


Submitting Trouble Tickets with Supporting Documents

Introduction This guide provides the procedures for inserting or attaching supporting documents to a Trouble (Help) Ticket in HEAT.

- Information**
- To better assist all of you, we need detailed information when you submit a trouble ticket. Please provide the following:
 - EMPLID
 - What the error is (what are you trying to fix?) – BAH, responsibility pay etc.
 - What you are attempting to change, update, and/or enter – dates, zip codes, etc.
 - **Screen shots are EXTREMELY helpful.** Screen shots give us a better picture of which component you are in and the error that you are getting. **Take a screen shot of the page you are on and a screen shot of the error message as well (see the NOTE below).** Providing detailed information with the screen shots will help to resolve tickets at a much faster pace and ultimately get your members paid quicker. Also, see Step 8 for other information regarding slow ticket resolutions.
 - Some pay transactions **require** screenshots, such as OCONUS COLA, BAH and CONUS COLA corrections.

NOTE: If the required screen shots are NOT included in the PPC Trouble Ticket along with a detailed explanation of what the SPO is trying to accomplish and what the error message states, the ticket will be closed and returned to the SPO to await the required screen shots.

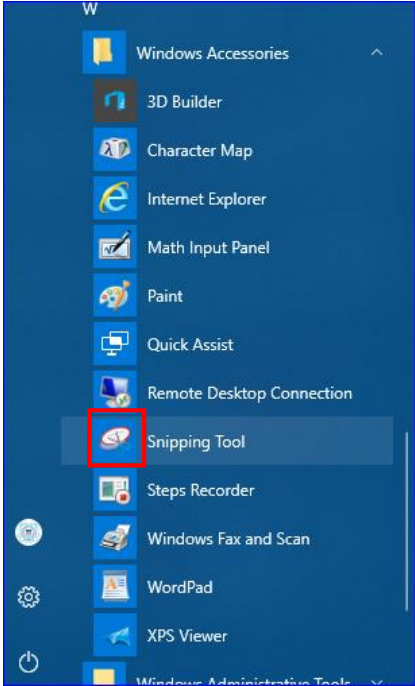
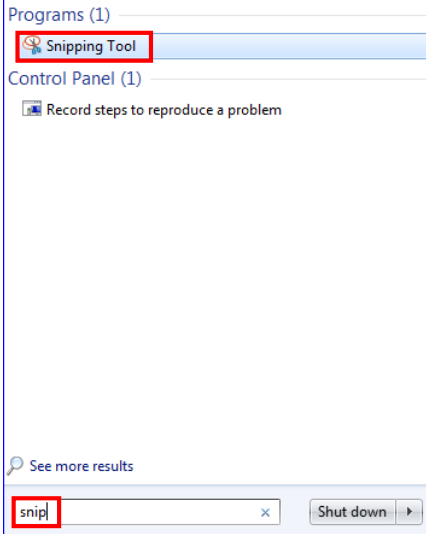
Procedures See below.

Step	Action
1	Search for the Snipping Tool by clicking on the Windows icon. 

Continued on next page

Submitting Trouble Tickets with Supporting Documents, Continued

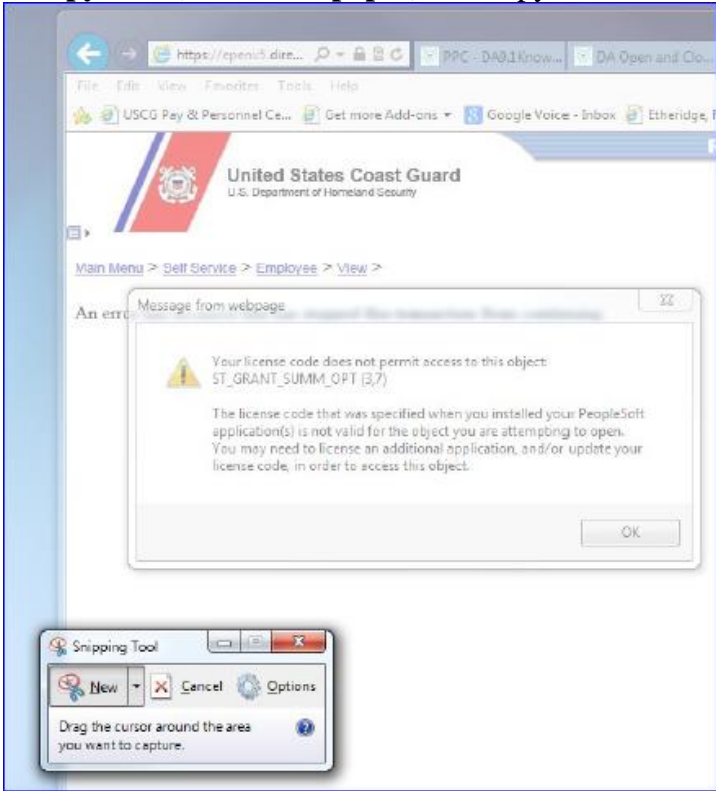
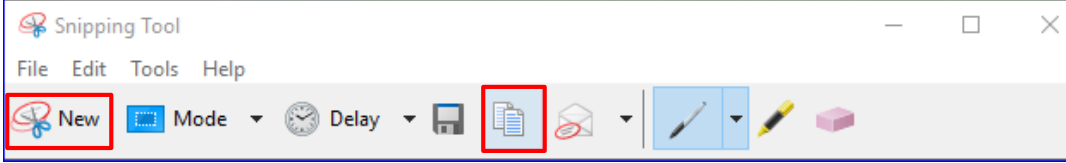
Procedures,
continued

