

Massachusetts Department of Revenue
Division of Local Services



CAMA SUPPORT GUIDELINES

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CAMA Support Guidelines

How to obtain support

What kind of support is available? CAMA, DLS Gateway and general IT-related support is available in the following forms:

- telephone support
- online support
- on-site support

How do I know which kind of support I need? Telephone support is always the first step. Call DLS IT Support in Worcester or Boston at the numbers below (they are also listed in the *Contacting DLS IT Support* section.) A DLS IT Advisor will listen to your question or problem and identify your needs; most issues can be resolved immediately. Issues requiring more extensive assistance can be handled by either on-line or on-site support.

How do I ask for support? Call your DLS IT Advisor directly at the number listed on his/her business card, or call one of our regional IT Support lines:

- Worcester DLS IT Support: (508) 792-7300 extension 22313
- Boston DLS IT Support: 1-800-521-5536 extension 62350

Is there a charge for support? No. The DOR provides support at no charge to the community.

Telephone support

What is telephone support?

Telephone support involves calling one of the DLS IT Support numbers to speak to an IT Advisor. Many questions can be immediately answered by speaking to our very capable support staff.

What are the telephone support numbers?

There are two DLS IT Support numbers available:

- Worcester DLS IT Support: (508) 792-7300 extension 22313
- Boston DLS IT Support: 1-800-521-5536 extension 62350

When are the support lines open?

The DLS IT Support lines are generally open 7:30AM through 3:30PM Monday through Friday, depending on staffing. Certain people may be available as early as 7 and as late as 5 due to DOR Flextime scheduling.

What if I have a problem outside normal business hours?

Voice mail or email messages can be sent to any DLS IT staff member at any time. See “Contacting DLS IT support staff” for specific instructions on leaving voice mail or sending email.

What kind of problems can be handled by telephone support?

Many questions and problems can be quickly resolved by speaking to a DLS IT Advisor, including:

- data entry questions
- what steps are necessary for a specific task
- what to do if the system produces an error message
- how to fix minor system problems

What if my problem can't be solved by telephone?

Problems and service requests proving too complex for telephone support can often be handled successfully by using online support. In some cases, a site visit may be scheduled by the DLS IT advisor.

Web-based Online Support

What is online support? Any DLS IT advisor, from any office location, can connect to your computer using the Internet. We can see exactly what you see on your screen, and we can either watch you control your computer, or we can control it remotely. This allows us to diagnose problems and, in many cases, fix them immediately. You can then resume work with a minimum of interruption.

What is web-based remote support? Web-based remote support, very simply, is remote support provided by creating a secure connection between two computers through use of a web site – in this case, www.copilot.com.

What is Copilot? Copilot is an online remote support product written and hosted by Fog Creek Software (www.fogcreek.com). The Division of Local Services' IT staff can use Copilot to access and control your computer through a secure, high-speed web connection.

How does Copilot work? When you need remote support, a DLS IT Advisor will send you an email through the DOR's secure email system. In that email will be a liability release that you should read, and a link to Copilot's web site. Click the link, follow the onscreen instructions and a DLS IT Advisor will connect to your PC. Copilot's web site provides an encrypted (secure) connection to both the IT advisor's PC and your PC.

Can DOR access my computer without my knowledge? No. You must be sitting in front of your PC for us to remote in, and you must click the link contained in our secure email to connect to Copilot. We cannot access your PC unless you use this link, and you can disconnect us at any time. Once we have disconnected, we cannot reconnect without certain actions on your part. It is not possible for us to connect to your PC without your active participation.

Do I have to pay for Copilot? No. The Community Software Consortium (CSC) is currently paying the subscription fee for a single, unlimited account. This expense is part of the service you receive for paying your annual dues. There is no additional cost to CSC members for using Copilot.

Can I use Copilot with dial-up service? Probably not. Copilot is designed for use with high-speed Internet service. Initial testing with dial-up on the DOR end was largely unsuccessful due to slow connection speeds. As a last resort, we would try connecting to you, but it's likely that we would not be able to maintain a satisfactory connection.

On-site support

What is on-site support?

If extensive assistance is deemed necessary by the DLS IT Support Advisor, he or she may schedule a visit to your community.

