



Exceeding the Information Management Needs of City and Town Clerks of New England

Introducing
The ENHANCEMENT PORTAL

**Allows Easy, Secure
Searching, Reporting, Requesting
for all TCS™ Applications**

IMAS, llc, has streamlined the enhancement procedure in our TCS™ suite of platforms and created an easy-to-use interactive web portal. This new feature will allow controlled access to your community's knowledge base—including, release information, all other requests organized in an easy to view what has been entered by other Municipalities, other Clerks, the status of your inquiry / request. Also now you may simply attached (upload) any document(s) describing your inquiry. Also you will be able to e-mail directly to level one, level two and even receive input from the programmers, but not limited to a busy fax line, number of pages to be entered – just one upload away is your IMAS support team.



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Simply log into [Webtownhall.com](http://webtownhall.com)





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Login with this generic username and password created by Erik that any user can use to log in to gain access to the "Support" page.

Username: **support**

Password: **admin!000**

Webtownhall.com



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Once logged in simply click on the “Support” tab and your into the [Enhancement WIP](#).

Or

Go to [WebTownHall.com](#)©, find and click on [Support](#) and you’ll easily navigate to the information you need.

Please use the Search knowledge base tab to research if someone has already asked and answered your questions.

All searching is executed at [WebTownHall.com](#)© so information is always current, and because public access to records is done through the IMAS, llc, dedicated server, there is no danger of corrupting or compromising your system.

The entry form is very similar to the ‘enhancement’ paper form previously used and faxed to the office. However with this interactive format you don’t have to leave your desk, pick-up a phone to call and fax, simply ‘**View Knowledgebase**’, I

If you have not resolved your questions then “**Create Enhancement**” complete all the required boxes, [browse](#) and [upload](#) any and all documents or files as you deem necessary to substantiate your concern.

Take note of the Enhancement ID# assigned, so you may be able to “**View Enhancement**” status online.

Then hit **submit button** to enter your request.



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Upon receipt to the correct IMAS party (designated by the FM codes) you will receive a reply e-mail indicating the same. At that time you may receive a reply or a request for more information. None the less anytime you want to check on the status of your enhancement simply **View Enhancements**, and sort by any category.

We will be scheduling 15 minute classes over the next couple of weeks to familiarize all Users (in good standing) with the new "Enhancement WIP database. Please look at the IMAS [Events Calendar](#) [change the Categories to: Software Training] and sign-up for a class. Take note classes are limited to 15 participants. These classes will be conducted live and all participants will be given a phone number to call into our new conference bridge.

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