Step	Action
2	<p>Scroll down to Windows Accessories and click on the Snipping Tool icon.</p>  <p>The screenshot shows a Windows Start menu search interface. The search results are displayed in a list under the letter 'W'. The items listed are: Windows Accessories, 3D Builder, Character Map, Internet Explorer, Math Input Panel, Paint, Quick Assist, Remote Desktop Connection, Snipping Tool, Steps Recorder, Windows Fax and Scan, WordPad, and XPS Viewer. The 'Snipping Tool' icon and text are highlighted with a red rectangular box.</p>
3	<p>You can also find the Snipping Tool by clicking the lookup icon and typing in snip.</p>  <p>The screenshot shows a Windows search window with the search term 'snip' entered in the search bar. The search results are displayed in a list. The first result is 'Snipping Tool', which is highlighted with a red rectangular box. Below the search results, there is a 'See more results' link and a 'Shut down' button.</p>

Continued on next page

Submitting Trouble Tickets with Supporting Documents, Continued

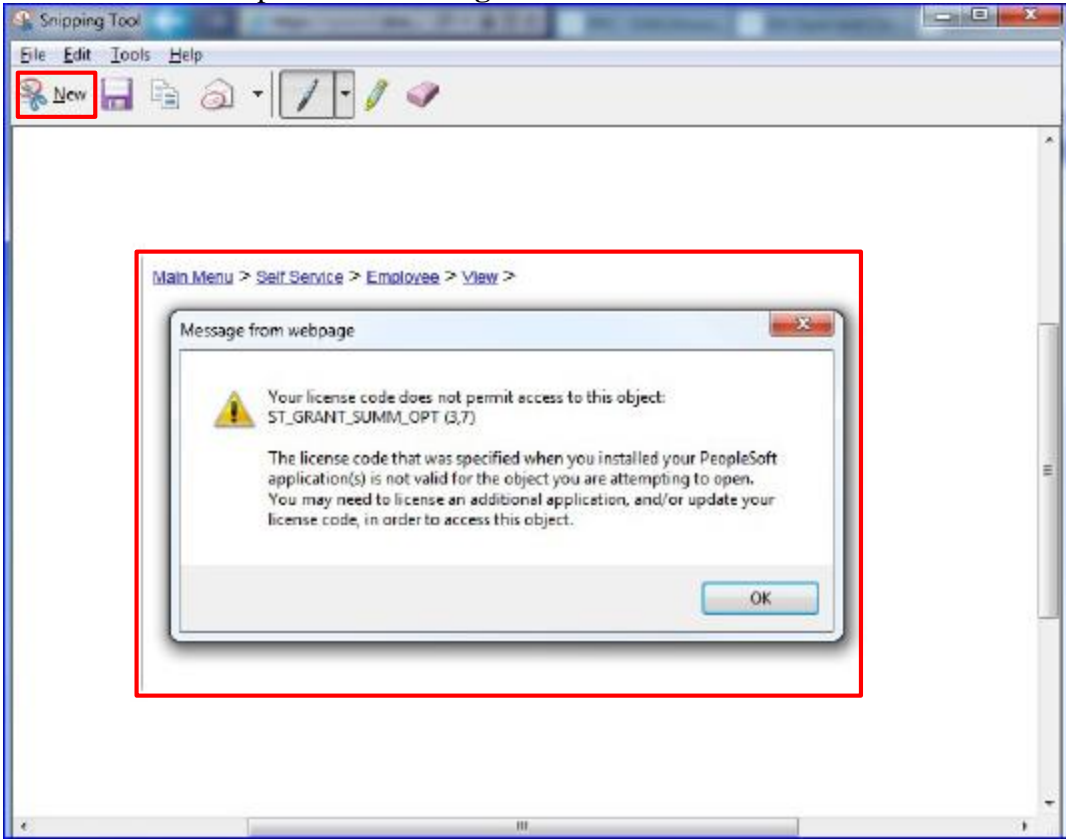
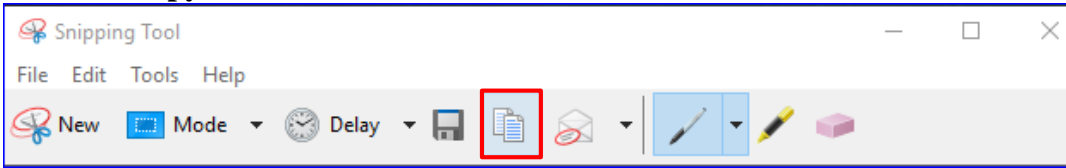
Procedures,
continued

