

# Information to Include in Help Desk Emails

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Often users email the AIR Help Desk about an issue and the email the Help Desk receives is missing key information that the Help Desk needs in order to work on the case. This can result in a delay while the Help Desk agents attempt to reach the school or district to collect the missing information.

To help move cases more quickly to the appropriate Help Desk agent, please fill in the table below and send it to the Help Desk in your initial email along with a description of the issue you are reporting. Please include any information that you think will help us understand and resolve the issue and that is not covered in the table below in your email. If one of the rows in the table is not relevant to your case or you do not know the answer, you can just say N/A (for not applicable) or Don't Know. By providing this information in your initial contact with the Help Desk you will be facilitating the quick resolution of your case.

<b>Primary Contact Name</b> (usually the person who is emailing the Help Desk)	
<b>Primary Contact Phone Number</b>	
<b>Primary Contact Email</b>	
<b>Oregon Institution ID</b> (school or district)	
<b>Operating System</b> (Windows, OS X, iOS, Chrome, Android, Fedora, Red Hat, openSuse, Ubuntu)	
<b>Operating System Version</b> (for example: Windows 7, OS X 10.9, iOS 8.2, etc.)	
<b>Internet Browser</b> (Secure Browser, Firefox, Chrome, etc.)	
<b>Internet Browser Version</b> (for example: Secure Browser 7.0, Firefox 34, etc.)	
<b>Connectivity</b> (hard wired or wireless)	
<b>System with Issue</b> (TIDE, ORS, Student Testing Interface, TA interface, Portal)	
<b>Error Message</b> (if applicable)	
<b>Student SSID</b> (if applicable)	
<b>Result ID</b> (if applicable)	
<b>Grade</b> (if applicable)	
<b>Test Name</b> (if applicable)	
<b>Session ID</b> (if applicable)	
<b>Testing Environment</b> (if applicable: operational test or practice/training test)	

<b>Item Number</b> (if applicable)	
<b>Item Type</b> (if applicable: listening, drag and drop, multiple choice, etc.)	
<b>Student Accommodations</b> (if applicable)	
<b>Number of Students or TAs Affected</b>	
<b>Number of Different Machines Tried</b>	
<b>If the issue involves connecting to an AIR site: Can you access other sites on the Internet such as Google or the Oregon Department of Education?</b>	
<b>If the issue involves a special feature such as sound (for listening items or TTS) or a refreshable Braille display: Does it work with other sites?</b> (For example, can you hear You Tube videos with your headset but you cannot hear listening items on the Oregon tests?)	