

Adding Supporting Documents to PPC Help Tickets

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

- Important Information**
- To better assist everyone, the following information **must** be included in a trouble ticket:
 - EMPLID
 - What the error message 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 the technician or programmer 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 Trouble Ticket along with a detailed explanation of what the P&A or SPO is trying to accomplish and what the error message states, **the ticket will be closed and returned to the P&A or SPO to await the required screen shots.** Please see [Screenshot Examples](#) for more details.

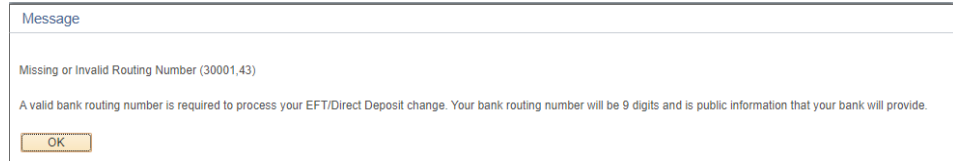
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Screenshot Examples

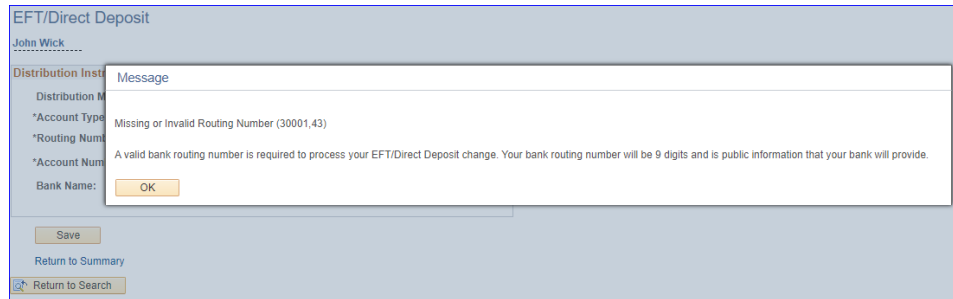
Bad screenshot:

No navigation (where are you in DA?) and no data showing. It is hard to recreate and test the error without these details.



Bad screenshot:

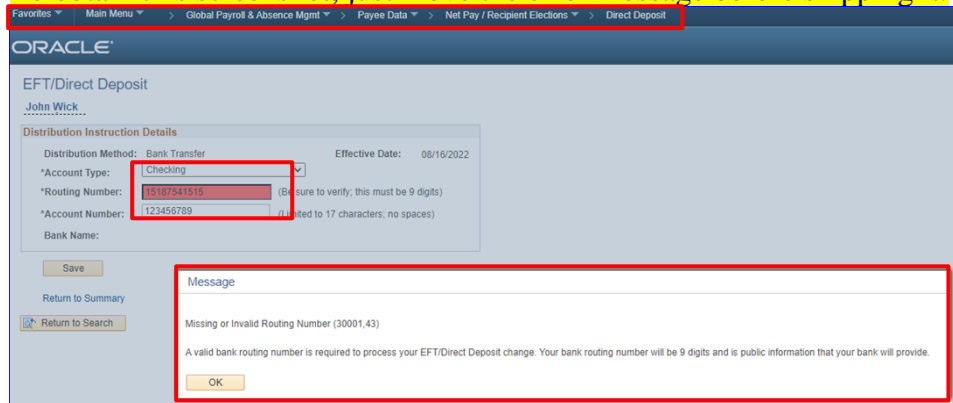
No adequate navigation provided and input data is not shown. It is hard to recreate and test the error without these details.



Good screenshot:

Shows **navigation**, what **data** was entered, and the **full error message**.

