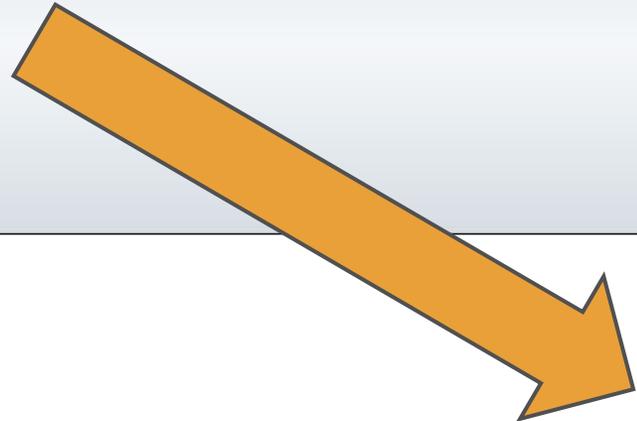


TO SUBMIT AN ONLINE **ADD/  
REMOVE USER FORM FOR  
TNCIS USERS**

To submit an online **ADD/ REMOVE USER FORM**, you will go to our home page [www.localgovcorp.com](http://www.localgovcorp.com) and log in to the **CUSTOMER LOGIN**. Once you log in it will bring you the clerks website, here you will see the **CONTACT SUPPORT** option. You will select the **REQUEST SUPPORT** option. That will pull you up a support request and you can fill out the add/ remove user form there.

**If you do not have a login or have not been setup yet, please call our office 1-800-737-1826 as soon as possible and we will help you get started.**



### Customer Login

Username \*

Password \*

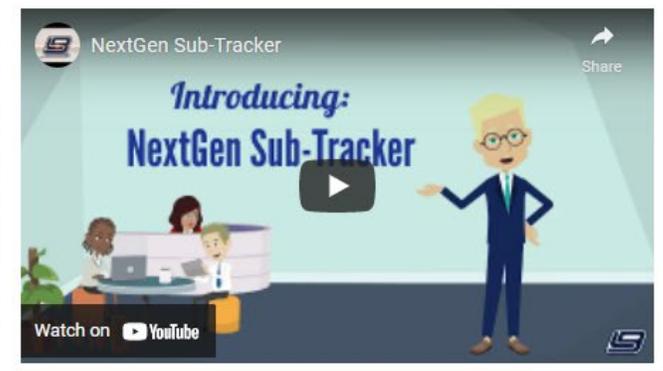
- [Create new account](#)
- [Request new password](#)

[Log in](#)

CONTACT SUPPORT  
(800) 737-1826  
Monday - Friday  
7 AM - 5 PM CST  
\*You must log in to submit an online support request.

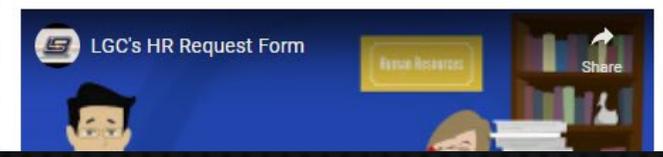
### NextGen Sub-Tracker

SUBMITTED BY ANDY BROWN ON MON, 08/19/2019 - 13:56



### HR Request Form

SUBMITTED BY ANDY BROWN ON TUE, 03/26/2019 - 09:48





CONTACT SUPPORT  
(800) 737-1826  
Monday - Friday  
7 AM - 5 PM CST

[Request Support](#)



If you need help with NextGen Accounts Payable, Financial Management, or Payroll, you can use the live chat below.  
Monday - Friday  
8 AM - 5 PM CST

[Live Chat](#)

CONTACT SALES

## NextGen Sub-Tracker

SUBMITTED BY ANDY BROWN ON MON, 08/19/2019 - 14:56



## HR Request Form

SUBMITTED BY ANDY BROWN ON TUE, 03/26/2019 - 10:48

- The contact information will default in based on the login used for the LGC website.
- You may change the preferred contact method to phone or email.
- Select your request type.
- The TeamViewer ID and Password fields are not required. You may skip this portion of the form.
- Continue to the next page of the form.

## Request Support Online

<b>Contact Name *</b>	<input type="text" value="Jill"/> <input type="text" value="Littrell"/>
<b>Phone *</b>	<input type="text" value="(931)-381-1155"/>
<b>Extension</b>	<input type="text"/>
<b>E-mail Address *</b>	<input type="text" value="jlittrell@localgovcorp.com"/>
<b>Preferred Contact Method</b>	<input checked="" type="radio"/> Phone <input type="radio"/> Email
<b>Request Type *</b>	<input type="radio"/> Add/Change User <input checked="" type="radio"/> Add/Change User TNCIS/CTRIS <input type="radio"/> Software <input type="radio"/> Hardware <input type="radio"/> Re-Open Closed Accounting Period <input type="radio"/> Utility Billing Rate Change <input type="radio"/> Vendor Data Extract <input type="radio"/> Payroll Data Extract <input type="radio"/> EULA - Grace Period Extension <input type="radio"/> Network Support <input type="radio"/> Payroll Data Import <input type="radio"/> Backup Verification

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**Remote Support**      LGC Customer Support can connect to your system remotely using secure remote software. before we contact you (provided you have detailed information about the request above).

