

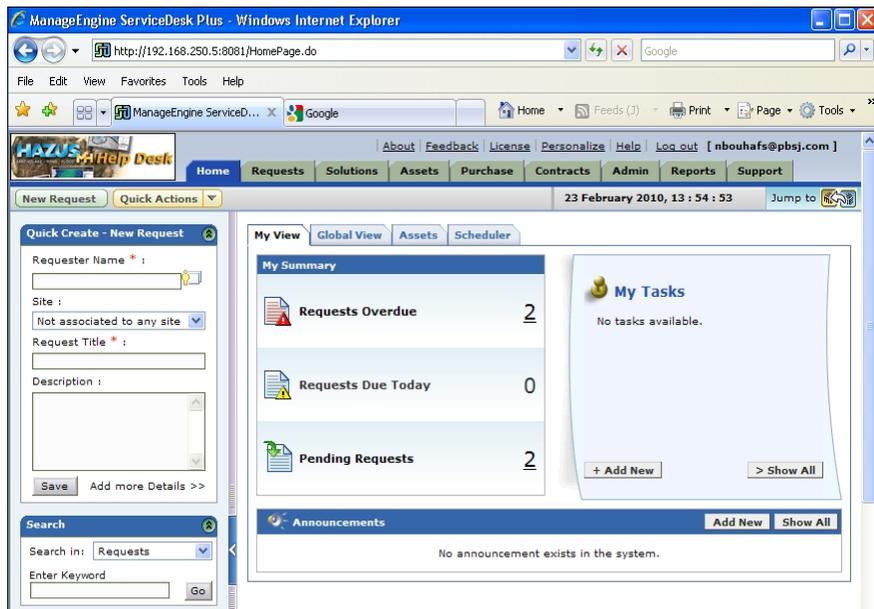


Hazus Help Desk

The Hazus Help Desk is your solution to log, track, query and review technical support requests for the Hazus disaster modules. Visit the Hazus Help Desk at <https://hazus-support.msc.fema.gov>.

Features

- 24/7 web-based availability to submit requests and track issues
- Check past requests and current solutions
- Full repository of technical information available FREE to all Hazus users



How It Works

- Users can log in and review the repository of solutions at any time.
- The Hazus technical team will monitor each request until a final resolution has been reached. Users can track their requests through the site and will receive an automatic email notification when a change has been made regarding their request.



Try it Today and Have the Answers You Need Tomorrow

Technical assistance is available 24/7 through the Hazus Help Desk at <https://hazus-support.msc.fema.gov>. Use your Hazus Help Desk login and password to access the system.

New users should send an e-mail to hazus-support@riskmapcds.com to gain access.

Users can also call the technical hotline at 1-877-283-8789 as an alternative means of support.

Hazus Users Now Have Four Choices for Technical Support

Hazus Help Desk

Open a request through <https://hazus-support.msc.fema.gov>. You can check out the Solution Repository for frequently asked questions and solutions.

Call the Hotline

Users can still submit a question at (877) 283-8789. Those questions will be added to the Help Desk requests and users will be able to check online for updates and resolutions to their question.

Send an E-mail

Users can submit questions via e-mail to hazus-support@riskmapcds.com.

Technical Support May Request Additional Information

Information about what led up to the problem may be useful for Technical Support and it is recommended that this be documented prior to contacting Technical Support.

Environment information including:

- Machine type (Pentium II/III/IV, Itanium, Athlon, 32-bit, 64-bit, etc.) This information may be found within the Control Panel under System Properties.
- System hardware configuration (hard disk drive size, amount of free disk space, amount of memory, virtual memory size, network type, etc.)
- List of software installed on the same machine as Hazus-MH (MS Office, Seagate Crystal Reports, etc.), including type, version and service pack or PTF

Sequence of events that led to the problem or an outline of what happened including:

- Commands and options used
- Time and date of when messages were received
- Product error messages
- Messages from the operating system, such as “file system full”
- Screenshots of error messages. Screenshots can easily be obtained by using Alt>Print Screen

For problems related to creating study regions

Please include the following log files as attachments to your e-mail if you have a problem related to study region creation. These files can be found in the study region folder.

- AggregationLog.txt
- DTSLog.txt