

Issue Manager

The ADRC program uses the GetCare2 program developed by a company in California called RTZ, Associates. They are responsible for fixing bugs and making sure the system runs smoothly.

Issue Manager is a portal within the program where we can communicate with RTZ about errors, glitches or bugs, and ask for changes.

Every ADRC has at least one staff person with access and permission to add items to Issue Manager. If you don't know who that is in your region, ask!

We depend on all staff to let us know when things aren't working right. If you run into a problem, email your Resource Manager or Issue Manager person right away.

Tips for Reporting Issues

- **BROWSER:** Tell us what internet browser you are using. Firefox or Chrome work best, but you may be using Internet Explorer.
- **CACHE:** Clear your cache often, and before you report an issue. Instructions for clearing cache are included in every System Update email.
- **TIME:** Note what time the error occurred.
- **PROOF:** If possible, take a screenshot of the error you got. It is also helpful to write down all of the steps you took to lead you to the error.
- **KNOWLEDGE IS POWER!** There is a much better chance your issue will be resolved if you provide lots of information.

Email this information to user.access.support@multco.us