



# **HEAT SELF SERVICE**

**REPORTING  
CMS/JMS ISSUES  
(SCJD HOSTED)**

**November 6, 2013**

**South Carolina Judicial Department  
Office of Information Technology**

1015 Sumter Street  
Columbia, South Carolina 29201  
CMS Support: (803) 734-1200

**[www.sccourts.org](http://www.sccourts.org)**



## Introduction

HEAT Self Service (HSS) is a part of the South Carolina Judicial Department (SCJD) Call Center's call tracking software. HEAT Self Service allows remote users to connect via the Internet to submit CMS/JMS requests for assistance to the SCJD Help Desk. This document provides instructions to login to the HEAT Self Service web page, generate a call ticket, view the issue history for your county, and change the HSS password.

## Reporting CMS/JMS Issues during Normal Business Hours (8:30 am until 5:00 pm)

- Super users have been designated in the Clerk of Court's office and the Magistrate Court's office for the purpose of supporting co-workers.
- End users should contact the designated super user(s) for assistance with CMS/JMS issues during normal working hours.
- If the issue cannot be resolved by the super user(s), the super user should report the issue(s) to the SCJD Call Center via **HEAT Self Service (HSS)**. If the issue is critical, please explain the criticality in the call description of the ticket.
- When the ticket is created and submitted in HSS, it is routed to a queue that is monitored by the CMS/JMS support team in the SCJD Call Center. Calls in the queue are addressed on a first-come, first-served basis unless the issue is high priority.

## Emergency Issues (Normal Working Hours and After Hours)

- Individuals who need assistance with emergency CMS/JMS issues may reach a support analyst by calling **803.734.1200**.
- If the caller does not get an immediate answer, he/she should leave a detailed voice message and the support analyst will return the call as soon as possible.
- Non-emergency issues that occur after hours should be submitted to the office's super user(s) the following day.

## Logging into HEAT Self Service

HEAT Self Service is accessed through the Internet, so you must establish your connection to the Internet.

1. Open Internet Explorer and enter the web address for Heat Self Service.

<https://hss.sccourts.org>



2. Enter your user name and password and click [Login](#). If you do not know your user name and password, please contact the SCJD Call Center at 803.734.1200. **Please note that the user name and password is shared among all super users in your county.**

The screenshot shows the HEAT Self Service login page. At the top left is the 'HEAT Self Service' logo, and at the top right is a 'Help' link. Below the logo is a 'Login' section with two input fields: 'User Name' and a blank password field. A 'Login' button is positioned below the password field and is highlighted with a red border. At the bottom of the page, there is contact information for the South Carolina Judicial Department and a copyright notice for FrontRange Solutions USA Inc.

## Changing your Heat Self Service Password

The following Heat Self Service home page appears when you login. Note the *Account Information* link that is used to change your password.

The screenshot shows the HEAT Self Service home page after a successful login. At the top left is the 'HEAT Self Service' logo. At the top right, it says 'Logged in as darlington' with links for 'Account Information', 'Help', and 'Logout'. The 'Account Information' link is highlighted with a red border. Below the logo are navigation links for 'Home', 'Issue Tickets', and 'New Issue'. The main content area is titled 'Hot Issues' and displays 'No Issues to display.'. At the bottom, there is contact information for the South Carolina Judicial Department and a copyright notice for FrontRange Solutions USA Inc.

**NOTE:** Since all court agencies (Clerk's Office, Magistrate/Municipal offices, and the Master-in Equity office) share the account, please consult with the other offices before changing the password.



1. Click the [Account Information](#) link located on the right side of screen.

**Account Information**

Login:

Password:

Confirm Password:

Personal Question:

Personal Answer:

2. Type the new password in the "Password" box and confirm the new password by typing it again in the "Confirm password" box. The password can be any combination of letters, numbers or symbols. REMEMBER that the password is case sensitive. Please ignore the personal question/answer boxes.
3. After typing the new password and confirming it, click .

## Viewing Issue Tickets

After successfully logging into HEAT Self Service, you will see the following three links: *Home*, *Issue Tickets*, and *New Issue*. The *Home* link is active when you first log in. Click on the [Issue Tickets](#) link to display all issues logged in the past.

**HEAT Self Service** Logged in as darlington  
[Account Information](#) [Help](#) [Logout](#)

[Home](#) [Issue Tickets](#) [New Issue](#)

**All Issues**

<a href="#">CallID</a>	<a href="#">CustID</a>	<a href="#">Priority</a>	<a href="#">CallStatus</a>	<a href="#">CallType</a>	<a href="#">RecvdDate</a>	<a href="#">ModDate</a>	<a href="#">ClosedDate</a>	<a href="#">CallDesc</a>
<a href="#">00117266</a>	DARLINGTON	3	Verify	Case Manage...	4/8/11	4/8/11		hello, we have some how changed all th...
<a href="#">00117243</a>	DARLINGTON	3	Closed	Case Manage...	4/8/11	4/8/11	4/8/11	please help me run a bench warrant list.
<a href="#">00117190</a>	DARLINGTON	3	Closed	Case Manage...	4/7/11	4/8/11	4/8/11	we have entered a lis pendings. when w...
<a href="#">00117184</a>	DARLINGTON	3	WaitCust	Jury	4/7/11	4/7/11		how do you add a check to the register t...

Note the following features in this view:

1. Tickets may be sorted by clicking on the column headings. For example, the most recent tickets appear at the top of the list. Clicking on the "CallID" column heading will re-sort the tickets where the oldest tickets appear at the top of the list.



2. Click on the CallID number to review the issue. The following bar will appear at the top of the ticket. You can use the arrows to move from one ticket to another. Click on **All Issues** to return to the list of issues.

3. Use the navigation buttons at the bottom of the screen to move from one page to another. Use the mouse to hover over the arrows and see the tip, e.g., first page, previous page, next page, last page, and refresh.

## Entering a New Issue

1. To enter a new issue, click the **New Issue** link. A *New Issue* screen will appear with your county information in the *Subset* area.
2. In the *CallLog* area, click on the down arrows and select the appropriate Category and Call Type to ensure that the ticket is routed to the CMS support team. **Failing to select the correct Category and Call Type may delay the response to your issue.**



3. In the **"Description of Issue"** text box, describe the problem or issue in detail. Please include as much detail as possible as to which court agency or office is having the problem, what steps have already been taken to resolve the problem, and any ideas or thoughts you might have on preventing the problem in the future. If the issue is critical, please explain the criticality.
4. When **Case Management** or **Jury** is selected as the call type, a box will appear in the *Details* area of the *New Issue* screen. Please complete the fields highlighted in the image below. The user's name entered here should be the name of the person logging the issue. All issues should be logged by the super user (or his/her backup) – not individual users. Please provide this information so that we may contact you when the issue is resolved or if we need additional information. Also, please specify the judge's name when applicable, and the court type, e.g., General Sessions, Common Pleas, Magistrate Court, Municipal Court, Bond Court, etc.

Details

User's Name Status

User's Phone User's Email Address

Judge's Name Court Type

5. Click on  in the upper right side of the screen.

## Logging Out of HEAT Self Service

After submitting your issue, log out of *HEAT Self Service* by clicking on  in the upper right side of the screen.