# A quick guide to BrDR Support and Training

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# Brief Topics

- Support Site
  - Jira Migration
  - Licensing Service Desk - BLSD *(New)*
  - Email Service Desk - BESD
  - Support Service Desk - BSSD

- Procedures
  - Filing an issue (Do's and Don'ts)

- Resources – Available Tools
  - Tutorials (being updated)
  - Confluence

# Support Site: Jira Migration

- New location – URL has changed
- https://aashtobrdr.atlassian.net/
- Some issues with older attachments

# Support Site: BLSD – Licensing Service Desk

- New Jira Project –BLSD
- Intended solely for processing new/renewal license
- Covers software approval-> Successful installation in one Jira ticket
- [BrDR-Licensing@promiles.com](mailto:BrDR-Licensing@promiles.com)
- Allows us to separate out license/installation issues from regular support issues

# Support Site: BESD – Email Service Desk

- Purpose
  - Intended for quick response questions
  - e.g.
  - What is the latest version of BrR?
  - How do I obtain an evaluation of BrD?
  - Can BrR load rate a steel box girder bridge?
  - Why are my load ratings 0.0?

# Support Site: BESD – Email Service Desk

•Statistics

| Reporting Period | Number of New Issues | Number of User Reviews | Average Rating (Out of 5) |
|---|---|---|---|
| July, 2022 | 432 | 26 | 4.7 |
| August, 2022 | 521 | 35 | 4.7 |
| September, 2022 | 235 | 29 | 5.0 |
| October, 2022 | 251 | 15 | 4.9 |
| November, 2022 | 300 | 28 | 4.7 |
| December, 2022 | 198 | 25 | 4.5 |
| January, 2023 | 221 | 34 | 4.8 |
| February, 2023 | 209 | 38 | 5.0 |
| March, 2023 | 232 | 44 | 4.7 |
| April, 2023 | 180 | 16 | 5.0 |
| May, 2023 | 319 | 18 | 4.7 |
| June, 2023 | 218 | 22 | 4.9 |
| Totals | 3316 | 330 | 4.8 |

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# Support Site: BSSD – Support Service Desk

- Purpose
  - Technical requests
  - Enhancements
  - Maintenance items
  - Bugs

# Support Site: BSSD – Support Service Desk

## Who has access? What can they do?

- BrDR licensing options that include technical support
  - Unlimited Option (2 users) and Single Workstation Option
- Tracks technical support requests, enhancement requests, maintenance issues, and bug issues
- Login users can search for and access their own or any service request in BSSD

# Support Site: BSSD – Support Service Desk

Reporting Issues: A guideline

# Support Site: BSSD – Support Service Desk



AASHTOWare Bridge Support / BrDR Support Service Desk

## BrDR Support Service Desk

Please select from the options below to let us know how to best support you. To view existing requests click the "Requests" button in the upper-right corner of the screen.

### What can we help you with?

**Installation, Activation or Licensing**
Choose this if you have questions about installing, activating or licensing the product.

**Technical Support**
Need troubleshooting help? Select this to request assistance.

**Suggestion, Idea or Feature Request**
Let us know your idea for a new feature.

**Other Questions**
Don't see what you're looking for? Select this option and we'll help you out.

# Support Site: BSSD – Support Service Desk

Reporting Issues: A guideline

Do's: What to include?... As much as possible.

- Bridge File

- Analysis Settings

- Clear documentation on why you disagree with something in BrR

- Screen captures

- Error Messages

- Tolerances

- Anything that would be helpful on the support end.

# Support Site: BSSD – Support Service Desk

Reporting Issues: A guideline

Don'ts?… What not to do…

- Why is my rating 0.0?
    - Check capacity/Spec articles – maybe an input issue
    - Check DL – maybe input (Input 500 klf, meant 200 plf)
    - Check LL
    - Provide Calculations if you believe it is incorrect.

# Support Site: BSSD – Support Service Desk

## Reporting Issues: A guideline

### Single Point of Contact: Why?

- Resources
- Modeling/Analysis
- Build Knowledge Base
- New users

**Note to POCs:** Consider making these resources available to new users.

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# Support Site: Training/Resources

- Resources available
  - Training/Tutorials
  - Technical Notes
  - Confluence

# Resources

## Training/Tutorial

- Videos
- Tutorials
- Tutorials being updated with the 7.5 release
- On site/Virtual Training

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# Resources

## Technical Notes

- Technical Notes
- Critical notes related to the software
- No workarounds

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# Resources

## Confluence Site

- Part of Jira
- Common issues
  - Release Notes from 6.8.4 to present
  - Modeling issues
  - Computer requirements
  - Other common user questions

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Questions?