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**General Information**
www.pixsystechnologies.com

Help Desk
support@pixsystechnologies.com

★ **FEATURED**

Pixsys University 2018

The dates have been set! Our annual Pixsys University training session will be hosted on March 7th and 8th of 2018. Staged in beautiful Birmingham, Alabama, this valuable event attracts participants with diverse professional backgrounds from every corner of the country.

Against the backdrop of Birmingham's most popular golf course (Robert Trent Jones Golf Trail), members engage in discussion on a variety of topics geared at leveraging their system knowledge through the use of shared best practices and practical application. Transportation and lodging are provided throughout your entire stay, and we also invite you to a special night of dining and socializing at one of Birmingham's premiere restaurants—Saw's Juke Joint! Registration for enrollment will be open from January 2nd through February 28th. Please contact us at support@pixsystechnologies.com to reserve a seat!
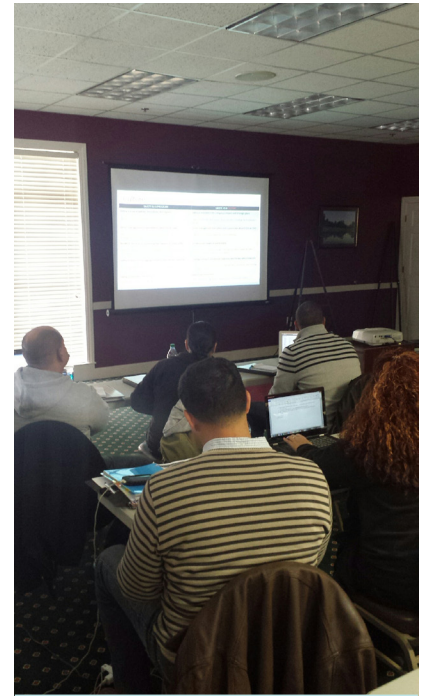
Participants from a previous Pixsys U engage with the support team at our training location in Birmingham.

💡 **AT THE FOREFRONT**

Pixsys Schedule of Events

There's a lot going on in the upcoming months, and we want you to be a part of it! Check out our list of scheduled events for appropriate dates and times. *NOTE: If you have not received an invitation to any of our previous scheduled events, contact support@pixsystechnologies.com to be added to our email distribution list.*

Event	Description	Date & Time
Pixsys Training Session: RA Management	This class focuses on the latest DISH driven changes to the RA Automation Process.	Thursday, 1/4 @ 2 p.m.* Friday, 1/5 @ 10 a.m.*
Pixsys Training Session: Performance Reporting	This class focuses on a variety of reports within the performance module of the site.	Thursday, 1/18 @ 2 p.m.* Friday, 1/19 @ 10 a.m.*
Pixsys University Training Session 2018	Onsite 2 day training session with the Pixsys Support Team	Wednesday, 3/7 Thursday, 3/8

CST (Central Standard Time)
(more At the Forefront on page 2)

Training and Development

A list of our ongoing training and educational resources are outlined below. Please continue to contact the Pixsys Support Department with any questions/concerns or to schedule a one-on-one session with the team.

Resource	Best Way to Access
User manual	Pixsys website (upper right corner)
Tech manual	Pixsys website (upper right corner)
Customer service 1 on 1 education	Submit a ticket or call Sandra/Marcus
Online videos	Video Library in Pixsys Support Portal
Quick reference guides	Quick Reference Guide section in Pixsys Support Portal
Monthly training calls	Look for email invitation from Pixsys Customer Support

Product Maintenance Tips & Suggestions

As an active user, you depend on the application to operate at a peak level whenever you need it. Over time, however, you could run into a page error, possibly forget your password, or need assistance updating your system. To keep your site running smoothly and at an optimal level, we've listed several tips that can help in mitigating these unfortunate instances from occurring.

- *Page Errors* — Every once in a while, a user may receive an error message when they click on a specific page within the site. In such instances, they should (1) verify their permission level status with the local system administrator; and (2) clear both their browser cache and search history before attempting to access the page again (especially if using Comet). If they continue to experience a problem, have their account manager contact support@pixsystechnologies.com to further troubleshoot.
- *30 Day Deactivation* — If a user has not logged into the site in at least 30 days, their login credentials are automatically disabled by the system. As a result, their account would need to be reactivated by a local system administrator before they can resume normal activity within the site.
- *Password Resets* — If your user password has expired and needs to be reset, contact your local system administrator. For security purposes, Pixsys Support team members are not authorized to reset user passwords on behalf of their Company.
- *General System Maintenance* — If you have a significant amount of changes to make within your account, check with our support team for possible assistance. Below are some of the routine maintenance tasks that the group can assist in updating:
  - Labor Rate Changes
  - Changes to Payroll
  - Inventory Reclassification (serialized to non-serialized)
  - Mass equipment return to Vendor
  - Mass RA Void
  - Other

⬤ ON OUR TEAM

Who's Who at Pixsys: Have a "Bella" Merry Christmas

Puppies' Christmas *(Anonymous)*

It's the day before Christmas
And all through the house
The puppies are squeaking
An old rubber mouse.