Step	Action
4	<p>When the Snipping Tool opens, your computer screen should dim; if not, here are your options:</p> <ul style="list-style-type: none"> • New – to get a new screenshot (all computer screens are grayed out until you select the screenshot) • Copy icon (2 sheets of paper) – to copy the screenshot after you snip it  

Continued on next page

Submitting Trouble Tickets with Supporting Documents, Continued

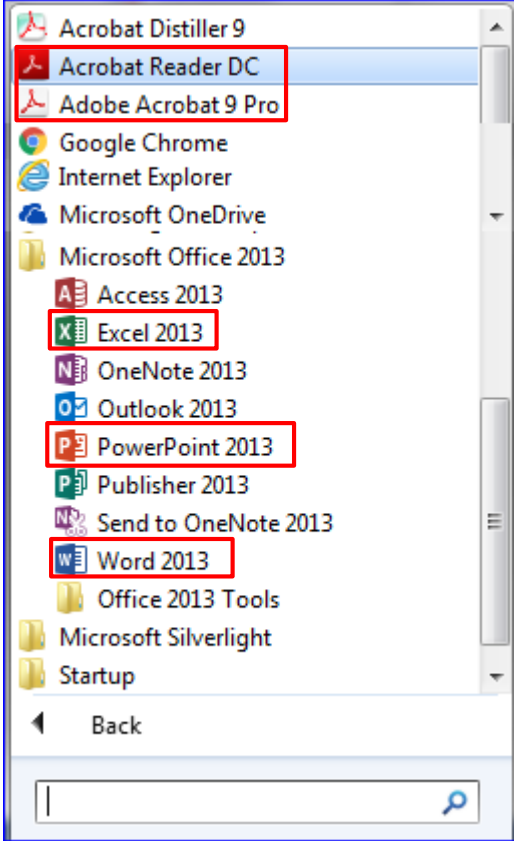
Procedures,
continued

Step	Action
5	<p>Click the New icon. While holding down either of the mouse buttons, drag the cursor around what you want to copy. Release the mouse button and the Snipping Tool window will open with the image.</p>  <p>The screenshot shows the Snipping Tool application window. The 'New' icon in the toolbar is highlighted with a red box. The main area of the window displays a browser navigation path: 'Main Menu > Self Service > Employee > View >'. A modal dialog box titled 'Message from webpage' is open in the center, containing a yellow warning icon and the following text: 'Your license code does not permit access to this object: ST_GRANT_SUMM_OPT (3,7). The license code that was specified when you installed your PeopleSoft application(s) is not valid for the object you are attempting to open. You may need to license an additional application, and/or update your license code, in order to access this object.' An 'OK' button is visible at the bottom right of the dialog box.</p>
6	<p>Click the Copy icon.</p>  <p>This is a close-up screenshot of the Snipping Tool toolbar. The 'Copy' icon, which depicts a document with a copy symbol, is highlighted with a red box. Other icons visible include 'New', 'Mode', 'Delay', 'Save', and 'Print'.</p>