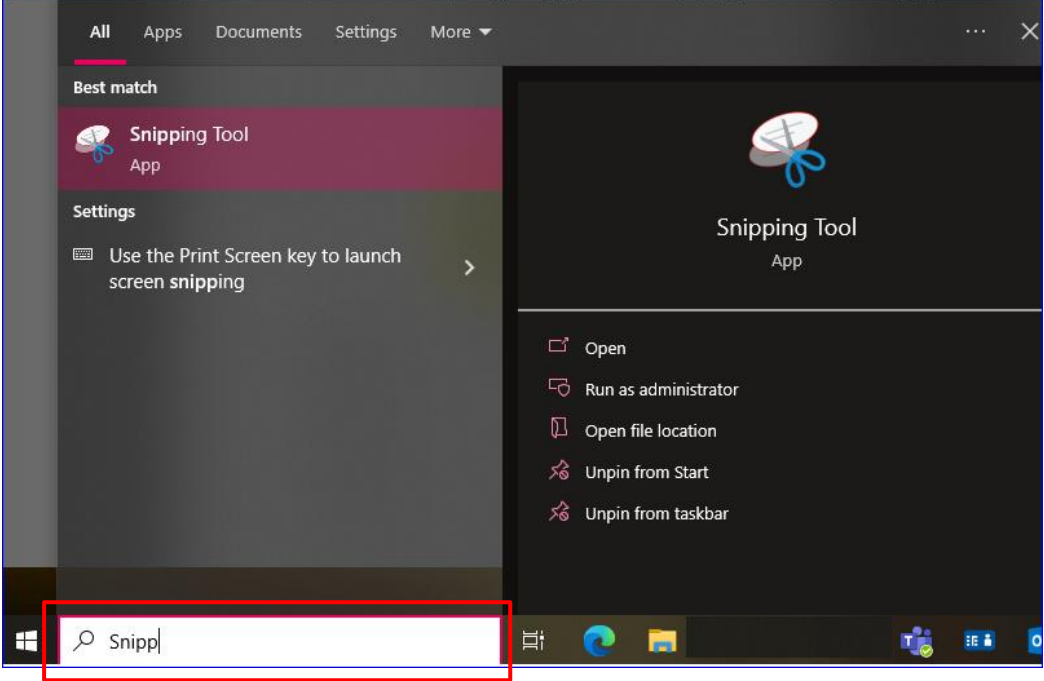
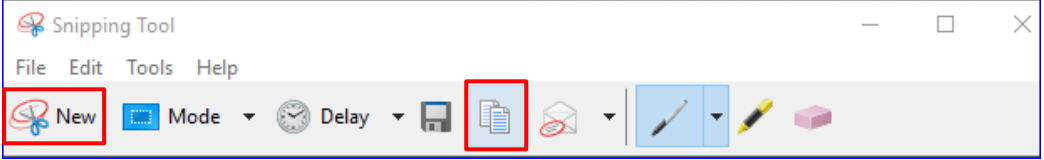
To obtain this screenshot, just move the error message before snipping it.



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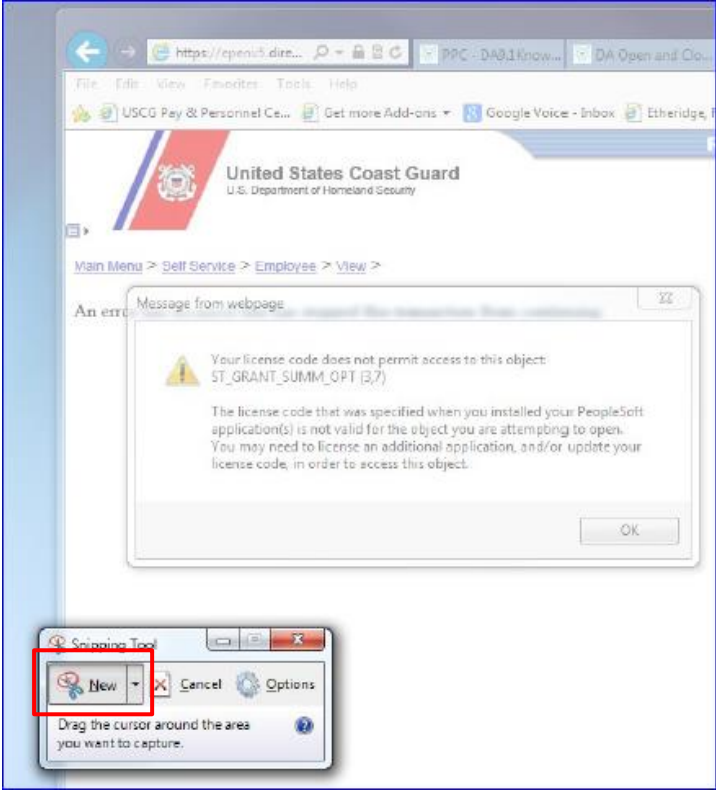
Procedures See below.

