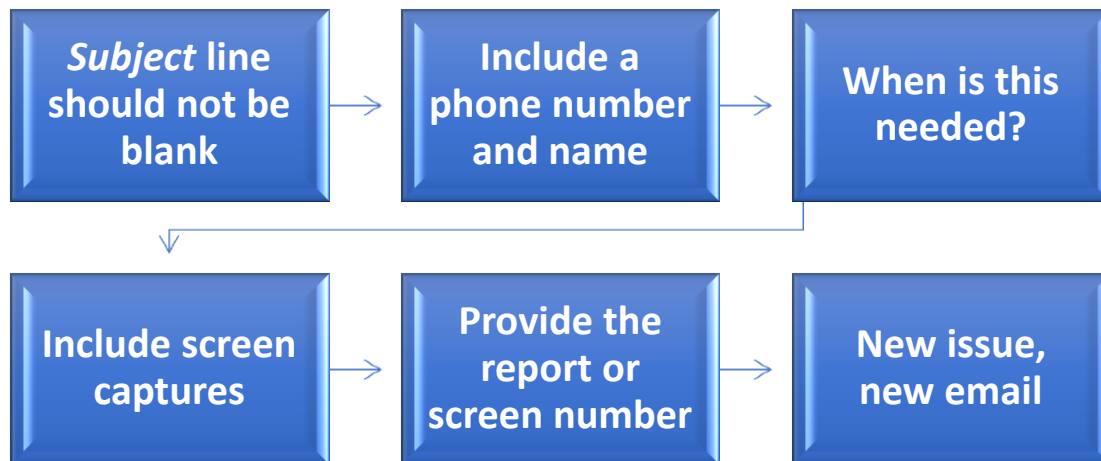# MISCELLANEOUS BILLING

RELEASE NOTES – MARCH 2020

This document explains new product enhancements added to the **ADMINS** Unified Community for Windows **MISCELLANEOUS BILLING** system.
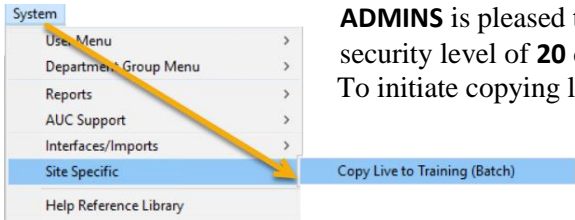
1   WANT FASTER RESPONSE ON SUPPORT REQUESTS?

To improve the user experience when emailing support@admins.com for assistance, please include the following information on the email:

Subject line should not be blank	→	Include a phone number and name	→	When is this needed?
Include screen captures	→	**Provide the report or screen number**	→	**New issue, new email**

1. A *Subject:* line should briefly describe the request – for example, *Subject:* **Timesheet Entry Screen help needed**, or *Subject:* **Posting Disbursements – need assistance**.

2. Include your **full name** and **contact information**, including the **best phone number** to use when support staff call you.

3. How critical is the request? Is it **urgent**, as in trying to make a **4PM deadline for a bank ACH file**? If it is for the next time, let us know the next time the process will be run.

4. We love **pictures** – they are worth a thousand words–include screenshots when relevant.

5. We love words, too, so describe the problem, and include a **report number** or **screen number** if known.

6. Start a **new email for a new issue**. Use **Reply All** to include the entire support team and allow seamless escalation for complex requests.

2   COPY LIVE TO TRAINING [ENHANCEMENT]

ADMINS is pleased to offer this new feature. Now, users with a security level of **20** can initiate a copy of live data to training. To initiate copying live to training, select:

System ▶ Site Specific ▶ Copy Live to Training (Batch)

This process will refresh the training module, so verify with other department heads that they are not in the middle of doing any important testing.

Read the detailed instructions in the **SY–175 Copy Live to Training (Batch)** document in the **Help Reference Library**.

[ADM-AUC-SY-8114]

3   HELP REFERENCE LIBRARY

The following new or updated documents were added to the Help Reference Library.

3.1   New or Updated Documents

- SYSTEM   MB–610 System Administration Kit   [Updated]