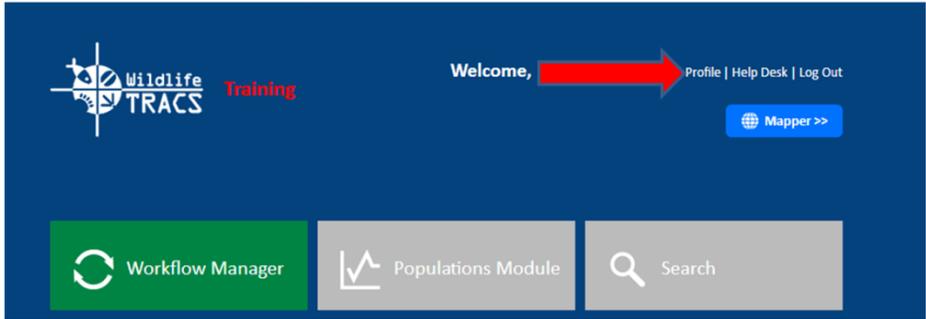
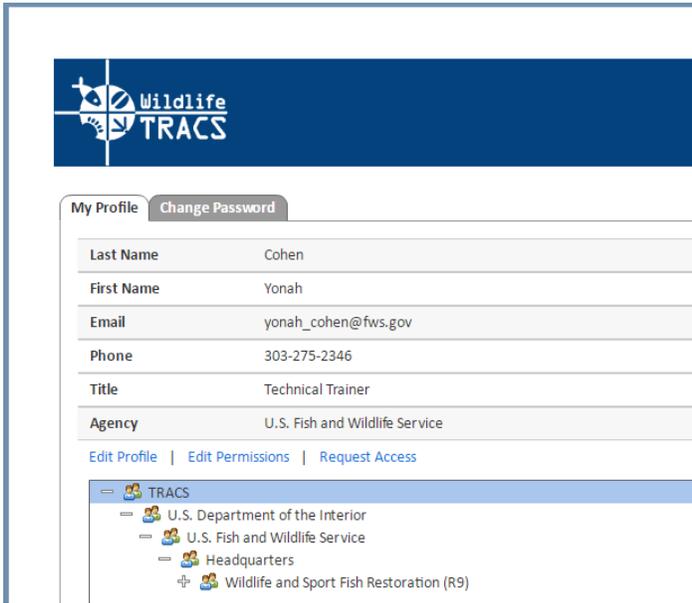
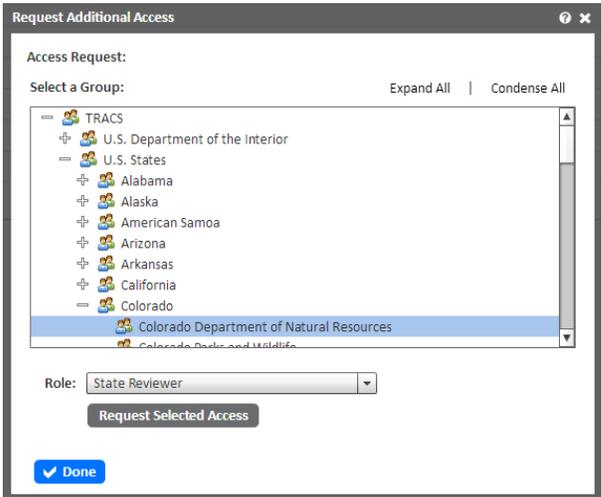
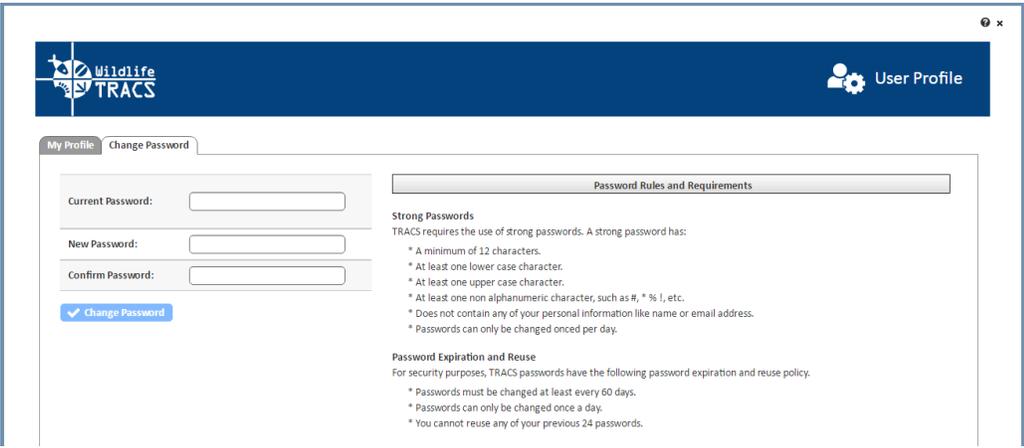


TRACS Quick Reference Guide

Lesson 19 Profile and Help Desk	
Updating your Profile	
Step	Action
1	<p>Users can update their own profile, request additional permissions and reset their passwords using the TRACS Dashboard Profile link, located to the right of your username at the top of the screen.</p> 
2	<p>On the My Profile tab, you can view your own profile information including name, phone, title, and agency.</p> <p><u>To Edit Your Profile Information:</u> Click the Edit Profile link below Agency to update your name, title, email, agency or phone number.</p> <p><u>To View your Permissions:</u> Your user role and permissions are displayed in the box on the lower half of the screen. Select the + sign to expand the view. (User Administrators will also have an “Edit Permissions” button).</p> 

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Step	Action
	<p><u>To Request Additional Access:</u></p> <ul style="list-style-type: none"> • From the My Profile tab, click the Request Access link. • In the select a group window, click the + sign by TRACS and each submenu (or click Expand All) and select your group. • Then select the role you need from the drop down menu. • Click Request Selected Access and Done. The User Administrator will review the request and assign access.  <p><u>To Change your Password:</u></p> <p>To update your password, select the Change Password tab, enter your current password, new password and confirm your password. Select the Change Password button. (Note: You can also click “Forgot password” from the login screen to reset it).</p> 

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Help Desk	
Step	Action
1	<p>The Help Desk link is available directly in TRACS in two places: on the home page that first opens after logging into TRACS and on the top toolbar on the mapper. The Help Desk link allows you to submit a help desk request to the TRACS support team. You can also contact the Help Desk via email at tracs-helpdesk@fws.gov or by phone at 1-844-408-7227 (1-844-40-TRACS).</p>
2	<p>Fill out the Help Desk Ticket form:</p> <p>Component: This field is required. Select the component or part of TRACS that is affected. (Make your best guess, for example if an error message appears on the mapper, select “Mapper” as the component.)</p> <p>Subject: Enter a short subject for your help desk ticket</p> <p>Description: Enter as much information as possible, including a detailed description of the issue, the affected project names/numbers, your name and contact information. This will help shorten the response time from the help desk and reduce follow-up emails or calls.</p> <p>Click Submit to send the help desk ticket to the TRACS team.</p> 