

Just-in-Time (JIT) Customer Support

KIT provides just-in-time (JIT) customer support services for our State and Federal Customers.

- **Help Desk**: The KIT helpdesk is staffed by professional and dedicated support personnel during normal business hours. All issues are tracked in a helpdesk database and a summary of user issues is produced at the end of the year. The KIT Support helpdesk can be contacted through the online assistance contact form, email and toll free phone support.
- **Online Support**: KIT has a support site dedicated to individual state and federal customers. On the support site, users can download manuals and other training materials, check the “What’s New” section for description of updates, detailed explanations of Frequently Asked Questions (FAQs), and access evaluation forms.
- **Online Chat Support**: KIT uses an online chat support directly accessible from the service application. Through the online chat, KIT support representatives can view the user screen which will quickly help troubleshoot the issue.
- **Online Training**: By using Microsoft’s web-based LiveMeeting in conjunction with a teleconferencing system, users can register and effectively receive training on their desktop computers. The effectiveness of the training is further enhanced by scheduling and delivering only the content that is appropriate for the registered users.
- **On-site Training**: KIT’s professional staff can train onsite at computer labs with only an Internet connection needed. Each of the users will receive a step-by-step how-to manual, as well as a training workbook and other instructional materials.
- **Train the Trainer**: KIT also has a “Train-the-Trainer Certification Program.” Local staff members are fully trained on how to use, train and support the KIT Service, but they can always contact KIT support staff to answer follow-up questions.

