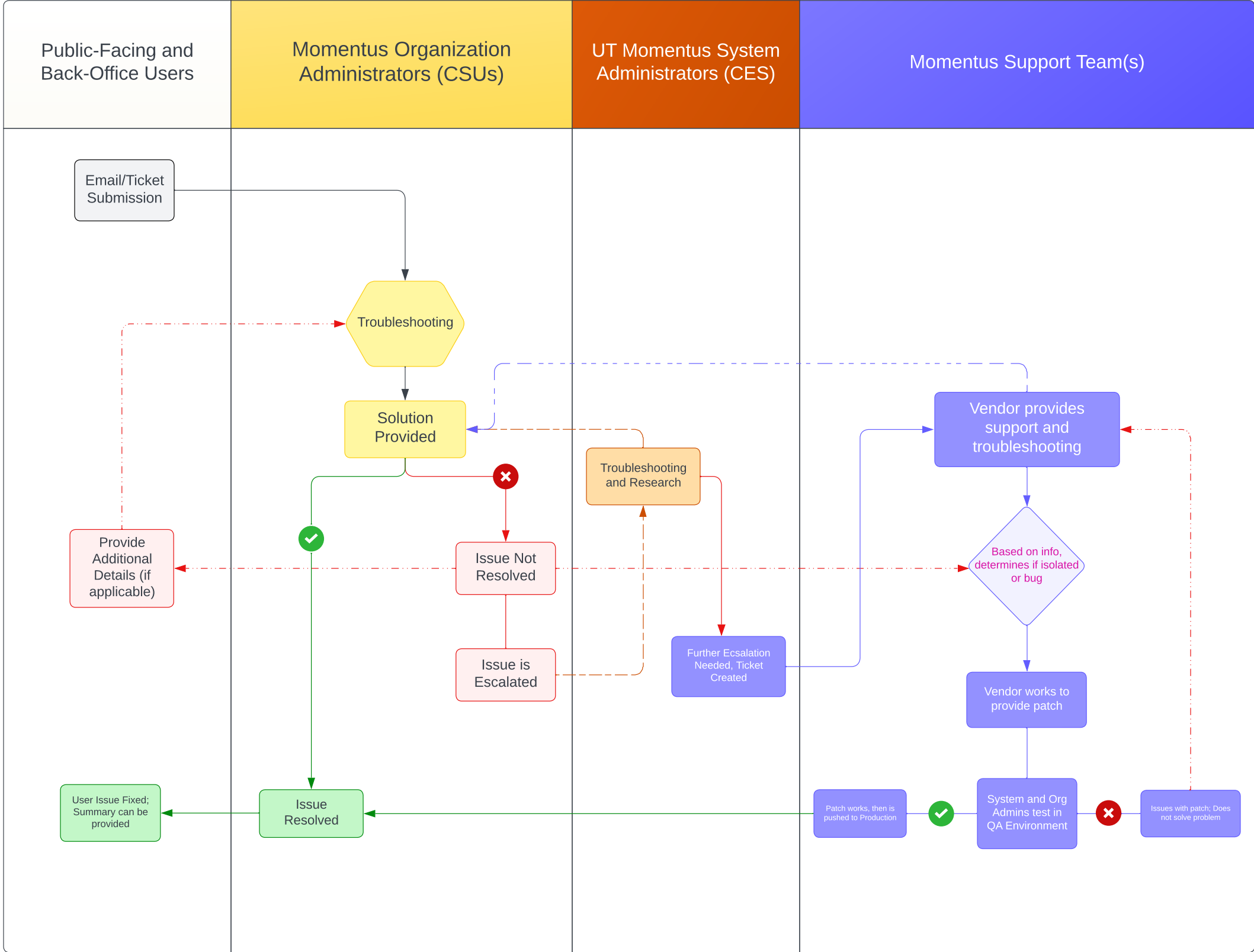


Momentum Support Heirarchy



College specific public-facing or back-office user contacts Administrator for Assistance.

If either groups contacts the System Administrator, correspondence is forwarded.

The Department Admin provides initial troubleshooting and support to determine solution to root cause.

Mometus Resources (such as recordings, emails, Mometus Support Center and Training Videos) are available in Box or online.

If this resolves the issue for the user, Department Admin can provide a summary of what caused the issue as well as make note of the steps for future troubleshooting.

Feel free to use the Mometus Administrator Teams Channel as a way to communicate solutions or even questions to other admins for feedback.

If the determined course of action does not provide resolution, repeat troubleshooting attempts with other alternatives.

You may CC the UT Momentum System Administrator during this time for visibility if needed while you continue to provide potential solutions for your user(s) experiencing the issue(s).

Once an issue has been escalated to the UT System Administrator, they will begin to offer other troubleshooting suggestions. Please be sure to provide screenshots or recordings and previously attempted troubleshooting steps to help narrow down root cause.

If the issue persists, a Mometus support ticket will be created for the vendor to look into the issue. For individual account issues, Department Admins and their users will be added to the thread, especially when issues cannot be replicated.

If an item has been escalated to Mometus support, troubleshooting with be provided and more details may be collected from the users(s) experiencing issue. Depending on the nature of the problem, it could result in multiple rounds of trial and error or be the result of a bug.

Patches are then created and deployed in our Testing (QA) Environment for Department and System admins to test before releasing the patch to the live environment. Screenshots and recordings are encouraged if you experience errors during the testing phase.

Troubleshooting between the groups will loop and testing is repeated until a solution is found.

Once escalated to Mometus, they will determine the best course of action, whether a fix for the isolated incident or a potential patch for a bug.

User, Administrator, and Vendor Key

- Public-Facing User** - Any individual submitting a request or reservation through an OSB.
- Back-Office User** - Any current Staff/Faculty/Student managing requests/service orders, reports, etc through Mometus.
- Organization Administrator(s)** - CSU-Level Admin that maintains the spaces, users, and overall configurations for their unit.
- System Administrators** - Users from the Commons Event Services team that manage system-wide configurations and maintenance of the solution
- Mometus Support Team(s)** - Depending on the nature of the ticket, could be a combination of their Support, Technical, Product, and Dev teams.