Can my DLS IT Advisor meet with me outside of regular DOR business hours?

We realize that many municipal officials work for the community on a part-time basis. DLS IT Advisors may, with prior supervisory authorization, meet with you outside of normal DOR business hours.

What would make on-site support necessary?

Typical reasons for on-site support include:

- CAMA training, when no group sessions are available
 - software upgrades and installations
 - software problems too extensive to fix on-line
 - assisting assessing or collection staff with a new process (for example, generating tax bills for the first time)
 - repairing database files when online support fails
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Why is on-site support considered a “last resort”?

Providing on-site support often requires a DLS IT Advisor to travel long-distance at taxpayer expense. The advisor may have to cancel a trip in case of treacherous weather, especially in the more remote parts of the state, which delays resolution of your problem. Traveling also makes the advisor unavailable to other communities for the duration of the site visit, including travel time. Scheduling timely on-site support may be difficult during busy periods, especially during tax bill season. Telephone and on-site support almost always result in a faster response (and much less downtime) for you and your community. That said, on-site support is always an available option if your advisor thinks it makes sense. Call us first so we can assess the situation; we’ll schedule a visit if it’s the best option.

Contacting DOR DLS IT staff

How can I contact DOR DLS IT staff?

All DOR staff, including DLS IT Advisors, can be contacted by telephone, fax, email or postal mail.

How can I contact DLS IT staff by telephone?

You can contact DLS IT staff by dialing the telephone numbers listed in the chart below. Communities outside the Boston area can call the Boston office using our toll-free number instead: 1-800-521-5536. When using this number, dial the last 5 digits of the Boston staff member's direct number to connect to their extension, or dial 0 to reach the receptionist. The Regional offices do not have toll-free numbers; dial those offices as shown below.

DOR DLS IT staff member	Direct phone number
David Davies, Director of Information Technology	(617) 626-2383
Kirsten Shirer, Deputy Director	(413) 452-3988
Linda Bradley	(617) 626-2394
Paul Corbett	(617) 626-2366
Don Reynolds	(617) 626-2356
Arnold Kanter (CSC Website Administrator)	(617) 626-2303
Michael Quinlivan	(508) 792-7300 ext 22313

How can I leave a voice mail message?

All DOR staff extensions and the IT Support Line have voice mailboxes. Call the numbers listed above; if the person is unavailable or you if are calling outside regular DOR business hours, you will be automatically connected to his/her voice mail.

How can I email DLS IT Support?

Here is a list of email addresses for DLS IT staff.

staff member	email address
David Davies	daviesd@dor.state.ma.us
Arnold Kanter	kanter@dor.state.ma.us
Linda Bradley	bradleyl@dor.state.ma.us
Paul Corbett	corbettp@dor.state.ma.us
Michael Quinlivan	quinlivanm@dor.state.ma.us
Kirsten Shirer	shirer@dor.state.ma.us
Don Reynolds	reynoldsd@dor.state.ma.us
IT Group shared email	DLSITGroup@dor.state.ma.us

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Contacting DOR DLS IT staff, Continued

How can I send a fax to my DOR DLS IT advisor?

Faxes can be sent to a specific person at DLS by using his/her personal fax number (all fax numbers are in the 617 area code, even if the person is based in another area.)

Linda Bradley	(617) 660-3983
Paul Corbett	(617) 660-3988
Michael Quinlivan	(617) 660-0115
Don Reynolds	(617) 660-0117
Arnold Kanter	(617) 660-7007
Kirsten Shirer	(617) 660-7035
David Davies	(617) 660-3992

Faxes can also be sent to these shared fax machines:

- Boston staff: (617) 626-2330
- Worcester staff: (508) 421-2310
- Springfield staff: (413) 452-3989

Address your fax to a specific person, or simply to “DLS IT Support”.

What are the addresses for postal mail?

- Boston:
“Staff Member”, Division of Local Services
P.O. Box 9490
Boston MA 02205-9490
- Worcester:
Division of Local Services
67 Millbrook Street, Suite 330
Worcester, MA 01606
- Springfield:
Division of Local Services
436 Dwight St. Room 401
Springfield MA 01103