How to Submit a WISEgrants Help Ticket

Objective

WISEgrants users will understand how to submit a help ticket using the "WISEgrants Help Ticket form" with sufficient detail for their issue to be resolved efficiently.

Steps to Submit a Help Ticket

1) ***Agency*** field: Select your agency from the dropdown list. If you are a CESA staff person, you should see CESAs listed under the acronym. If you are contacting us on behalf of another agency, please include the agency name in step 4 below.
2) Fill out your contact information in the ***First Name, Last Name, Phone Number, and Email Address*** *fields.*
3) ***Contact Type*** *field:* Select the appropriate radio button.
    a) **Ask a question**: If you are unsure about application functionality or have other questions.
    b) **Make a suggestion for improvement**: if there is functionality in the application that you would like to recommend changing or other process or protocol suggestions.
    c) **Report a Problem** (user access issue, bug or error message): If there is an issue with your application that you think needs DPI action or attention. Some examples include: trouble logging in, access denied, an error message that you think is invalid, request to reset an enrollment certification or update a private school affirmation form.
    d) **Request to add a WUFAR combination**: if you are attempting to budget an item, but cannot find it in dropdown selections or search feature.
    e) **Other**: Anything not covered above.
4) ***Which WISEgrants grant or feature are you contacting us about?*** field:
    a) Include the fiscal year and the specific grant/subbudget or feature (e.g. 2019-20 ESEA End-of-Year Report, 2019-20 CIPR LEA-Level Continuous Improvement Plan & Factors, or 2019-20 IDEA Flow-through CCEIS subbudget). *If you are a CESA staff person, contacting us on behalf of another agency, please include that agency's name here.*
5) ***Description of Issue*** field:
    a) If you are Reporting a Problem, describe the issue and include the URL of the affected screen and the text of any error message you are experiencing, or provide a screenshot (please see instructions below).
6) Click the **Submit** button. You may see a flash of data changing in the Description field as it merges with your grant or feature response, don't be alarmed.

A confirmation message will appear with a tracking number and you should receive an automated e-mail with this same information.

If you have a **screenshot** or other file to submit with your ticket, reply to the automated confirmation e-mail, attaching your documentation. This will store your file with the case history. Screenshots are best when they show as much of the screen as possible, including the URL in the address bar.