# Obtaining Support for the DGS ProjectTeam System

Support Resources

1. **Accessing ProjectTeam** – The DGS ProjectTeam System can be accessed via browser from any electronic device with an internet connection at Https://app.projectteam.com

2. **DGS ProjectTeam User Accounts – I**f you need access to the DGS ProjectTeam System or Project(s), please contact the DGS Project Manager for the project(s) that you need access to if you are a vendor or the appropriate DGS EPM if you are a DGS Staff/DGS Contract Project Management Staff/Client Agency user. DGS ProjectTeam Support does not provide user accounts or project access for users.

3. **Forgotten Password** – Use the "Forgot your password" link on the ProjectTeam login screen to reset your password. Check your Spam/Junk email folder and contact DGS.ProjectTeam@dc.gov if you do not receive a password reset email within 30 minutes.

4. **Instructions and Training for use of the DGS ProjectTeam System** - Available from the DGS ProjectTeam Resource Website – https://www.projectteam.com/dgs/home.html
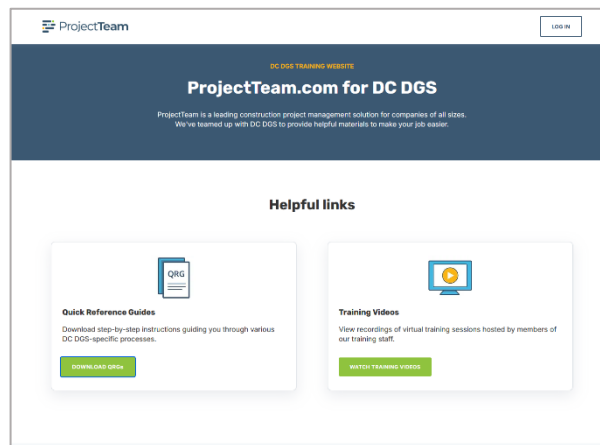
A. **Quick Reference Guides (QRGs)** – These are custom guides which show step by step instructions and include DGS procedures to guide you through the correct steps to enter project information and records. The QRGs are tailored by project role and posted in sections according to the project role(s) that they are applicable to.

B. **Training Videos** – Virtual class recordings giving detailed instruction specific to select roles and functions of the DGS project team.

5. **Accessing DGS-supplied Project Documents (Vendor users only) -** If you have questions about your contracts, change orders or other ProjectTeam records which you need access to in the system, please contact your DGS Project Manager.

6. **DGS Processes and Forms** – If you have questions about DGS Processes or Forms for Project Delivery and/or Documentation, refer to the posted QRG for that form/function and your project role or contact your DGS Project Manager (APM, vendor, and client agency users) or EPM (DGS Project Managers)

7. **DGS ProjectTeam System Technical Support** - If you need technical support for the DGS ProjectTeam System, please send an email to DGS.ProjectTeam@dc.gov. Make sure to include all relevant details for the issue.

   A. Include the *Project Name* as it appears in ProjectTeam for all support requests
   B. Include the name/Subject of, or sufficient detail for DGS ProjectTeam Support to determine, the specific record that you are having an issue with if the request is record/form related (open the record and cut/paste the web address for the record into the support request email where possible)
   C. Include all relevant and specific details as to what the issue is. Include what is, or isn't, happening (reference the appropriate QRG page/step where applicable).
   D. Include screenshots of any error messages you receive from ProjectTeam