

# Quick Reference Guide: How to use the Digital Solutions Support Portal to get help with ADMS and TYIMS

The Digital Solutions Support Portal is the quickest and easiest way to get help with using ADMS or TYIMS. This guide shows you how you can log a job and track its progress.

## To log a job in the Support Portal

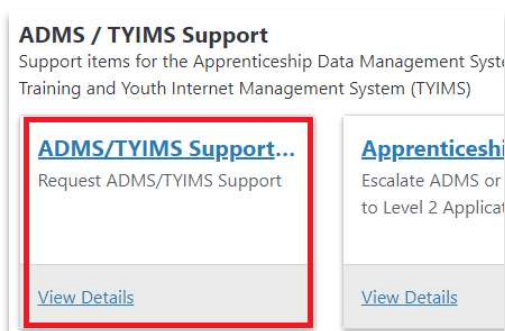
1. Navigate to [dese.service-now.com/digitalsolutions](https://dese.service-now.com/digitalsolutions)

*NOTE: If you aren't already authenticated, you may need to sign in by selecting 'Exchange STS – Business authorisation' and logging in with your myGovID Digital Identity.*

2. Click 'Get IT Help'.
3. Click 'ADMS / TYIMS Support' on the left-hand menu.

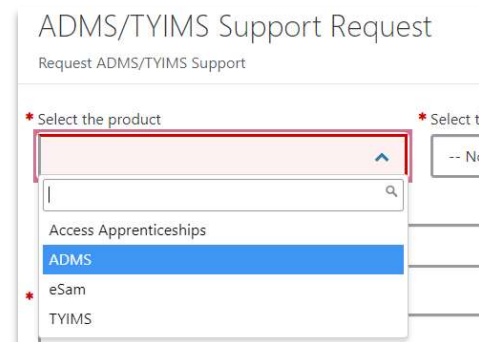


4. Choose the ADMS/TYIMS Support Request tile.



**RESULT:** The ADMS/TYIMS Support Request form will be displayed. **For easy access to this form in future, bookmark this page in your browser.**

5. Select the relevant product based on whether you need help with ADMS or TYIMS.



6. Select the category that best matches the query or issue you have.

*NOTE: If you can't find a category that matches your query or issue, choose **Support Query**.*

7. Add the ADMS Training Contract or Claim ID, or the TYIMS Client ID, in the Reference ID field (if applicable).
8. Add a short description for your query or issue.
9. Complete the Details field by providing as much information as possible about your query or issue.

10. Include any errors received (if applicable).
11. Select the browser you were using when you experienced the issue (if applicable).
12. Use the Add attachments link to include supporting evidence for your query or issue. Where applicable, include screenshots of errors.
13. Click Submit.

**RESULT:** You will receive an email from 'DESE - Digital Solutions Support' confirming your job has been logged. The email will include a case number that you can click to view the status of your job.

#### To track the progress of your job

1. From anywhere in the Support Portal, click on 'My Cases'.
2. Click on Action Needed, Active Cases, or Closed Cases until you find your case.

3. Click on the case number to open the job.

**RESULT:** You will be able to see what actions have been taken to resolve your job. You can see the state of the case (e.g. Open, Resolved, Closed, etc.) and any comments left by the support staff.

#### To respond or follow up on a job

1. Open your job by clicking on the case number link in your confirmation email.

*NOTE: You can also navigate to 'My Cases' to find your case.*

2. Add a comment in the 'Type your message here...' box.
3. Click send.

**RESULT:** The support staff will be notified of your comment and will respond accordingly.

Type your message here...

Send

## Support

For assistance with ADMS, log a job using the [Digital Solutions Support Portal](#).

For feedback on this quick reference guide, contact [ADMSEngagement@dese.gov.au](mailto:ADMSEngagement@dese.gov.au).