CHAPTER 7

Using the One-e-App Help Desk

When you experience an issue or problem in One-e-App, please contact the One-e-App Help Desk by phone at (866) 429-1979 or email at ttpro@oneapp.org to report your issue. The following are instructions for calling the helpdesk or reporting an issue via e-mail.

I.Tips for calling the helpdesk

When calling the helpdesk to report an issue, please be prepared to providing the following information:

- County reporting the call

- Your User name and organization

- Your ID and role (example, CAA)

- The Application ID or name of applicant or primary informant on the application

- Screen print of error message or the URL of the screen name where the issue was encountered, Example URL: https://thecenter.oneeapp.org/app/APPTYPE.ASPX

- Detailed description of the problem, at what point in the system that the problem occurred (e.g., Searches, Application Processing, Eligibility Calculation, Data Transfer to Health-e-App, User Account, Faxing of Verification Documents, Generation of Universal Summary, Notices or PDF Documents.

II. How to report bugs via e-mail

Send an e-mail to **ttpro@oneapp.org** with a brief summary of the issue in the subject line and a detailed description of the problem you are experiencing in the body of the e-mail, along with the One-e-App Application ID, User Name and, whenever possible, a screen-shot of the error you have encountered.

The e-mail will get loaded into Test Track Pro's Helpdesk Log and you will receive an automatic e-mail notification with a ticket number, which can be used for future reference.

Do not reply to messages sent by Test Trak Pro.

You should not reply to the automatic messages sent by Test Track Pro, nor should you "cc" or copy anyone at the "ttpro" e-mail address while 'Replying' or 'Forwarding' your original message. This will generate new ticket numbers and duplicate the issues in the helpdesk log.

Attaching screen-shots on e-mails to TTPro

Attaching screen-shots is a great way to communicate a One-e-App bug, as they help the Development Team recreate the issue and/or isolate the cause of the problem.

Screen shots that are inserted directly in the body of the e-mail do not work TTPro. They must be attached as "attachments" to the e-mail. E-mails sent to **ttpro@oneapp.org** are directly received by the One-e-App Support Team. The text in the body of the e-mail is imported as the "ticket description" and any attachments to the e-mail are attached to the ticket in Test Track Pro. It is important that if a screenshot is included with the e-mail sent to this address, <u>it must be saved to a file and then the file must be attached separately to the e-mail</u>.

How to Attach a Screen-shot

1. When you make the screen-shot, be sure you are looking at the screen with the problem!
2. Press "print screen" on your keyboard to record the screen-shot to your computer's clipboard
3. Open your word processing software (such as Microsoft Word) and create a new document
4. Choose Edit → Paste from the menu (or Control + V on the keyboard) to paste the screen-shot into the document
5. Save the document to your computer – remember where you saved it! Saving it to your desktop or a special folder for "One-e App" may be helpful.
6. Write your e-mail to our: **ttpro@oneapp.org**
7. From your e-mail software (i.e. MS Outlook, Groupwise, Yahoo, etc...) select "attach a file"
8. Find the document you saved in step 4 and select it
9. Verify that your document is now attached to the e-mail (open it up and look at it as a final check, if there is any chance that you might have attached the wrong document!)
10. Send the e-mail

Sample responses from Test Trak Pro (TTPro)

TTPro is an automated system that tracks bugs or issues for the help desk. Below are samples of the e-mail notifications of Tickets created from an e-mail you send to the TTPro system. If you don't agree that an issue has been solved, you can re-open a ticket.

Report that a Ticket was created.

Report that a Ticket was closed.

Ticket 13212 has been created on Apr 12, 2007.

This is an automated acknowledgement that we received your message on
Apr 12, 2007.

Your issue has been given Ticket# 13212

Should you wish to check on the status or have any further questions on this issue, please call the help desk at 1-866-429-1979 and refer to the Ticket#.

SF One-e-App DOT NET Ticket 101710 has been closed

Ticket 101710 was closed on 12/7/2006.

Severity: P2 - High
Project: One-e-App DOT NET
Summary: Income screen does not allow commas in employer's name

Description:
https://thecenter.oneeapp.org/app/H_INC_INC.ASPX? I tried to include a employer name with a comma, it kept giving me the pop up to "enter valid characters for employer"
……………….....................................

Closure Notes: The allowed values for employer name have been changed so that users may enter employers with commas in the name.

Should you wish to re-open this issue, please refer to the Ticket#101710 and contact the HelpDesk at 1-866-429-1979 for further assistance.

Thank you for your patience.

-- Application Support Team