From your server\*, [click here](#) or visit [www.localgovcorp.com](http://www.localgovcorp.com) and click the TeamViewer link on the left side of the page. Choose RUN when prompted and enter your TeamViewer credentials below.

<b>Your TeamViewer ID</b>	<input type="text"/>
<b>Your TeamViewer Password</b>	<input type="text"/>

---

\*Your LGC Support Representative will connect when your request is taken in the order that it was received. Since the support wait time can vary, you should only provide this information from a computer that is not actively in use by any employee throughout the day. LGC supports establishing the connection

## Request Support Online

Please indicate user request type

Add New User    Remove Existing User    Modify Existing User

Username \*

User Password

User's Job Title \*

User Initials \*

User's Default Printer  
Name

User's Email \*

Should this user be set up like another user in your office?

Yes    No

TNCIS User: Check the databases this user should have access to (check all that apply):

- |  |   |
|--|---|
| <input type="checkbox"/> General Sessions Criminal | <input type="checkbox"/> Circuit Civil    |
| <input type="checkbox"/> Chancery                  | <input type="checkbox"/> Juvenile         |
| <input type="checkbox"/> General Sessions Civil    | <input type="checkbox"/> Circuit Criminal |
| <input type="checkbox"/> Probate                   | <input type="checkbox"/> Other            |

TNCIS User: Should this user only have access to their cash drawer?

Yes    No

Because you selected the TnCIS/CTRIS, the information required will be TnCIS fields.

**YOU WILL CHOOSE TO ADD, REMOVE OR MODIFY USERS.**

**ENTER THE USERNAME.**

**THE PASSWORD FIELD IS NOT REQUIRED, AND YOU LEAVE IT BLANK. WE DO NOT NEED THE PASSWORD TO REMOVE OR MODIFY EXISTING USERS. IF A NEW USER IS BEING ADDED, WE WILL ASSIGN THEM A SIMPLE PASSWORD, AND THEY WILL BE REQUIRED TO CHANGE IT THE FIRST TIME THEY LOGIN.**

**BE SURE TO INCLUDE INITIALS FOR RECEIPTING PURPOSES. IF YOU HAVE MORE THAN ONE PERSON WITH THE SAME FIRST AND LAST INITIAL, YOU MAY WANT TO USE THREE INITIALS INSTEAD OF TWO.**

**THE DEFAULT PRINTER AND USER EMAIL ARE NOT REQUIRED. IF THERE IS ANOTHER USER IN THE OFFICE THAT HAS THE SAME PERMISSIONS THAT YOUR NEW USER WILL NEED, ENTER THEIR NAME IN THE AREA PROVIDED.**

## Request Support Online

Please indicate user request type

Add New User    Remove Existing User    Modify Existing User

Username \*

User Password

User's Job Title \*

User Initials \*

User's Default Printer Name

User's Email \*

Should this user be set up like another user in your office?

Yes    No

Enter Existing User or Use Group Name

Select all of the databases this user will need to have access to. Will this user need a cash drawer? If they will be receipting, then they will need a cash drawer.

Should this user be able to access other cash drawers. This is for closing out the end of the day processes. The clerk, and the bookkeepers typically have access to all cash drawers. Most users only have access to their own.

List everyone who should have access to this person's cash drawer (clerk, bookkeepers, etc).

Do you want this person to be able to print checks? Some offices allow users to print checks for service fees as it is receipted, others batch everything to be printed at one time. This is not a required field, so you can leave it unmarked if you are unsure.

TNCIS User: Check the databases this user should have access to (check all that apply):

<input type="checkbox"/> General Sessions Criminal	<input type="checkbox"/> Circuit Civil
<input type="checkbox"/> Chancery	<input type="checkbox"/> Juvenile
<input type="checkbox"/> General Sessions Civil	<input type="checkbox"/> Circuit Criminal
<input type="checkbox"/> Probate	<input type="checkbox"/> Other

TNCIS User: Should this user only have access to their cash drawer?

Yes  No

TNCIS User: List other drawer access for this user:

TNCIS User: List other users who should have access to this cash drawer:

TNCIS User: Do you want this user to be able to print checks?

