

Relius Support: Web Chat, Online/Email, Self-Help, Phone

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This document outlines how customers contact Relius Government Forms, Relius Administration, and Relius Documents software support, as well as Client Services, Technology, and Language Consulting. Relius Support offers four avenues for support: Web Chat, Online/Email, Self-Help, and Phone.

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Contents

Relius Support Hours	3
Relius.net Support Login	4
Creating a New Relius.net Support Login	4
Web Chat Support	6
Online/Email Support	7
Self-Help Support	10
Phone Support	11

Relius Support Hours

Relius Support hours are as follows:

Relius Administration

Web Chat: Monday through Friday 8:30 a.m. – 5:30 p.m. EST
Online/Email Support: Monday through Friday 8:30 a.m. – 8:30 p.m. EST
Phone Support: Monday through Friday 8:30 a.m. – 8:30 p.m. EST

Relius Client Services

Web Chat: Monday through Friday 8:30 a.m. – 5:30 p.m. EST
Online/Email Support: Monday through Friday 8:30 a.m. – 5:30 p.m. EST
Phone Support: Monday through Friday 8:30 a.m. – 5:30 p.m. EST

Relius Documents

Web Chat: Monday through Friday 8:30 a.m. – 5:30 p.m. EST
Online/Email Support: Monday through Friday 8:30 a.m. – 5:30 p.m. EST
Phone Support: Monday through Friday 8:30 a.m. – 5:30 p.m. EST; extended after hours support until 8:30 p.m. EST

Relius Government Forms

Web Chat: Monday through Friday 8:30 a.m. – 5:30 p.m. EST
Online/Email Support: Monday through Friday 8:30 a.m. – 5:30 p.m. EST
Phone Support: Monday through Friday 8:30 a.m. – 5:30 p.m. EST; extended after hours support until 8:30 p.m. EST

Extended weekend/holiday peak season:
(Available Jan 1-31, July 1-31, and Sept. 15-Oct. 15 Only) 10 a.m. to 7 p.m. EST (Returned within one hour)

Relius Technology

Online/Email Support: Monday through Friday 8:30 a.m. – 8:30 p.m. EST
Phone Support: Monday through Friday 8:30 a.m. – 8:30 p.m. EST

Relius Language Consulting (Legal)

Online/Email Support: Monday through Friday 8:30 a.m. – 5:30 p.m. EST
Phone Support: Monday through Friday 8:30 a.m. – 5:30 p.m. EST

Relius.net Support Login

1. Go to www.relius.net
2. Select on Customer Login, located in the top banner.



3. After selecting “Customer Login”, you will be directed to the next page where you will enter an Existing User Login; enter your relius.net Username and Password then select the Login button. If you do not remember your Username and/or Password, please select the Forgot Your “Username” or “Password” link(s).

Creating a New Relius.net Support Login

If you do not have a relius.net support login, you can create one by selecting the “Register now!” link located under the Username and Password fields.

Login to:

- Access and update your company and individual profile
- Access links to support
- View your current Relius software product(s)
- Register for training*
- Subscribe to receive technical updates and news

*If you have previously created a user account under the training area, you can continue to use the same information.

Existing User Login

Username: *

Password: *

[Don't have a login? Register now!](#)
[Forgot Your Username or Password?](#)

Remember me on this computer

1. Input your company’s 6-digit main account number for the Customer ID and input the case-sensitive, 8 digit/alpha-numeric, password assigned to your company’s account, then select the Next button. If you do

not know your main account number and/or the company password, please contact Relius Client Services at 1 (800) 326-7235 Option 6; or select the “Don’t know Customer ID” option, then select the Next button.

Create a Relius New User Login

This is for **new registrations only!** If you feel you may already have a login, please use the 'Forgot Username' option in the left menu of this page.

Existing Firm requesting a new user login
 Don't know Customer ID
 New firm requesting a user login

Customer ID: *
Password: *

[Next](#)

- After logging in, you will see a list of Existing Users to choose from. Select the user that needs a support log in, then click the Next button.

If the user is not listed, you can select the Create A New Contact in the Existing User box or click the “New SunGard Corbel Internal Web Access User” option and click the Next button to proceed with adding the new contact and making their login.

- You will be routed to the “Create a Relius New User Login” page where you will need to fill out the relevant company and contact information and setup the User Login Information. You will then click the Create User Login button.

Web Chat

Web Chat can be used for questions related to Relius Administration, Client Services, Documents and, Government Forms. Web Chat is an easy method you can use to connect to a support representative, without having to wait for a call back or email response. The support representatives can view your question, prior to taking the chat, which assures you will connect with a subject matter expert. During the Web Chat session, you can transfer documents, send links, save chat history, and communicate with your support representative in real time. When using Web Chat, you can see where you are in the queue for support.

