

## Help Desk Hours

The Help Desk support team is here to help you with your IAS questions and issues. They can be reached Monday through Friday from 8:00 a.m. – 8:00 p.m. (EST) by:

 **Phone:** 1.888.427.1631

 **Email:** [ias-helpdesk@da.usda.gov](mailto:ias-helpdesk@da.usda.gov)

During afterhours, you are encouraged to email the Help Desk with your question or issue. You may also leave a voicemail message at the Help Desk main line.



# Integrated Acquisition System (IAS)

## Working with the IAS Help Desk



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## IAS Help Desk

The Integrated Acquisition System (IAS) has a dedicated Help Desk staffed with knowledgeable people who are ready to help you with questions, concerns, or problems you may have with the system. The purpose of the Help Desk is to troubleshoot technical issues as they relate to IAS and to provide user guidance on how to navigate the system.

The information in this pamphlet will help you work efficiently with the Help Desk staff so they can resolve your issues as quickly as possible.

### IAS Help Desk Contact Information

**Phone:** 1.888.427.1631

**Email:** [ias-helpdesk@da.usda.gov](mailto:ias-helpdesk@da.usda.gov)

## Information to Provide the IAS Help Desk

To fully understand and provide resolution of your issue, the Help Desk staff asks that you provide key information. Please have the following information readily available when contacting the Help Desk as it may be required from you:

- Document number and type (requisition, purchase order, etc.)
- Your telephone number
- Your username and ID
- Your Agency affiliation (e.g., Forest Service)
- The IAS module you are using (requisition, acquisition, etc.)
- A clear description of the issue including:
  - Summary of the problem
  - Steps to recreate the problem
  - Actual result
  - Expected result
  - Other pertinent information
- Screenshots (may be requested for follow up or further investigation)

## What to Expect After Opening a Ticket

After opening a ticket, the Help Desk will work to resolve your issue in a timely manner. There will be times when the issue may require additional research. In such cases, the ticket will remain open until it is resolved.



For your convenience, you may want to keep this pamphlet handy, as it contains useful Help Desk contact information and instructions for speedy ticket resolution.