

DCAMM Application Support Portal

DCAMM now utilizes a JIRA Help Center Portal to manage user applications support requests. This change was made to improve visibility and responsiveness to user requests for support. Use of the portal for requests allows the user to enter standardized details about the request. The portal brings more efficient and transparent management of user requests.

Location:

1. You can get to the portal by following this link: <https://dcamm.atlassian.net/helpcenter/CAMIS/> (please save the link on your browser for future access)

Login instructions:

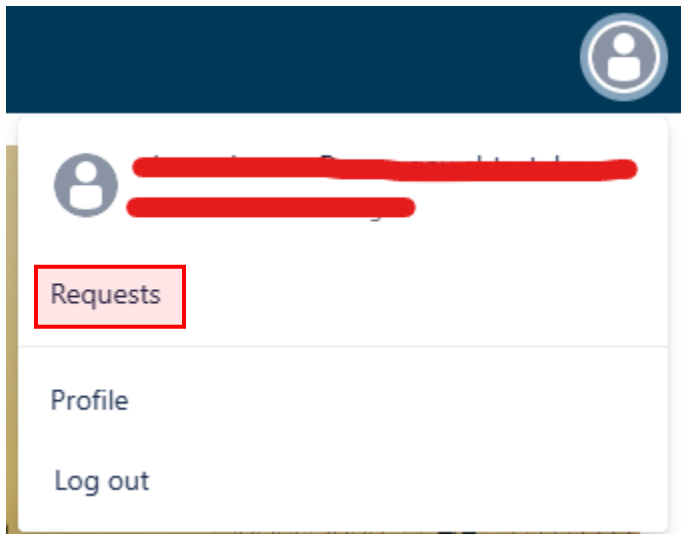
In order to track progress, see a list of existing tickets that you have submitted, see list of tickets you are a participant on, or view an existing ticket you created and add comments directly, or close a ticket you previously started, then you will have to ensure you are logged in. Please Follow the steps below.

Note: It is not required that you Login to the Portal to submit tickets. Your email address will be requested to allow for continued communication if you choose not to log in. If you choose not to login, however, you will not be able to review or update your submitted tickets as described above.

How To Log In:

1. Go to the Portal <https://dcamm.atlassian.net/helpcenter/CAMIS/>
2. Click the **Log In** circle in the upper right corner and follow the prompts.

Once you are logged in you will be able to search prior tickets and see status by using the **Profile** icon in the upper right corner.



➤ you may be required to validate who you are every so often.

Portal Quick navigational Tips

1. If this shows **Login**, See above for instructions. Once logged in this will be where you search previous requests.









Welcome to the CAMIS Help Desk

Q Search for information

The CAMIS Help Desk Team is here to guide you in the right direction when you are not sure where to start with your CAMIS needs. This includes training for new users, support for ongoing issues, and evaluation of change requests. It's their mission to ensure the help provided through these instructions and guides is effective and thorough. The team strives to ensure all users are supported and can perform their duties with minimal to no assistance.

Select the appropriate Request Type below to send your request to the CAMIS Help Desk Team.

2. When you are ready to submit a request, choose the appropriate type. If not shown choose Other Questions.

 USER ACCOUNT Hire a new user? Someone leave? Unable to Log In?	 REPORT A BUG Something not working as outlined in the instructions?	 PORTFOLIO UPDATE Recently updated a piece of equipment? Renovated an area of the building? Acquired a new Asset?
 FUNCTIONAL SUPPORT Need assistance with how to do something? Example, configure a Preventative Maintenance Plan.	 SUGGEST IMPROVEMENT See a place we can do better?	 OTHER QUESTIONS Don't see what you are looking for? Select this option

PREVIOUSLY SUBMITTED REQUESTS

If you have previously submitted requests and would like to review current status or resolution, you can view them by using the **Log In** feature in the upper right corner. Be sure to use the same email address you used when submitting requests when creating a login to see all the previous requests you have submitted. **You do not need to Log In to submit a ticket, only to review and search previous requests.**



CAMIS Help Desk / CAMIS Help Desk Requests

IBM TRIRIGA CAMIS Help Desk Requests

You can raise a request for Capital Asset Management Support using the options shown.

What can we help you with?



Portfolio Update (CAMSR)

Recently update a piece of equipment? Renovated an area of the Building? Acquired new Assets? help us keep your Building and Site records...



Required fields are marked with an asterisk *

Email confirmation to *

Please identify what Secretariat and associated Agency/Department that you support. *

What Asset type do you need to update? *

CAMIS Location *

Enter the CAMIS Site or Building Number. Not sure where to find these? enter the Address of where you are and we will reach out to help you.

Provide Brief Summary. Details should be provided in Description below. *

examples: Update Building X or Remove equipment from Building X

Effective Date *

e.g. 21/May/25

The date which the update took place. Example: For real estate transactions this would be the recording date with the Registry of Deeds

Description

Normal text ▾ | **B** *I*

Enter the specific details of what Building, Site, Land, or Equipment is being updated and why it needs to be updated.

Attachment

Drag and drop files, paste screenshots, or browse

3. To return to previous screens click the hyperlinks at the top of the form above the header. The First link will bring you to the Help Center Home screen. The second will bring you to the specific Portal

4. After Choosing a Request Type a drop down will appear “What can we help you with?” you can switch between available options by using this drop down.

5. Required Fields will be shown with a **red asterisk***. One of the required items within the form is a **Reply to Email** address. This email address will be used by Support Agents to communicate with you about your request. If you choose to login to the portal entering an email will not be required. Your email associated with the login will be used for communications. You will also be able to see the tickets associated with that email.

6. Click Send to submit your request