

HOW TO CREATE A TICKET IN THE HUB

- 1) Log into the HUB. The system will time out if you have not been active.
- 2) Click the ADD CLIENT button. Do not use the CTC client option, that is a feature that we are not using at this time.
- 3) For SERVICE TYPE, select DROP OFF
- 4) For SIGNATURE METHOD, select IN PERSON
- 5) For ASSIGN TO, select FOUNDATION COMMUNITIES



Add a new client

Service type
Drop off

Signature method
In person

Assign to
Foundation Communities (Austin)

- 6) Enter client's first and last name
- 7) For preferred name field, use the [Hub Ticket Naming and Modifiers](#) document. The preferred name will be the primary taxpayers first and last name without any middle initials or the spouse's name, ex: JOHN SMITH TY21
- 8) You will need to enter either a cell number or email address and opt in to notifications
- 9) Enter the rest of the client information
- 10) Choose the appropriate certification level and the tax years that we will be preparing. Please NOTE, if there are returns prior to 2018, you will not be able to add that tax year. Prior years will only be indicated using the modifiers in the ticket's preferred name, ex: TY17, TY16
- 11) Click SEND FOR PREP and the ticket will be generated
- 12) Open the ticket by clicking on the client's name
- 13) Click the ASSIGN + button
 - a) Drop Off Tickets assign to DO Manager
 - b) STS tickets assign to DO Manager
 - c) FSS tickets assign to Rania Ghallab

- 14) Confirm that the preferred name includes the tax year(s) and any modifiers, you have made the correct assignment, the certification level is correct, and the status is Ready for Prep

The screenshot shows a client profile for 'SCOOPY DOO TY21 +MIL' with ID #53137. The client is 'MARIANNE WAGNER' and the status is 'Ready for prep'. The client is associated with 'Foundation Communities (Austin)'. There is an 'Add tax year' button and an 'Edit' button. The last client update was on 1/6/2022 at 12:49 PM CST.

- 15) At this point you will add your scanned PDF with the client's tax documents under the document tab. Click ADD DOCUMENT and upload the PDF from your computer.
- 16) Indicate the document type from the drop down menu and name the document using the site abbreviation, intake, and tax year.

The screenshot shows the 'Add document' form for 'SCOOPY DOO TY21 +MIL'. The form includes a 'Select file' section with a 'Choose File' button and the filename 'scenario 1 intake.pdf'. The 'Display name' field contains 'NO INTAKE TY21'. The 'Document type' dropdown menu is set to 'Other'. The 'Tax return' dropdown menu is set to '2021'. There is an 'Archive document' checkbox which is unchecked. The form has 'Save' and 'Cancel' buttons.

- 17) Make any notes for tax prep under the Notes tab. Please indicate which tax year the note pertains to if there is more than one year on the ticket. Notes are very helpful for Drop-Off since they do not have the client in front of them. Please include any information you think tax prep could