

# DNR Go Wild Agent Support

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Go Wild is a web-based application developed by Wisconsin Interactive Network (WIN) used to provide comprehensive license/registration functions for the Department of Natural Resources. The application includes a customer portal, an administrative portal and an agent portal. Agents access the application using DNR supplied equipment through PDS.

PDS supports the physical equipment, as well as the Operating System (OS) on the device. This includes the following:

- Computer (often referred to as the thin client)
- Barcode scanner
- Large Touchscreen Monitor (Agent Facing)
- Small Touchscreen Monitor (Customer Facing)
- LaserJet P1102w Printer
- Embedded Browser (HP EasyShell)
- .PDF viewer (HP embedded: PDF Complete!)

Wisconsin Interactive Network supports the Go Wild software, which is used to sell a license or register a vehicle. This includes functionality such as:

- Looking up/creating customers
- License sales
- Vehicle registrations

While phone and email support is available from both PDS and WIN directly, please use the following contact info to submit requests for assistance to resolve your issues as quickly as possible.

## Contact List:



General Support

**1.866.381.7668**

Press 1: Agent login setup (to DNR Call Center)

Press 2: Hardware setup/issues (to PDS) → **PDS will route calls to WIN, as necessary**

Press 3: License Voids, Customer Account Issues, Licensing Programs & other regulation questions (to DNR Trainers)



Hardware Support

**[GoWildSupport@pdsit.net](mailto:GoWildSupport@pdsit.net)**

**PDS will route tickets to WIN, as necessary**



Firewall Questions

**[GoWildSupport@egov.com](mailto:GoWildSupport@egov.com)**

## Support Info:

Any request can be sent in directly for support. If you have the opportunity to speak to the agent, the following is useful information that can aid in troubleshooting but isn't required:

- When (date/time) did the issue last occur?
- Is the issue intermittent or constant?
- What is the specific action/license that is being performed? (Ex: searching for a customer, purchasing a spring turkey application, printing an agent receipt, etc.)
- What were the steps taken immediately before the issue occurred? (Ex: Clicked on "Scan Wisconsin ID or DNR Customer Number" button, scanned CID, manually typed in date of birth, touched "Search" button and then received the following error....)
- If you are on-site, you can also take photos of screen errors and attach them to any support emails.

## Support Template:

The more information you can include in your Support request, the quicker the issue can be resolved. Please complete the following template and email to [GoWildSupport@pdsit.net](mailto:GoWildSupport@pdsit.net)

**Please complete one request per Agent.**

Note the Contact Name of the Agent reporting the issue. Although, if that individual is unavailable, Customer Support will ask if anyone who has access to the Go Wild terminal is available..

If Asset Tag# of the defective unit is unavailable, please report any Tag# visible (IE: 9900xxxx).

List which unit that tag# is from in the Reference Description field.

This will help PDS with initial documentation to get the ticket opened prior to contacting the Agent.

DNR/Agent Provided Information	Please complete all fields below:
Agent ID#	
Agent Location Name	
Contact Name	
Contact Phone #	
Contact Email	
Problem Description & Troubleshooting Completed	

Defective Unit Description	
Reference Asset Tag#	
Reference Tag Unit Description	
<b>PDS Information</b>	<b>To be completed once PDS Incident is Opened</b>
Macola Part#	
Original Order#	
Original Invoice#	

## Useful Information/Terms:

**LANDESK:** Tool used by PDS for management of the Go Wild hardware (Remote Control access, OS Patching, and Anti-Virus management.)

**Firewall:** Part of a network infrastructure designed to block unauthorized access for security purposes. Requires updates to allow for specific traffic. Failures to update the firewall rules results in the inability to access Go Wild OR extreme latency/timeouts (multiple minutes per page).

**PDF Complete!:** HP integrated PDF viewer used to display receipts or other PDF documents.

**SharePoint:** The agent training website accessible via the Agent Corner is hosted by WIN and maintained by DNR. Update requests should be submitted to Joel Hartman.

## Basic Equipment Troubleshooting Info:

### Printing: Hibernation vs Power Off / PDF Complete!



Temporary Sleep state & full Hibernation state  
 Solid Green Ready Light – Active

Blinking Green Ready Light – Sleep/Power Save:  
 Ready State, Printer should automatically run a print when blinking. If not automatic, Recommend RED X: Cancel Button below to Activate and change to full Green light

Power button will turn it OFF, and require Power ON AGAIN. Do not Press if Ready Light is Blinking Green, or printer will reboot.

