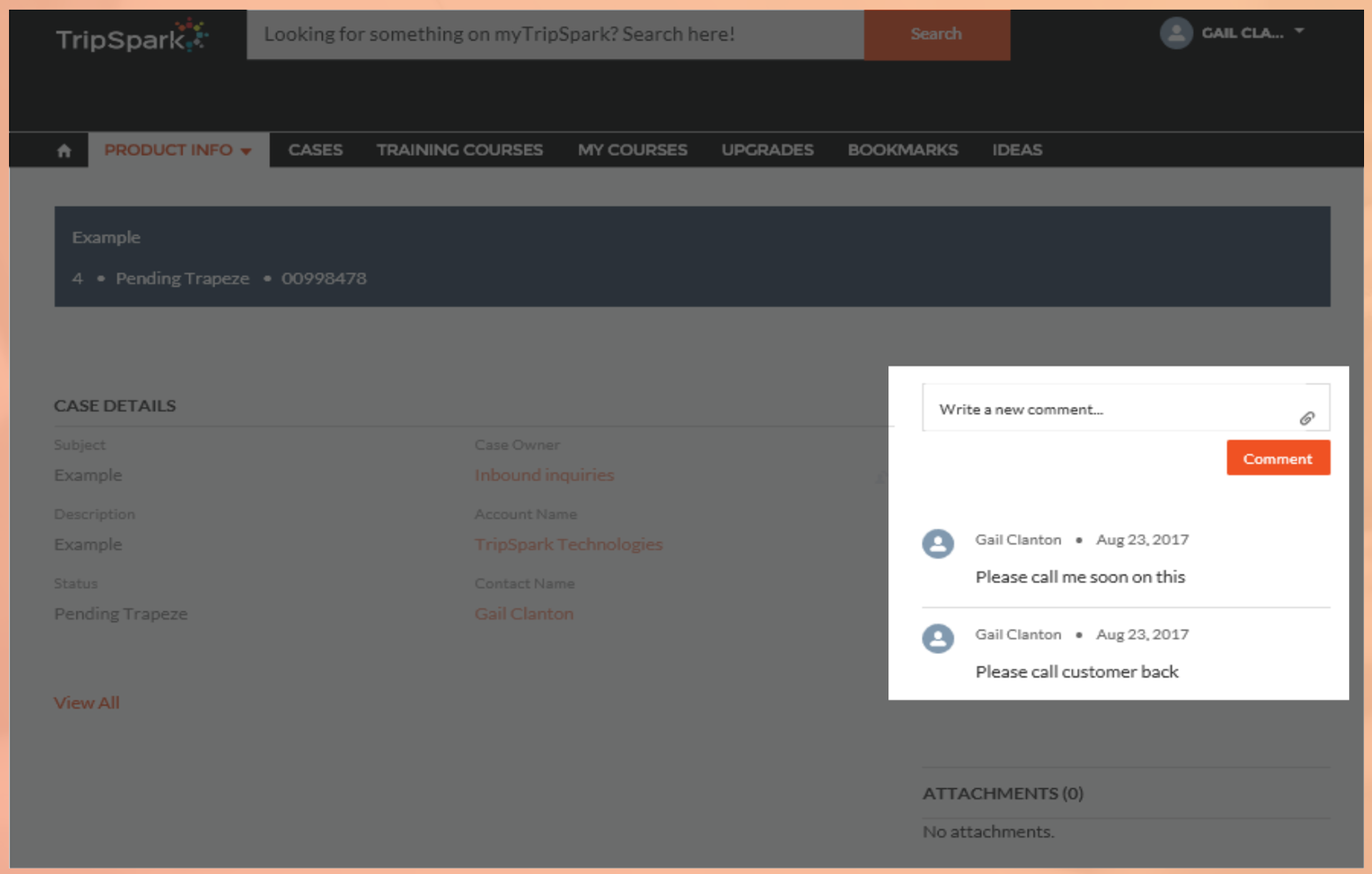
Submit Comments to a Specialist



Type in Comment and Click 'Comment'

It will be Saved and Sent to TripSpark Specialist

TripSpark

Case Closed

- You will receive an email notification for any closed case

Include Feedback with Provided Link

From: Customer Care [mailto:cc@trapezegroup.com]
Sent: Monday, January 29, 2018 2:15 PM
To: Gail Clanton <gail.clanton@tripspark.com>
Subject: Give us your feedback - Case 01011502, "Need to add a user"

Dear Gail Clanton

TripSpark case number 01011502 was recently closed by Gail Clanton for Novus. Please take a minute to provide us with feedback on your satisfaction level with respect to the resolution of this issue by clicking the link below. This includes a single question and will only take a minute to complete. The full description from the Case is at the end of this email for your review.

Case Resolved Comments: testing

http://www.surveygizmo.com/s3/912741/Customer-Care-Satisfacation-Survey?case=500340000110cYF

If this issue was closed in error, please forward this email to cc@tripspark.com with any details requesting that it be re-opened.

Thank you for helping Customer Care improve the service we provide our clients.

Regards,

TripSpark Customer Care

Case Description -

how to add a new user to the system

Thank You

Questions?
cc@tripspark.com

myTripSpark.com

TripSpark