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.gov  Provide as much detail as possible | | | | |
| Provide as much detail as possible | | | | |
|  | | | | |
| Student ID#: |  | | AED Case ID #: |  |
| Do not send student PII through email | | | | |
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| 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: | | |  | | | |
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| 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 | | |  |
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| AAE Meeting Notes: | | | | | | | | | |
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