Alaska Adult Education

AlaskaJobs Help Desk Template

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| --- | --- | --- | --- | --- | --- |
| Name |  | Username |  | Date |  |
|  |  |  |  |  |  |
| Email Address |  | Priv Level | Choose an item. | [ ]  New | [ ]  Reoccurring |
|  |  |  |  |  |  |
| Phone Number |  | AAE Regional Program | Choose an item.  |

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| Email Ticket to Donna at ged@alaska.govProvide as much detail as possible |
| Provide as much detail as possible  |
|  |
| Student ID#: |  | AED Case ID #: |  |
| Do not send student PII through email |
|  |  |  |  |
| Report Type | Choose an item. | Web Location |  |
|  |
| Section: | Choose an item. | System Pathway |  |
| Example: Manage Individual -> Program -> AE Application -> Class Registration  |
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| Description of Issue: |  |
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| Additional Information |
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| Other staff having the same issues? | [ ]  Yes [ ]  No | If yes, who? |  |
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| What you expect the system to be doing, based on training |  |
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| How many times have you had this issue? | [ ]  First time/only one[ ]  2-5 times | [ ]  More than 5, but less than 10[ ]  More than 10 |
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| Program Coordinators must troubleshoot all issues prior to ticket submission |

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| Screen Shots of Issue  |
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| AAE Program Office Only |
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| Date Received: |  | OPC Submitted | [ ]  Yes [ ]  No OPC Number: |  |
|  |
| Ticket Turned into help Desk | [ ]  Yes [ ]  No Resolution: [ ]  Yes [ ]  No Date:  |  |
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|  |
| Testing Needed: | [ ]  Yes [ ]  No  | If Yes: | [ ]  UAT / Date |  | [ ]  Prod / Date |  |
|  |
| AAE Meeting Notes: |
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