Step	Action
<p>1</p>	<p>The quickest way to add a screenshot of the error/issue is to use the Snipping Tool. It can be accessed by typing in the Lookup field on the desktop.</p>  <p>The image shows a Windows Start menu search for 'Snipping Tool'. The search bar at the bottom contains the text 'Snipp '. The search results are displayed in a dark theme. The 'Best match' section shows 'Snipping Tool App' with a blue scissors icon. Below it, the 'Settings' section shows 'Use the Print Screen key to launch screen snipping'. On the right side of the search results, there is a larger preview of the Snipping Tool app with the same icon and the text 'Snipping Tool App'. Below the preview, there are several action buttons: 'Open', 'Run as administrator', 'Open file location', 'Unpin from Start', and 'Unpin from taskbar'. A red box highlights the search bar at the bottom of the window.</p>
<p>2</p>	<p>The two main icons used are the New and Copy icons as shown below.</p>  <p>The image shows the Snipping Tool application window. The title bar reads 'Snipping Tool'. The menu bar includes 'File', 'Edit', 'Tools', and 'Help'. The toolbar contains several icons. A red box highlights the 'New' icon (a blue scissors icon) on the left. Another red box highlights the 'Copy' icon (a document icon with a blue arrow) in the middle of the toolbar. Other icons include 'Mode', 'Delay', 'Save', 'Print', 'Share', 'Snip', 'Highlight', and 'Eraser'.</p>

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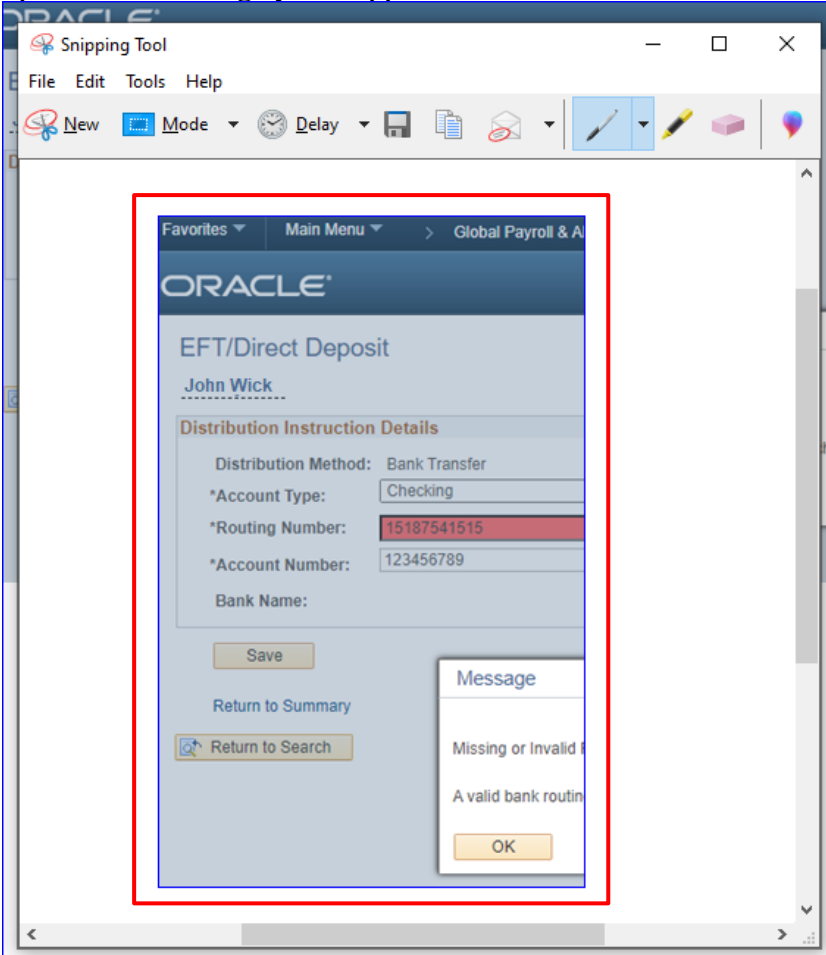
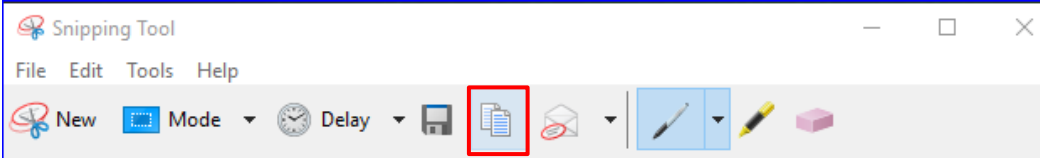
Procedures,
continued