To access Web Chat:

- Login to www.relius.net using your Relius Support login information.

2. Select Support in the toolbar.
3. On the next page, in the upper-right under Service/Support, click the "Support Chat" link. A new browser tab will open.
4. Next to "Department", use the dropdown menu to select either Relius Administration, Client Services, Relius Documents, or Relius Government Forms.
5. Select the Launch Conversation button.
6. A Support Chat box will open and you will be queued for a support representative to respond to your inquiry.
7. Enter a detailed description of your issue or question in the Send Message box, include any reference links, and then use the Send button or the Enter key on your keyboard to send your message(s).

Notes:

- **The chat session will close after 10 minutes of inactivity.**
- **An incident with your chat history will be created and saved in your RTI WebFirst account history.**
- **You can save a history of your chat session, using the Save button, in the upper-right of the chat session box.**

Online/Email Support

You can create an incident and communicate with a support representative via online/email support by logging into www.relius.net. Using this method will allow you to upload documents, links, and add any relevant information for your support inquiry. Your incident will be picked up by a support representative and you will receive a response within an hour.

NOTE: The interface requires installation of Java v1.6 or higher.

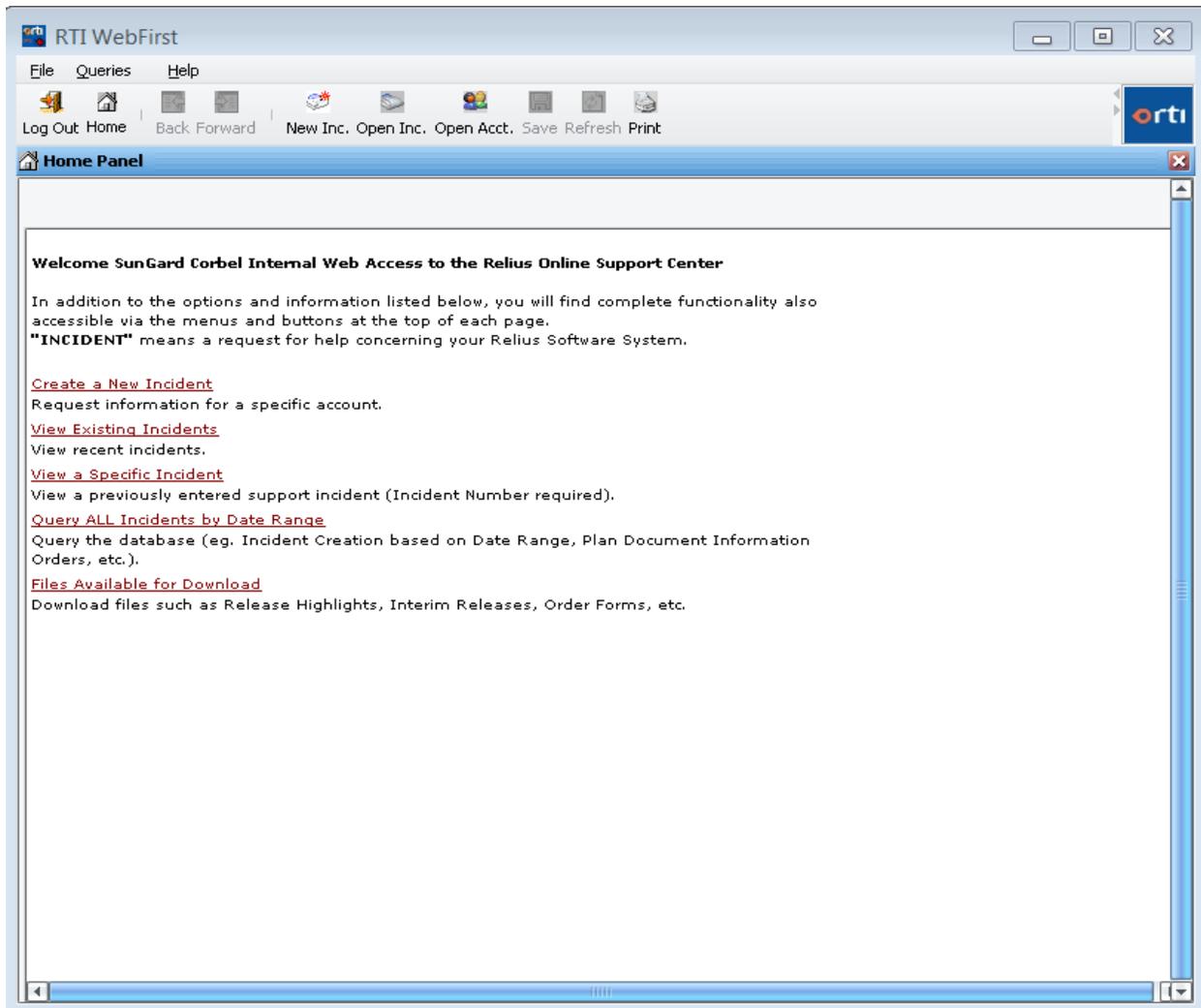
1. Login to www.relius.net.
2. Select Support in the toolbar.
3. On the next page, in the upper-right under Service/Support, select the "Incidents" link.

