



Personal Property Tax Billing

Release Notes

September 2023

This document explains new product enhancements added to the **ADMINS Unified Community (AUC) PERSONAL PROPERTY TAX** system.

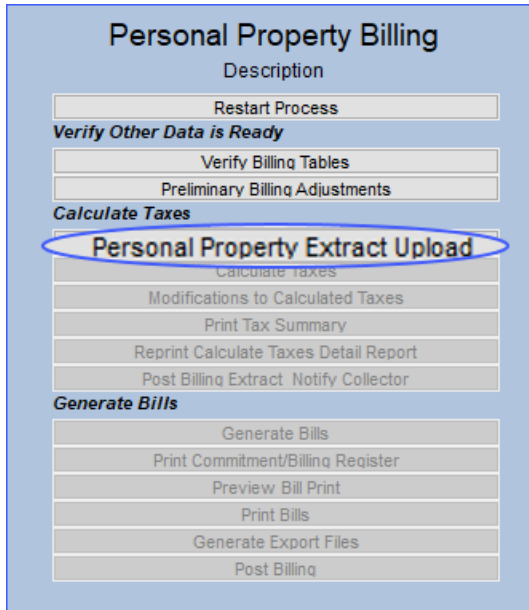
Contents

- 1 **Billing – Load Appraisal File Acquisition Error [Fix]**2
- 2 **Using GoToResolve**.....3
- 3 **Access Videos & Quick Tips from the AUC Login Screen**4

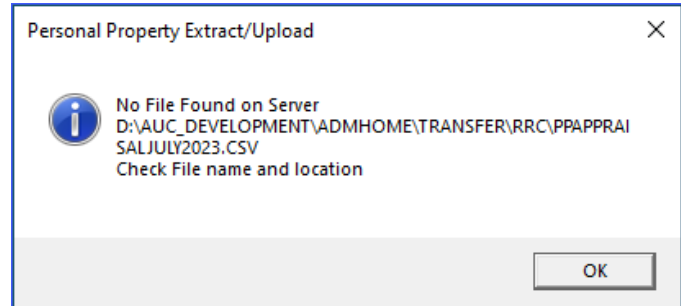


1 Billing – Load Appraisal File Acquisition Error [Fix]

The Personal Property Billing steps menu provides for the upload of an extract file from a third-party appraisal system. Before the software update, if an appraisal file name was specified, and the file did not exist, the process terminated abnormally.



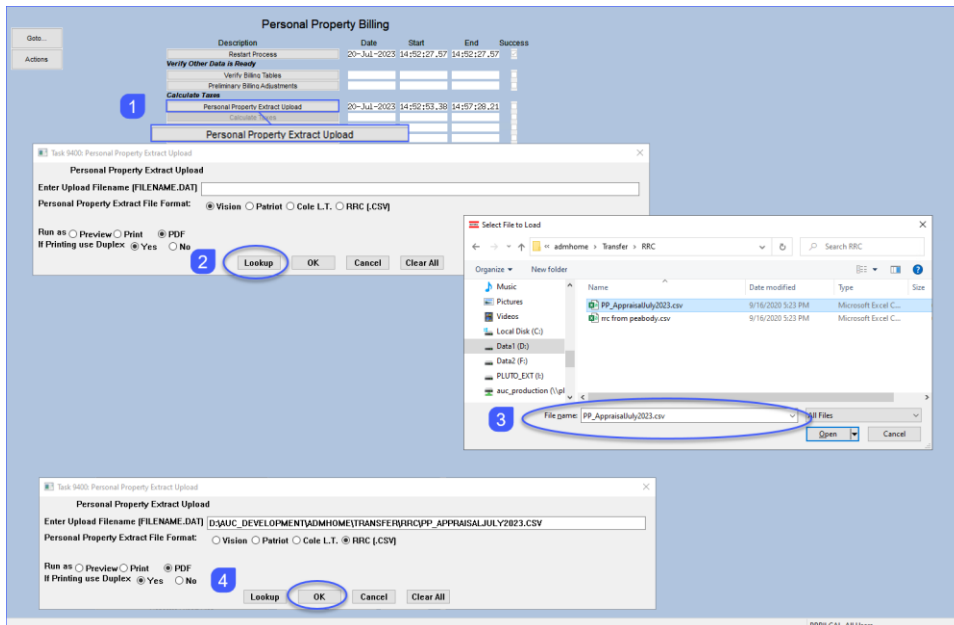
Now, if the specified appraisal file is not found, the system will return this message:



Check the file name and location and try again.