Step	Action
3	<p>When the Snipping Tool opens, your computer screen should dim; if not, click New to get a new screenshot (all computer screens are greyed out until you select the screenshot).</p>  <p>The screenshot shows a web browser window displaying the United States Coast Guard website. An error message is overlaid on the page, stating: "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." In the bottom left corner, the Snipping Tool application is open, and the "New" button is highlighted with a red box. The Snipping Tool interface includes a "New" button, a "Cancel" button, and an "Options" button. Below the buttons, it says "Drag the cursor around the area you want to capture."</p>

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Adding Supporting Documents to PPC Help Tickets, Continued


Procedures,
continued

Step	Action
4	<p>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 you snipped.</p> 
5	<p>Click the Copy icon.</p> 

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Adding Supporting Documents to PPC Help Tickets, Continued

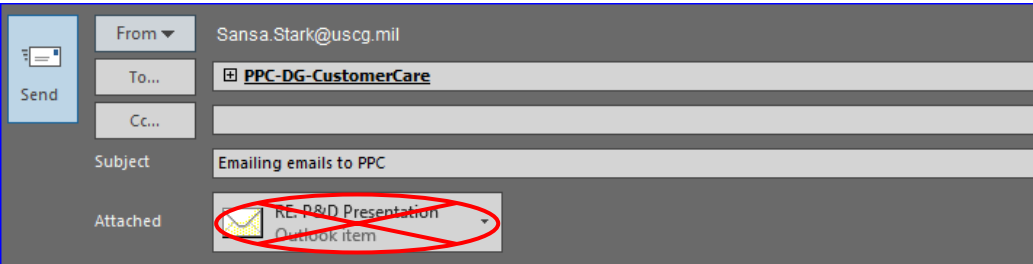
Procedures,
continued

Step	Action												
6	<p>Paste this image into one of the following formats and save to your desktop/folders for use in sending to PPC:</p> <ul style="list-style-type: none"> • PowerPoint Slide – PowerPoint 2016 (or current version) – Preferred (due to not needing to resize the image, therefor reducing distortion of the image) • Word Document – Word 2016 (or current version) • Raw image formats – Save as type JPEG, PNG, etc. <div style="text-align: center;">  </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <table border="1"> <tr> <td>File name:</td> <td>Capture</td> </tr> <tr> <td>Save as type:</td> <td>Portable Network Graphic file (PNG)</td> </tr> <tr> <td>Date taken:</td> <td>Portable Network Graphic file (PNG)</td> </tr> <tr> <td></td> <td>GIF file</td> </tr> <tr> <td></td> <td>JPEG file</td> </tr> <tr> <td></td> <td>Single file HTML (MHT)</td> </tr> </table> </div>	File name:	Capture	Save as type:	Portable Network Graphic file (PNG)	Date taken:	Portable Network Graphic file (PNG)		GIF file		JPEG file		Single file HTML (MHT)
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Date taken:	Portable Network Graphic file (PNG)												
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Procedures,
continued

Step	Action
7	<p>To attach documentation via a PPC-DG-CustomerCare email, click/find the link to the Customer Care branch webpage and refer to the below steps:</p> <ul style="list-style-type: none"> • DO NOT send an email within the email. • DO NOT copy the image directly into the email. • Add it as an Attachment. See below.  <p>DO NOT COPY/DRAG 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> 