Service/Support[Incidents](#)[Support Chat](#)[Secure File Transfer](#)**Help Files**

4. A new browser tab will open. You will see three fields (Account ID, User ID, and Password) with data already populated in them, based on having already logged in.

If these fields are blank, you may have to logout and log back in, from the support site browser tab, and follow steps 1-3 again.

5. If you have the correct version of Java, you will receive a pop-up of the Home Panel of RTI WebFirst. From this location, new incidents can be created and incidents can be viewed. The interface includes some exciting new features such as the ability to view ALL open incidents or query all open AND closed incidents for a specified date range.



6. CREATE A NEW INCIDENT

When you choose "Create a New Incident" on this home panel, or the New Inc. button in the toolbar, you will need to:

- a. Select the appropriate department for which the incident should be created (if you cannot determine which department should be selected, then choose “Client Services”).
- b. Specify your preferred response method as e-mail or telephone. NOTE: every effort will be made to honor the requested response method, but at times it may be necessary to discuss the question further over the telephone even if e-mail responses are selected.
- c. Describe the nature of your incident in the “Incident Description” section with as much detail as possible. Include the area of the software in question as well as any error messages. Complete details of your issue will allow us to provide a final resolution as quickly as possible.
- d. Select the Submit button in the upper-right to save your request and obtain your incident number.
- e. Choose File / Print if you would like to print your incident.

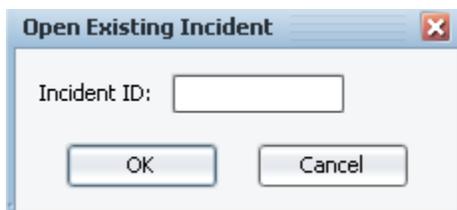
7. VIEW EXISTING INCIDENT

to update or close (cancel) an incident, you must:

- a. Use either the “View a Specific Incident” or “View Existing Incidents” option to open the existing incident.
- b. To update the incident:
 - Choose “Activity”.
 - Add any new information in the Description field if applicable.
 - Select the “OK” button to request a response (flag the incident for a return call).
- c. To close the incident, cancel your support request, or inform support that the issue is resolved:
 - Choose “Close Incident”.
 - Add any applicable details in the “Close Description” field.
 - Select the “OK” button.

8. VIEW AN INCIDENT

- a. Enter your incident number in the Open Existing Incident box.



The image shows a standard Windows-style dialog box titled "Open Existing Incident". It has a close button (X) in the top right corner. The main content area contains a label "Incident ID:" followed by a text input field. At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

Self-Help

Self-Help is a knowledgebase of Relius online help material. Relius.net support login is required to access the Self-Help items.

FAQs – Relius Frequently Asked Questions are a list of questions that have been asked by our customers, for faster service, please review the FAQs prior to submitting an incident.

Pending Issues – Relius Pending Issues are a list of support issues/bugs that have been identified in the program and are scheduled to be fixed in a future release.

Quick Start Guides – Relius Quick Start Guides are condensed help documents that assist you with navigating in the software and features.

Relius Training – Extra training provided on a new feature or Relius software overall which can incur a fee in some cases.

Relius Administration

FAQ

[FTP Upload Instructions](#)

[Defined Contribution](#)

[Defined Benefits](#)

[Web VRU Applications](#)

[125 Cafeteria](#)

[Relius ASP](#)

[STP \(Automation\)](#)

[RA Pending Issues](#)

[RA Training](#)

Relius Government Forms

FAQ

[RGF ASP](#)

[RGF 1099](#)

[RGF SAR/AFN](#)

[RGF 5500 \(desktop\)](#)

[RGF Pending Issues](#)

[RGF Quick Start Guides](#)

[RGF Training](#)

Relius Documents

FAQ

[RD ASP](#)
[RD PC](#)

[RD Quick Start Guides](#)

[RD Training](#)

Phone Support

Relius Telephone support is handled in real time and will connect with a representative directly. To open an incident by phone, please call 1 (800) 326-7235, then listen to the menu items carefully to select your option.

1. Dial 1 (800) 326-7235.

Menu options

1. RGF
 2. RD
 3. RA/Proposal
 4. Language Consulting (Legal)
 5. Sales
 6. Client Services
 0. Other
2. For an existing incident press "1", for a new incident press "2".
 - a. If you have an existing incident, enter your incident number and account number, you can add additional comments or information to your support incident.
 - b. If it is a new incident, you will be prompted to select the department and will enter your main account number and zip code.