To ensure that the file exists and reduce the probability of a typographical error, use the **Lookup** feature as shown below when loading the appraisal file. This allows selecting the file name from the folders available on the server, ensuring that the specified file name exists.



[ADM-AUC-PP-3876]

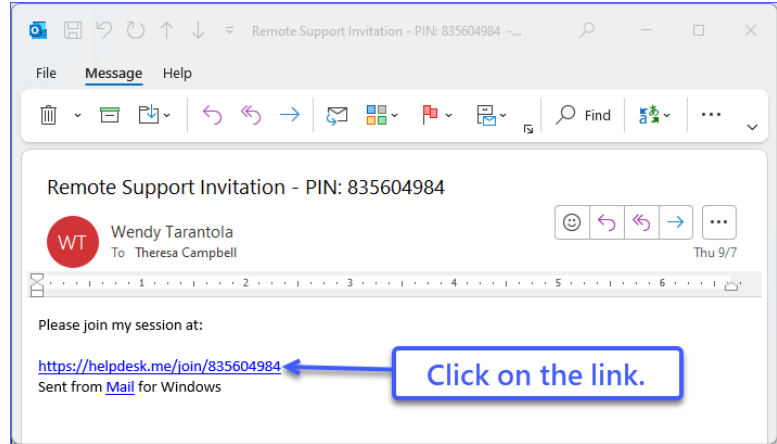


2 Using GoToResolve



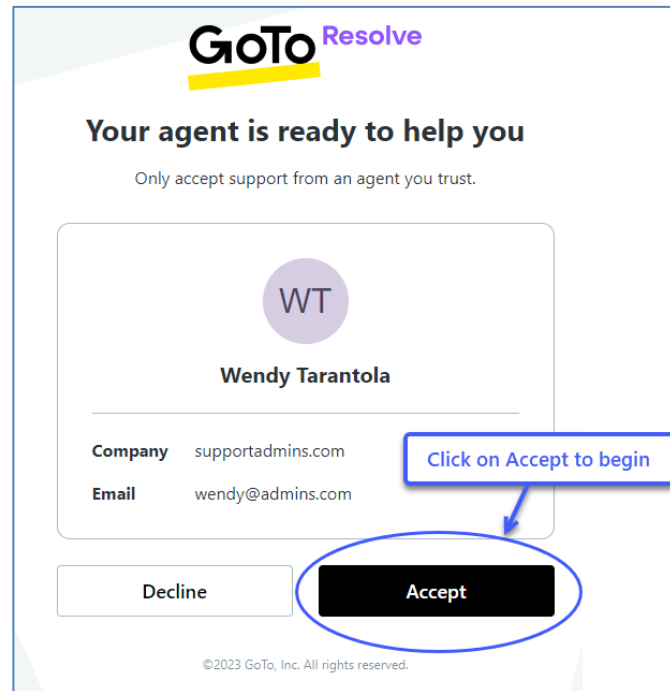
AUC support staff will use a new tool called “GoToResolve” to allow users to share their screens more easily.

We will telephone you first to review the problem. Then we will send an e-mail with a link to click on.



Clicking on the link will open a browser window that looks like this.

Click on the accept button to begin.

