Compensation
Budgeting
Models

End User Support

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For RAPS Support, send an e-mail message to RAPS@wustl.edu or call 935-3890. Visit our Website at https://raps.wustl.edu.
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I. Discovering a Problem

A. Make a Screen Copy
In most instances when encountering a problem, a screen shot would be helpful, even if it is just an error message that displays when you are trying to access a model.

The Print Screen key will send a copy of the screen to the Windows clipboard. Open a new email message and paste (CTRL + V) the clipboard image into your email. Alternatively, you can paste the image into Word and send it as an attachment to an email. Please be sure not to send confidential data!

B. Document What you Were Doing
It will very likely help if you can document the steps you performed just prior to the error. Include such information as the application, model, and department on which you were working. For Reporting, which report were you trying to run, and what options did you choose?

In general, the more specific information you can provide, the better equipped we are to solve the problem quickly. To that end, we have developed an electronic form to make it easier for you to report the necessary information.
II. Reporting a Problem

A. Response Form

The following form is available on the RAPS Website on the Support tab. It is an Excel 2002 document. You can download the document, enter your information (including screen shot(s) as available), save it, and then send it to raps@wustl.edu. Do not send Confidential Data! Note: You will need to allow macros in order to use this form.

![Response Form Image]

B. Email

The preferred method of reporting a problem is to send an email message to raps@wustl.edu using the above form. However, any email message containing all of the information on the form is acceptable. Be sure to enclose a screen shot and any notes that you think would be helpful, including contact information, if possible. Again, please do not send confidential information.

C. Phone

Sometimes, a phone call is appropriate. You can call the RAPS personnel at 935-3890. Generally, hours of operation are 8:30 AM to 5:00 PM, Monday through Friday. However, you can leave a message at any time.
III. What to Expect

A. Communication
The RAPS personnel will triage your message to determine how serious the problem is and whether the issue has been brought up before. The appropriate development/programming personnel will be contacted as necessary.

Please understand that all problems are prioritized. Problems of a global nature that severely impact production will have first priority.

B. Workarounds
In some situations, a quick solution may not be possible. However, if a workaround is feasible, you will be notified.

C. Solution
You will be notified as soon as a solution is developed and tested. We would appreciate an acknowledgement that the solution worked to your satisfaction.

Note: Problem reports and resolutions, as appropriate, will be added to the FAQ tab and the Support tab of the RAPS Website – https://raps.wustl.edu.