DPS HELP DESK TEMPLATE

Customer Info:		
Mandatory	**Name:**	
Mandatory	**Phone#:**	
Mandatory	**DSN#:**	
Mandatory	**Email Address:**	
Mandatory	**ETA User ID:**	
Mandatory	**User Role**:	
Optional	**Organization** (The name of the site or organization the customer is calling/emailing from): e.g. Bekins Van Lines DoDCustomer, Counselor, PPSO Outbound etc	
Mandatory	**Organization Identifier**: GBLOC, SCAC, Branch of Service etc	
Customer System Info:		
Optional	**Operating System**: Windows XP, Windows 2003 etc	
Optional	**Browser**: IE5, IE6 etc	
Optional	**Application version** (If using forms/Manugistics bidlinx): Excel 2003, Adobe 5.0	
Error Info:		
Mandatory	**Login Issue**: Y/N?	
Mandatory	**Date & Time it occurred:**	
Mandatory	**DPS Module**: TSP Quals, Counseling, Rate Filing etc	
Mandatory	**DPS Release**: 1.1.04, 1.2.02 etc	
Mandatory	**Description** (Including Screenshots): Detailed description of the problem, including system or application affected, steps taken by customer, page (pickup page in counseling) where it occurred, screen shots, and/or error messages. If no steps or description screenshot are mandatory this also depends on the nature of the issue. If we can get both screenshots and steps that would be very helpful. **At minimum a short description is required.** 1. Logged in as a Counselor: 2. Selected Counseling Tab 3. Selected Person Finder 4. Entered SSN of the person 5. Selected Created Move under my orders 6. Enter Order Information 7. Received an error x.	

	Steps taken to resolve: Tried 2 times but same results.	
Network Info		
Optional	**Notified local IT POC**: yes/no	
Optional	**Other in office having same issue**: yes/no	
Optional	**IT POC info:** Name, email, phone	
Optional	**Source IP Address:**	