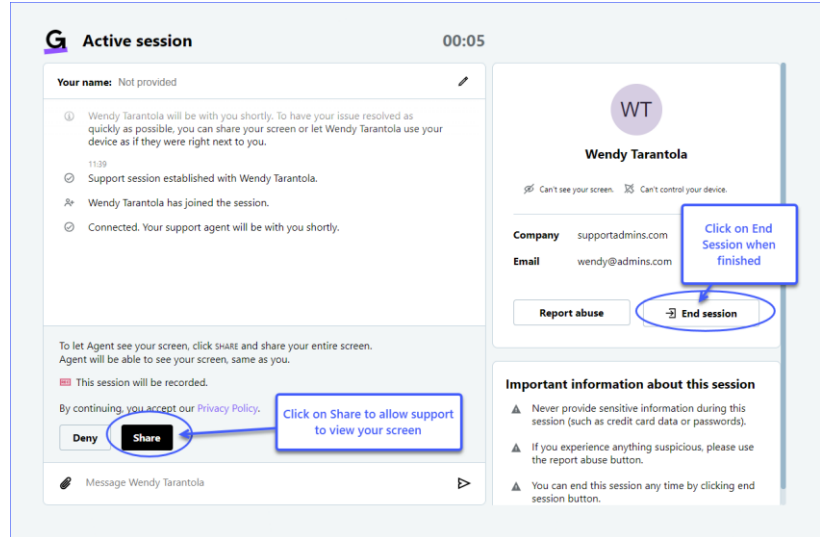




A browser window with instructions opens.
Click on the **Share** button.

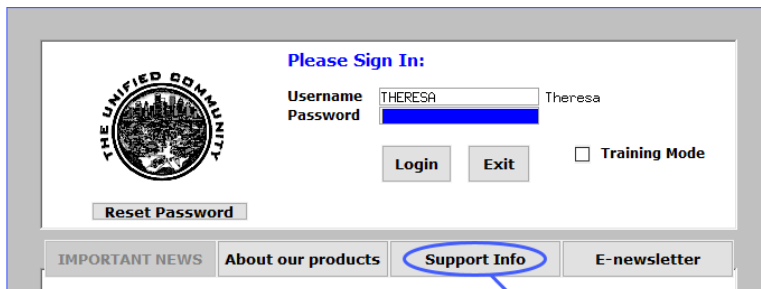
During the support session you may be asked to provide additional access. The support team member will walk you through that process if we need to control your screen instead of just view it.

Click on end session when finished.



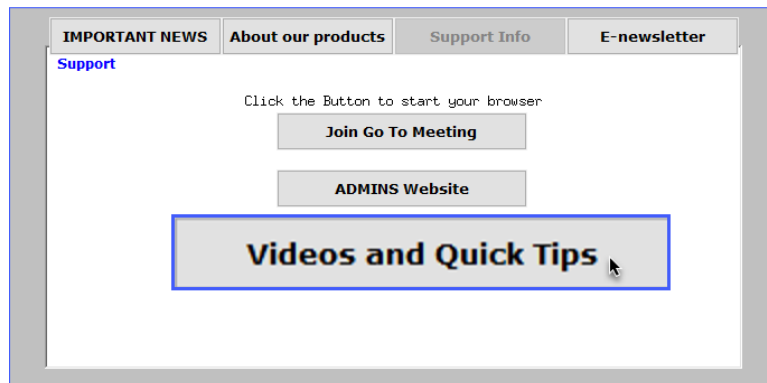
[ADM-ADM-ADM-6500]

3 Access Videos & Quick Tips from the AUC Login Screen



Support Info

Click on the link to go to the [Video Launchpad](#) on the [ADMINS website](#).



The [website direct address](#) is above. The link on the AUC home page shown at left is a quick option if the site allows direct access from the AUC server.



support@admins.com

ADMINS
ADMINS.COM

Home What's New Videos & Quick Tips Library More |

AUC Video Launchpad

Below is a list of training videos for new users to get acquainted with AUC, and for current users to take a deeper dive into a process or get a refresher for 'once a year' tasks.

<h4>Getting Started</h4> <ul style="list-style-type: none"> Logging In to AUC & Basics (7:00) Logging out of AUC (1:54) Reset AUC Password (2:00) Use the Training Area (2:04) 	<h4>GL Training</h4> <ul style="list-style-type: none"> Add a New GL Account (4:07) Budget Transfers via a JE (2:55) Drill Down on Account (4:51) Transaction History Queries (7:07) 	<h4>AP Training</h4> <ul style="list-style-type: none"> Approvals - The AP/PO Dashboard (3:49) Create a Direct Payment Voucher (5:35) Create a Voucher from a PO (6:20) Voucher Change Orders (4:22)
--	--	--

We are adding content all the time so check back often; we also send out a "Featured Video of the Month" email.

[ADM-AUC-SY-8305]