Full Hibernation: No Lights, requires Power Button to turn back on.

PDF Complete! on Reprint, Opening in the background  
Previous work around was to Close this app from the Toolbar on bottom Right  
Fixed, no current issues reporting

Setting Changes, PDS can modify thru Admin Settings / Remote Control  
Manual update for those that request it thru the PDS Support team.

ALIS Green thermal paper should NOT be used in new printer

### **Scanning: Calibration / Tips**

Agent Corner Calibration QRs  
Confirm Updated work instructions were used (3 steps clearly defined)  
Cover top Standard Barcode to confirm Second Detailed QR code is captured



Some old versions of DL#s do not scan (Old format)  
State issued ID cards, will not validate or be recognized by the system. They will result in a  
"Customer Not Found" response.

Hardware replacement available once all troubleshooting is completed  
Confirm multiple DL's are affected before submitting Support Template for replacement.  
Use calibration to test that it's scanning, if there's a beep it's functioning.

### **Touchscreen (Large/Agent & Small/Client):**

*Please Note: These are capacitive screens, like on a Smart Phone. Does not require Resistance Touch (or firm press & stylus like a credit card signature device). Please ensure screen is cleaned with microfiber cloth to ensure best performance. Confirm Power Lights ON prior to any troubleshooting. See Instructions sent with Unit for Power Button locations.*

Cabling: Validate connections at Thin Client & Monitors.

Check both connection points (at Computer & at monitor)  
No Response to touch at all – USB Cable, Loose connection, reseal or replace.  
Black Display on a monitor – HDMI Cable (Small Monitor) VGA (Large Monitor).  
Tighten screws down on the VGA port at the back of thin client

Calibration:

\*Confirm that the Plastic protective screen covers were removed on both devices.  
PDS can cross reference with LANDESK report if ELO update has been completed  
If affected, a Click to the left or right of where Agent is pressing will register  
Submit Support Template to Validate Calibration update was completed

Latency: Bandwidth / ISP – Network connection may cause delays between page changes while processing transactions. (See additional details from WIN Below)

### Signature Pad:

Conflicts can arise from the following situations:

- Client: Do not hold the sides of the small monitor while signing  
Do not drag Palm or use Nails to touch the screen while signing
- Agents: Do not touch on the large screen at the same time

If Screen Zooms in during signature: Click the Cancel button below if visible  
If no Cancel Button is available, “Right Click” to go Back to the last screen.

Agent: Press the screen and hold for about 1 second. A rotating circle will display round your finger when you know you have held the press for the required amount of time. Next release your finger and a square box will display. Click into that box to reveal the “right click menu” and select BACK from the top of the list. Be sure not to drag when holding or the screen will move and the rotating circle will not display.

### **How to Spot a Firewall Issue:**

Any agent can be referred to WIN to help determine if they have firewall configuration issues, which typically result in extreme latency or the inability to complete a transaction. Firewall configuration information is also available on the Agent Training site. This information can be passed directly to the Agent’s IT staff for review and implementation. Below are a few questions to help “screen” if a firewall issue exists:

- Does the store have a dedicated IT staff?
- Assuming they have appropriate internet speed, does it take multiple minutes for a screen to advance?
- Do they receive a “Page Not Found” error, specifically on the Training site?

### **Escalation Procedures:**

If an issue affects multiple locations, has not been resolved in a timely fashion or needs special attention, please escalate the issue by doing the following:

- Submit a ticket (if you have not already done so) to the appropriate parties: [GoWildSupport@pdsit.net](mailto:GoWildSupport@pdsit.net) and [GoWildSupport@egov.com](mailto:GoWildSupport@egov.com) with the subject line: ESCALATION REQUIRED: (\*\*Issue Description\*\*). Please note in the body of your ticket:
  - A brief explanation of the issues.
  - Specific requests for how to follow/address this issue, if appropriate. (Ex: Ensure that he can access the Training site, update printer sleep setting, etc.)

Trainers will be updated on status via email.

### **Additional Information on Training Site:**

- \* Firewall Information
- \* How to Create a Customer
- \* How to Scan
- \* Scanner Calibration