

# INCORPORATED VILLAGE OF FREEPORT

## Procedural Guide



## Access the Tyler Community Support Site

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Department: ITC

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Version: 3

### Description:

This guide will show the user how to access Tyler's support website



## Accessing the Munis Community Support Site

### MUNIS Support Page Setup

Please take a moment to register for access to the Munis Support site. I'm not sure if any of you have already been set up with this, so you may receive an e-mail message stating that you have an account.

Once you are permitted access, within the support page, you will see the *Munis KnowledgeBase* (KB) under the *Tools* section. The KB should be the first place you go for help, as there is documentation that can answer just about any question you have. The only area we do not want you to access is the **Online Support Incidents** area. If you have an issue with the program and are unable to find an answer, send your issue to our helpdesk. Please do not open a ticket with Munis support.

#### Munis Support Site:

<http://www.tylertech.com/client-support/munis-support>

Click **Register** on the top, right of the page.

The screenshot shows the top navigation bar of the Tyler Technologies website. It includes the Tyler Technologies logo, a menu with 'Solutions', 'Resources', 'About Us', and 'Careers', a search bar, and a 'Client Support' button. In the top right corner, there are 'LOGIN' and 'REGISTER' links. Below the navigation, the breadcrumb trail reads 'Home > Client Support > Enterprise ERP Support'. The main heading is 'Enterprise ERP Support powered by Munis'. Below this, it says 'Enterprise ERP users, please login, or register for access.' On the right side, there is a 'LIVE SUPPORT' button with a note: 'PIN code from Support required to connect. Access Live Support'.

Click the circle next to **Munis**.

The screenshot shows the registration page on tylertech.com. The heading is 'tylertech.com Registration'. Below it, it says 'Register for access to tylertech.com support tools'. A blue callout box contains the text: 'Simple, functional product names are here for several Tyler products. These changes will soon be reflected on our registration tool. Visit our [FAQ page](#) for more information.' The main instruction is 'Please select your primary Tyler product\*'. Below this, a note states: 'After your registration is approved for your primary Tyler product, you will be able to request access to other support sections.' Another note says: 'Note: please select Incode as your product if you use Incode v 9 or 10, or Incode Public Safety.' A legend indicates '\* = required field'. At the bottom, there is a list of product options with radio buttons: ADS ProFund, Enterprise Supervision, Microsoft Dynamics@ AX, Odyssey eFile, SoftCode, Brazos, ExecuTime, Modria, Orion, Tax-Wise, DHD, Fundbalance, Munis (which is selected), SceneDoc, and Traversa.



## Accessing the Munis Community Support Site



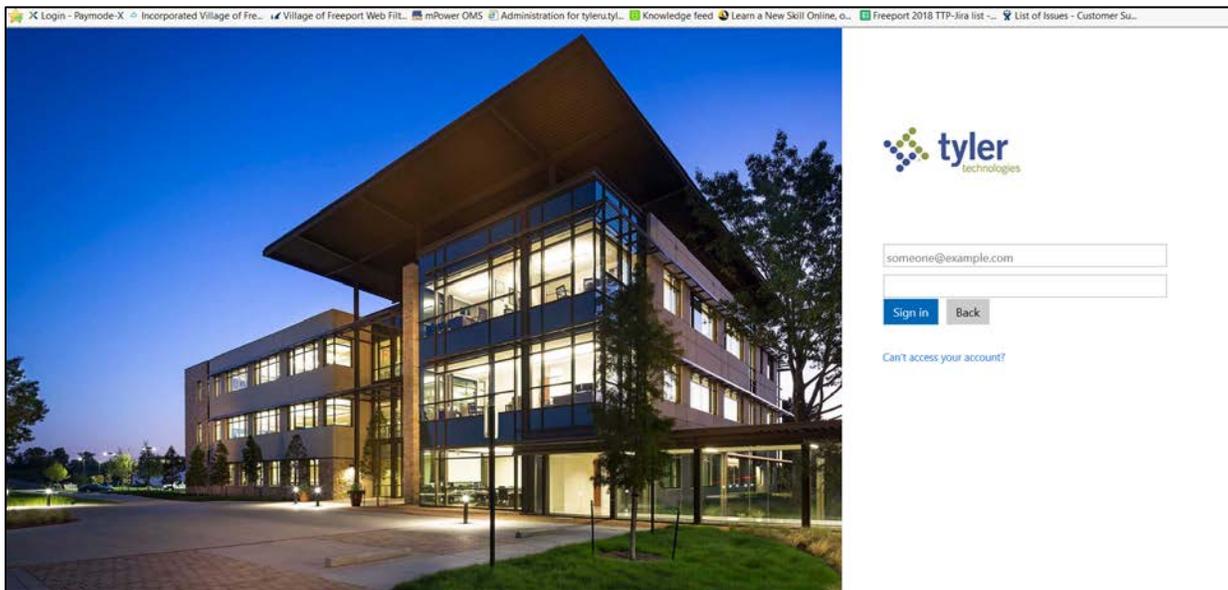
On the next page, scroll down and enter your information. Please include the Tyler client number **41272**. Click **Register**. The registration processing time varies. If you are unable to access the site after a few hours, contact our helpdesk.