Continued on next page

Submitting Trouble Tickets with Supporting Documents, Continued

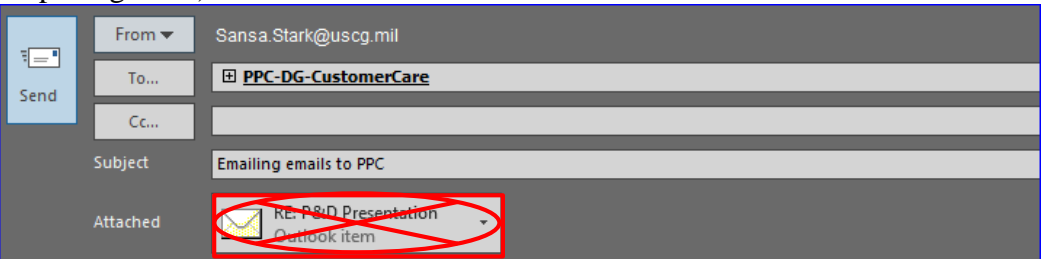
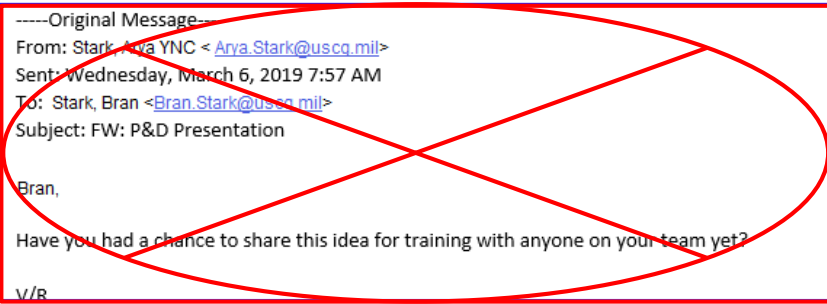
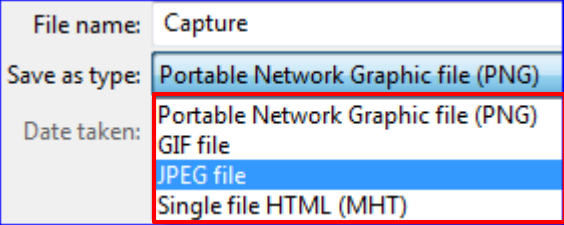
Procedures,
continued

Step	Action
7	<p>Paste this image into one of the following formats (ONLY) and save to your desktop/folders for use in sending to PPC:</p> <ul style="list-style-type: none"> • Adobe PDF – Acrobat Reader DC/Adobe Acrobat 9 Pro – Preferred*** • Excel Document – Excel 2013 (or current version) • Word Document – Word 2013 (or current version) – Preferred*** • Power Point Document – PowerPoint 2013 (or current version)  <p>The screenshot shows a Windows Start menu search interface. The search bar at the top contains the text 'Microsoft Office 2013'. Below the search bar, a list of applications is displayed. Red boxes highlight the following applications: Acrobat Reader DC, Adobe Acrobat 9 Pro, Excel 2013, PowerPoint 2013, and Word 2013. Other applications visible in the list include Acrobat Distiller 9, Google Chrome, Internet Explorer, Microsoft OneDrive, Microsoft Office 2013 (folder), Access 2013, OneNote 2013, Outlook 2013, Publisher 2013, Send to OneNote 2013, Office 2013 Tools, Microsoft Silverlight, and Startup. A 'Back' button is visible at the bottom left of the search results, and a search bar with a magnifying glass icon is at the bottom right.</p>

Continued on next page

Submitting Trouble Tickets with Supporting Documents, Continued

Procedures,
continued

Step	Action
8	<p>Once saved, click/find the link to the Customer Care branch webpage. If sending documentation via email, DO NOT:</p> <ul style="list-style-type: none"> • Send an email within the email. • Copy the image directly into the email. • Save the document as one of the 4 types listed below. All of the below document types WILL prolong solving the pay issue (extra steps are required when opening them).  <p>DO NOT COPY/DROP EMAILS AS AN ATTACHMENT WHEN SENDING IN A HELP TICKET TO THIS EMAIL ADDRESS!! THEY DO NOT OPEN!!</p>  <p>-----Original Message----- From: Stark, Arya YNC <Arya.Stark@uscg.mil> Sent: Wednesday, March 6, 2019 7:57 AM To: Stark, Bran <Bran.Stark@uscg.mil> Subject: FW: P&D Presentation</p> <p>Bran,</p> <p>Have you had a chance to share this idea for training with anyone on your team yet?</p> <p>v/R</p> <p>Thank you,</p> <p>Sansa Stark Training Specialist</p>  <p>NOTE: If filling out an actual Help Ticket, all of the same rules still apply. Only attach Microsoft or Adobe documents into the Help Ticket.</p>