



Pennsylvania Users Meeting  
*September 2, 2015*  
*Presenters: Corinne Harper and Angie Weaver*

The meeting began at 10:00 AM EDT.

The following topics were discussed, as well as a PowerPoint was presented:

- **Pennsylvania 2014-2015 PT+ Usage: (YTD comparison)**
  - **2014 (1/1/2014 – 9/1/2014)**
    - Created: 3,457
    - Closed: 1,970
    - Tickets w/ Steps Completed: 3,732
  - **2015 YTD (1/1/2015 – 9/1/2015)**
    - Created: 3,427
    - Closed: 915
    - Tickets w/Steps Completed: 3,936
  - Total Open Tickets: 17,931
  
- **Pennsylvania Top Users:**
  1. Top Creators:
    - PPL Electric, PECO Energy and Duquesne Light Company
  2. Top Updaters:
    - Comcast, Verizon and PPL Electric
  
- **Demonstration:**
  - NJUNS System Updates
    - File Attachments: Ability to add multiple file attachments at once and a drag/drop feature was added
    - Send Message Feature: Ability to select or deselect email addresses when sending a notification via this feature
    - CreatedBy field added to Ticket header
  - NJUNS Website Updates
    - Member code list: Ability to filter on Counties and Member Name (Company Name)
    - Subscribe to the NJUNS Communicator Newsletter
  - PT+ Project Module
    - What is a PT+ Project? The project module allows a user to create a “folder” where tickets can be inserted. This is used as an organizational tool for tickets.
    - Creating PT+ Projects/Templates
    - Reporting with Projects
  - Coming Soon: Pennsylvania PT+ Ticket Mask



- **Questions:**

1. How do I get initial training?
  - a. Our training options are available on our website ([www.njuns.com](http://www.njuns.com)) under the training tab. We have a full users guide documentation, pre-recorded training videos and bi-weekly training webinars.
2. How do I reset my password?
  - a. Contact [support@njuns.com](mailto:support@njuns.com) with a password reset request.
3. How do we update who receives the email notifications for a specific member code?
  - a. Contact [support@njuns.com](mailto:support@njuns.com) with the update and Staff can make the changes for you.

- **Attendees:**

Last Name	First Name
Allridge	Keith
Brown	Charles
Canady	Diana
Culbreath	Stacey
Detweiler	John
DiGiovanni	Alan
Erickson	Paul
Everly	Jay
Goepfert	Gerald
Hope	Alan
Irrgang	Paul
Kissinger	Gary
Laudenslager	Anne
Munson	Alvin
Pawlowski	Ronald
Polen	Perry
Poulton	Kenneth
Putt	Stephen
Smith	Brian
Yurko	John
Battista	Ed