First Name:\*

  
  
Last Name:\*  
  
Email Address (this will be your user name):\*  
  
Password (must be 8 characters):\*  
  
Confirm Password (must be 8 characters):\*  
  
Phone Number:\*  
  
Organization Name:\*  
  
State/Province:\*  
  
Department:\*  
  
Tyler Client Number:  
  
Job Title:\*

[Register for access to tylertech.com](#)

Your username is your e-mail address. Your password is the one you created when you registered.





## Accessing the Munis Community Support Site



Once you log on successfully, you will see this screen or something similar. Click on “Client Support”.

Solutions ▾ Resources ▾ About Us ▾ Careers ▾ Search... Client Support LOGOUT

Home • Client Support • Enterprise ERP Support

# Enterprise ERP Support

powered by Munis

Welcome to Enterprise ERP Support. Where would you like to go today?

**Tyler Community**

Find answers, access documentation, connect with peers, and gain insight by participating in our 24/7/365 user-driven support community.

**Access Community**

**Online Support Incidents**

Online Support Incidents enable you to create, manage, and track support cases, access all support cases from one location, and search cases for common solutions.

Learn more about this tool.

**Get Online Support**

Simple, functional product names are here for several Tyler products. Visit our [FAQ page](#) for more information.

### Enterprise ERP Support

- SUPPORT DOCUMENTATION**  
Technical Support Overview
- OFFICE LOCATION**  
Tyler Technologies  
One Tyler Drive  
Yarmouth, ME 04096

Once you get to the Munis Support page, you will see various areas that may be of interest.

**Tyler Community**

Find answers, access documentation, connect with peers, and gain insight by participating in our 24/7/365 user-driven support community.

**Access Community**

**Tyler Search**

Tyler Search delivers relevant information fast by searching several repositories while using intelligent insights — the more you search, the more the results improve.

**Search Now**

**Online Education**

Receive half-day GoToMeeting-hosted classes. Classes are hosted live and led by Enterprise ERP implementation consultants.

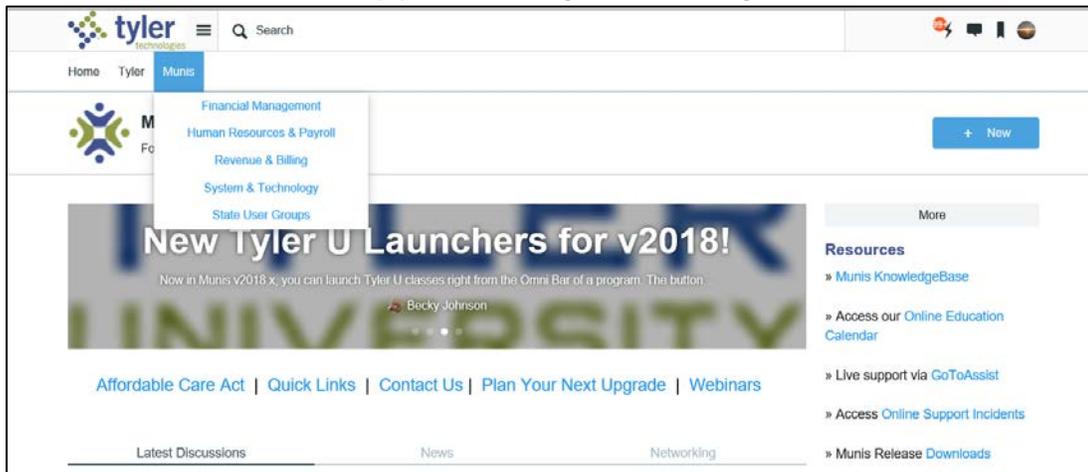
**Register for a Class**

There are various areas on the Munis Support page that may be of interest. Again, we do not want you opening a support ticket, but, there may be times where we may ask you to provide access to your computer for a Munis support tech. You would go to “Live Support” for that.



## Accessing the Munis Community Support Site

Tyler Community has quite a bit of information there and is an area you can ask questions and see what other users are experiencing. Click on the *Tyler Community* link. Click on *Munis* and click on the module(s) that that pertains to you.



A screen will appear requesting membership.

### Request Membership

To participate in this group, you can request to be a member by clicking the 'Request Membership' button below.

**Message**

**\*\* If you have any questions, please feel free to send an e-mail to [helpdesk@freeportny.gov](mailto:helpdesk@freeportny.gov) \*\***

<b>Title</b>	Moving Files			
<b>Description</b>	Guide shows users have to move files to external drive and network drives on a Windows computer			
<b>Created By</b>	Deborah Stephney			
<b>Date Created</b>	6/7/18			
<b>Maintained By</b>				
<b>Version Number</b>	<b>Modified By</b>	<b>Modifications Made</b>	<b>Date Modified</b>	<b>Status</b>
2	DS	Updated screenshots	10/5/2021	
3	DS	Updated screenshots	9/2/2022	