Yes  No

Typically, only the clerk, bookkeeper, and possibly a backup bookkeeper have access to the End of Month and End of Day processes.

You will need to “sign” the request by entering your name, and your official title. Check the box if you authorize LGC to make the requested changes.

“Continue” will complete your request.

TNCIS User: Do you want this user to have access to accounting functions for End of Month?

Yes  No

TNCIS User: Do you want this user to have access to accounting functions for End of Day?

Yes  No

Additional user information (restrictions (i.e. inquire only), additional access, etc.)

Official Requesting Login Change\*

Official's Title \*

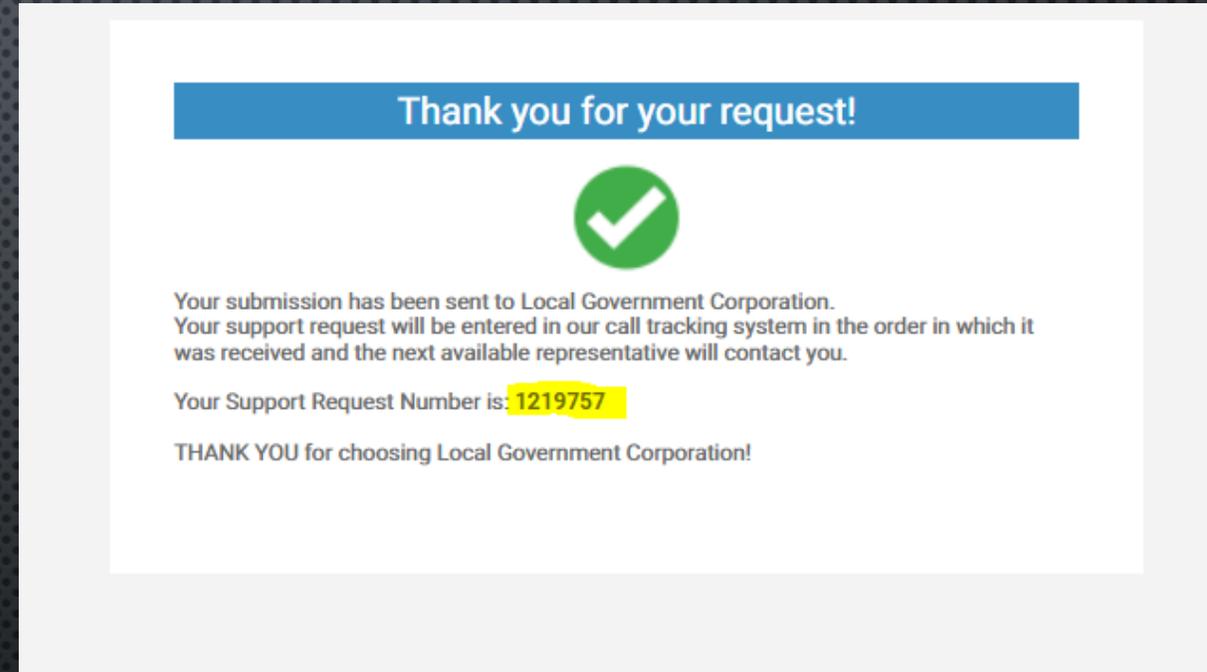
User Change Agreement (Required) \*  I agree that by submitting this electronic form, the above named official is authorizing an employee at Local Government Corporation to perform the action indicated above.

[CONTINUE](#) [Previous](#)

Once you hit continue and your request is completed, you will get a message stating that your request has been submitted and will provide you with your support request number.

When you submit your request online, it is automatically added to LGC's customer support system, ready for a support representative to assist you. All calls are taken in the order they are received.

If you have any questions, or need assistance with the online request form, please contact phone support at 1-800-737-1826.



If you want to submit a software request, choose Request Type of "Software", then select "TnCIS as your software package description.

You will enter a description of your request, and have the option to upload a file (ex: screen shot of errors).

As with the user requests, the TeamViewer information is not required. When you go to the Next screen, your request will be submitted automatically.

## Request Support Online

Contact Name \*

Phone \*

Extension

E-mail Address \*

Preferred Contact Method  Phone  Email

Request Type \*  Add/Change User  
 Add/Change User TNCIS/CTRIS  
 Software  
 Hardware  
 Re-Open Closed Accounting Period  
 Utility Billing Rate Change  
 Vendor Data Extract  
 Payroll Data Extract  
 EULA - Grace Period Extension  
 Network Support  
 Payroll Data Import  
 Backup Verification

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Software Package Dropdown \*

Please enter a description of your request. \*

Upload a file or screen shot.  
Attach your file or screenshot below to help us assist you with your request.

**Upload a File**