The wreath which had merrily
Hung on the door
Is scattered in pieces
All over the floor.

The stockings that hung
In a neat little row
Now boast a hole in
Each one of the toes.

The tree was subjected
To bright-eyed whims,
And now, although splendid,
It's missing some limbs.

I catch them and hold them.
"Be good", I insist.
They lick me, then run off
To see what they've missed.

And now as I watch them
The thought comes to me,
That their's is the spirit
That Christmas should be.

Should children and puppies
Yet show us the way,
And teach us the joy
That should come with this day?

Could they bring the message
That's written above,
And tell us that, most of all
Christmas is love.
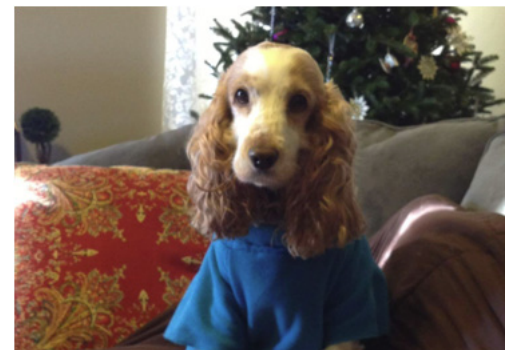
Bella, John Sentilles' English Cocker Spaniel

Development Report

The development and support teams continue to work on improving the Pixsys product through an array of new features and minor improvements. The support team hosts release calls when the software is updated to inform you of the changes included in the release. If you have not received an invitation to attend a release call in the past, send an email to support@pixsystechnologies.com to be added to our mailing list. The summary below details some of the latest changes performed.

Improvements made to Pixsys since September 2017:

- Inspections permission improvements
- R60 and Jupiter 2 Routesheet attributes for improved visibility of these jobs
- Referral Sales Report improvements
- Tech level access to Inventory Confirmations for self-confirmations
- Track to Work Order Inventory Details improvements
- Option to view Completion Percentage Report based on Tableau data
- Provider and WO Type Filters on Job Creation/Completion and Booking Reports
- R12 support on Tier Adjustments
- "Review" and note features on Unposted Payment Report for improved workflows
- Recon Detail unsaved changes warnings
- Support for $0 migration work order receiver RAs
- Is DOA option added to Comet RA creation
- Improved interface for adding multiple new items on Match Expected Hardware
- Gross pay visible on Productivity Report (users with sufficient access)
- RA Search/Details support for RA "Submission Numbers" and other minor changes in preparation for the RA Automation changes being made in the background. See the section "RA Automation Improvements" below for details.
- Many system errors were addressed and small improvements were made throughout Pixsys to make the experience smoother for all users.
- See the September 2017 and December 2017 release notes in Freshdesk for all the details!

Changes coming up in the next few months:

- We are expanding upon and improving our existing email notifications in 2018.
- We are currently transitioning to using the new Dish "eReturns API". See the section "RA Automation Improvements" below for details.
- We are currently tracking several changes Dish has in the works (Sears work, Hughes work, reporting, etc.) and will make changes to Pixsys as necessary.

RA Automation Improvements

In an effort to improve the transmission of RA data between DISH and other third-party applications, DISH has established a new "eReturns API" for RA automation. As a result, the old RA application website will be discontinued next month. To avoid any interruption in your operations, we have already completed the necessary work to support this change within the Pixsys site. In the end, we believe this will help to process RAs at a faster rate and with a higher level of accuracy.

Most of the changes are to the background system that auto applies for RA numbers, so the user will continue to interact with the site as they've done in the past. To learn more, access the December Release Notes via the Pixsys Freshdesk Support site, or join our training call at the beginning of next month (email invitation will be sent). Feel free to contact us should you have any questions or concerns at support@pixsystechnologies.com.

> *As always, if you need service or support, e-mail us at support@pixsystechnologies. com 24 hours a day to reach the customer service team. Your request will be immediately assigned to a Pixsys team member, and you will get an update within one business day.*