

Helpline Procedure

Updated: 1/11/23

Phones:

Upon arriving: ensure both desk phones ring volume is turned up.

Phone on the Right: used for incoming calls. – Answer phone w/ “Master Gardener Helpline, how may I help you?”

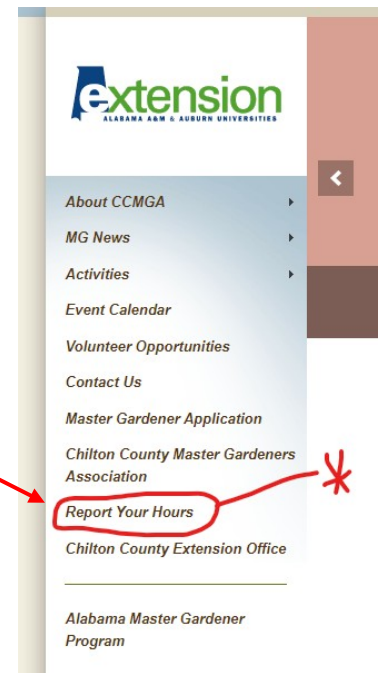
Phone on the Left: used for outgoing calls. – You need to dial (1) and area code for all outgoing calls.

Log into computer:

- User: mgbmil, shown as Jefferson Infoline.
- Password: ACES_ag_mg

Navigate to and open MG ACES page:

- Open Google Chrome
- Select “Chilton MGA hours” from the bookmark bar.
- Select “Report your hours” from right-side of page.
- Log-in using your **personal username:** (email) **and password.**



Master Gardener Service Report

Login

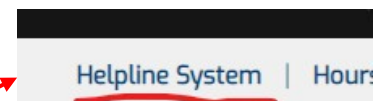
First Visit? [CLICK HERE](#) to register and begin participating.

Email

Password

Now would be a good time to enter your hours.

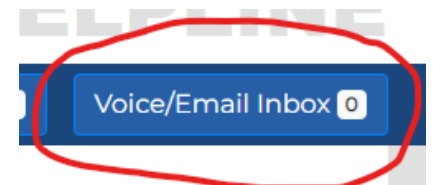
- Select “Helpline System” at top of page.
- Select “NEW HELPLINE FRAMEWORK” in top paragraph.



New HelpLine Control Panel.. A new functional for the general Helpline Report to visit [NEW HELPLINE FRAMEWORK](#)

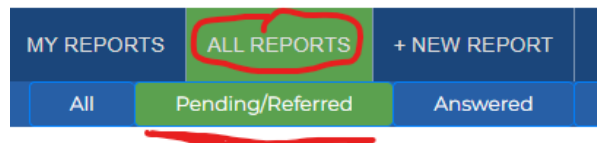
You are now in the New Online MG Helpline!

1 Look for new messages in the “Voice/Email inbox” tab



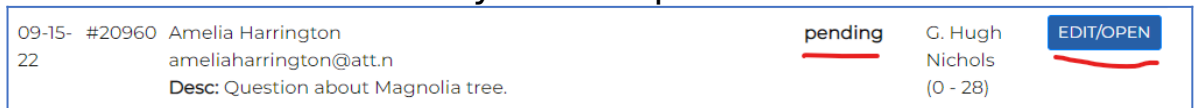
Note: If there are no messages go to Step 2.

- 1.a) If you have any, listen to voicemail and “Start new report” as appropriate.
- 1.b) Use EDIT CLIENT button to update Client (caller) contact and geographical data. Remember to Submit.
- 1.c) Complete all available information for a new report and then “Save”
- 1.d) **It may take a couple of minutes but this new report may now be viewed in “All Reports”, “Pending/Referred”.



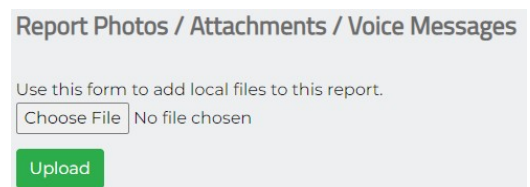
2 View, “ALL REPORTS” tab, then “Pending/Referred” tab.

- 2.a) Review all reports w/ “Pending” status, (edit/open) to view and determine if any follow-up is needed.

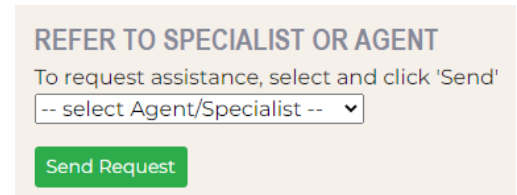


- 2.b) If needed, call client and document info or indicate “left message” or “no answer”.
- 2.c) After three attempts have been documented to contact Client, change status to “No Response (48 hrs)”.
- 2.d) If you are able to contact and/or provided Client with information, update Report Details and ensure Client information has been updated using the “EDIT CLIENT” button. Change report status to “Answered” and “SAVE” report.

- 2.e) You may attach photos or documents to the report using the “Choose File” button to navigate to and select file, then “Upload”. If you email documents to the Client, you should also attach them to the report for reference the same way.



- 2.f) If you need to refer the Client to an Agent or Specialist,



update Report Detail with as much information as possible, select the Agent/Specialist from the drop-down menu at the bottom of the report page, and “Send Request”.

2.g) **If the Client info page**

contains an email address, you may email the client by selecting the “@Send Email” button from the Report page (if you don’t see the “Send Email” button, make sure you entered the email address). You may Copy/Paste website URL addresses into the email for the client, remember to also attach these documents to the report for reference.

EDIT CLIENT



(voice message)

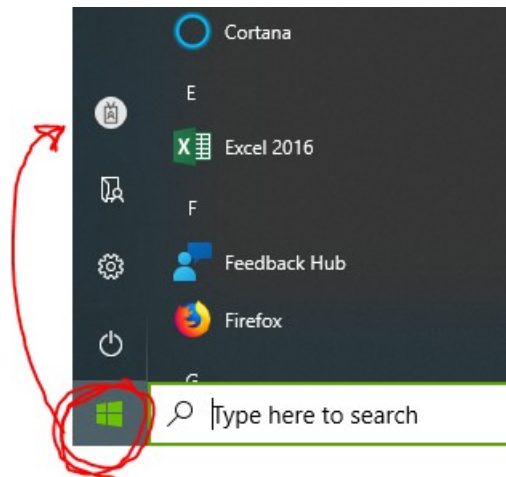
@Send Email

3 If a call comes in on the Helpline phone, use the “+NEW REPORT” tab to enter caller info and start a new report.

- 3.a) Once report is submitted and in Pending/Referred status, you may EDIT/OPEN the report form the “ALL REPORTS” tab.
- 3.b) Use “EDIT CLIENT” to update Client (caller) contact and geographical data. Remember to Submit.
- 3.c) From the Report page you may update report details, change status, or REFER TO A SPECIALIST OR AGENT. Remember to SAVE or “Send Request” as needed. (Reference Step 2 for instructions)

Thank you for helping our community with their gardening and landscape needs.

- 3.d) Before leaving for the day, silence phones and log off (sign out) of computer. Do not turn off/shutdown the computer.



Sign-off of Windows

For assistance with the MG Helpline system, text or email Kerry Smith with a brief description of the issue. She will get back to you shortly.
Kerry Smith; text to 334 329-1051
Kerry Smith; email to smithkp@aces.edu