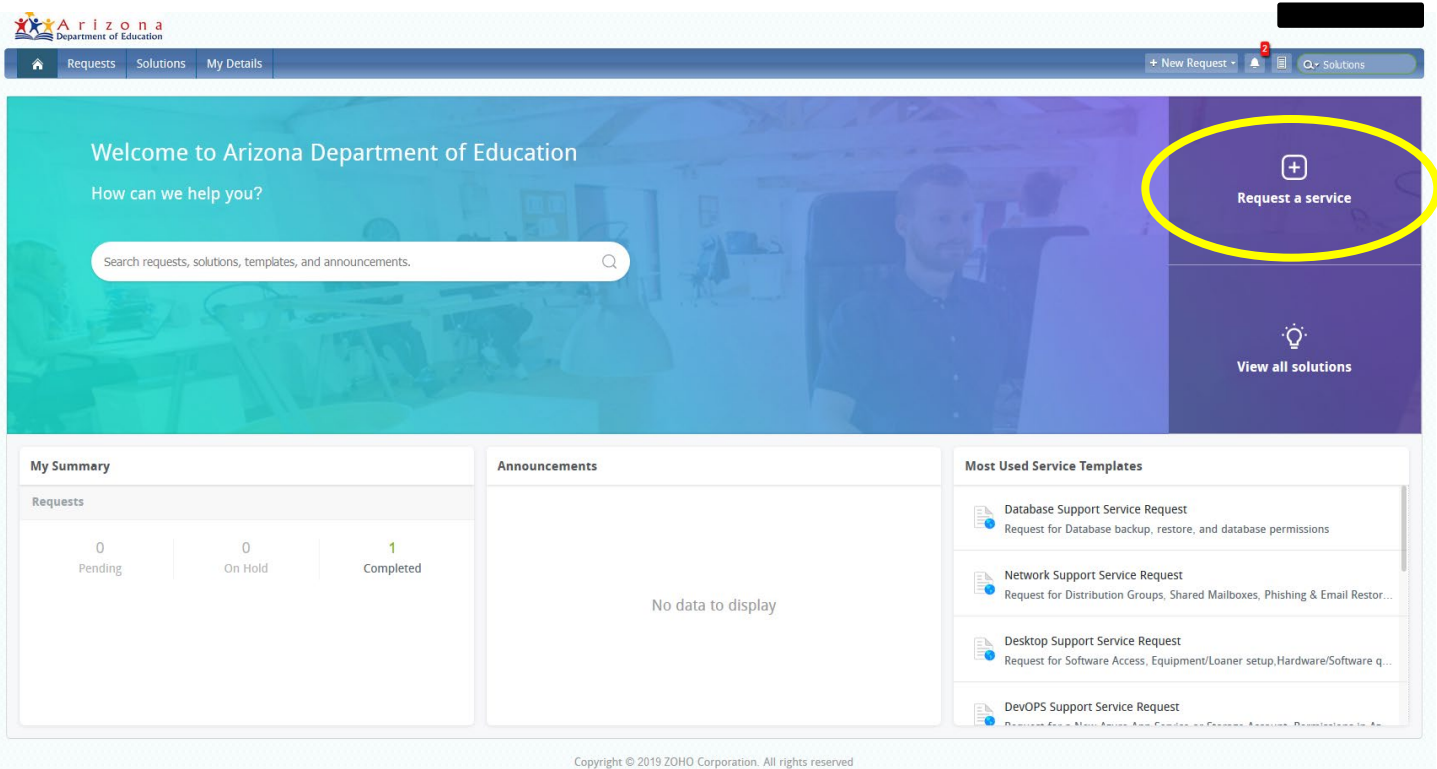


HelpDesk Instructions


1. You can access HelpDesk at <https://helpdesk.azed.gov/>, on the ESA page at [Welcome to the Empowerment Scholarship Account \(ESA\) Program | Arizona Department of Education \(azed.gov\)](#)
2. If it's your **first time** using the HelpDesk system, after you click "Submit a HelpDesk Request", **you'll receive a link from Zoho with an invitation to "Join the Arizona Department of Education Organization"**. Sign up using the same email address that you use for the ESA program. This link is only valid for 30 days. You'll need to reach out to our Support team if your link expires.
3. After signing up, you'll be directed to the ADEConnect login page. Enter the email address and password that you use to access the ESA applicant portal.
4. After logging in, **click on "Request a service"**.




The screenshot displays the HelpDesk interface for the Arizona Department of Education. The top navigation bar includes 'Requests', 'Solutions', and 'My Details'. A search bar is present with the text 'Search requests, solutions, templates, and announcements.' The main content area features a large banner with the text 'Welcome to Arizona Department of Education' and 'How can we help you?'. A prominent yellow circle highlights the 'Request a service' button, which is located on the right side of the banner. Below the banner, there are three main sections: 'My Summary' showing request counts (0 Pending, 0 On Hold, 1 Completed), 'Announcements' (No data to display), and 'Most Used Service Templates' listing various request types like Database Support, Network Support, Desktop Support, and DevOPS Support.

1. Other departments use HelpDesk, so you will see multiple categories. **Choose Empowerment Scholarship Account.**


Which category do you need help with?




Information Technology




Empowerment Scholarship Account



Grants Management








Health and Nutrition Services






School Finance

5. **Choose which ESA program area to contact.** If you have general questions, questions about eligibility or an application, please select Program Support Service Request. If you have a request about a purchase or a pre-approval, please use the Compliance Service Request.


Service Catalog

-  Information Technolo...
-  Empowerment Schola...
-  Grants Management
-  Health and Nutrition ...
-  School Finance


What help do you need with Empowerment Scholarship Account?

- 
Email To Ticket - ESA Standard Template
- 
ESA Compliance Service Request
This template will connect you with an ESA Compliance Specialist to assist with program accountability, spending, account status resolution, and purchase request for approval.
- 
ESA Program Support Service Request
This template will connect you with an ESA Program Specialist to assist with program eligibility, applications, contracts, funding, and general information.

6. Complete your HelpDesk request by entering the required information. Fields with a red asterisk '*' are required.

Create a service request |  Email To Ticket - ESA | [Switch template](#)


* Request Type * Status

* Category On Behalf Of User 

* Sub Category

* Item

* Subject

* Description


Requester Details Section

7. Submit your request.

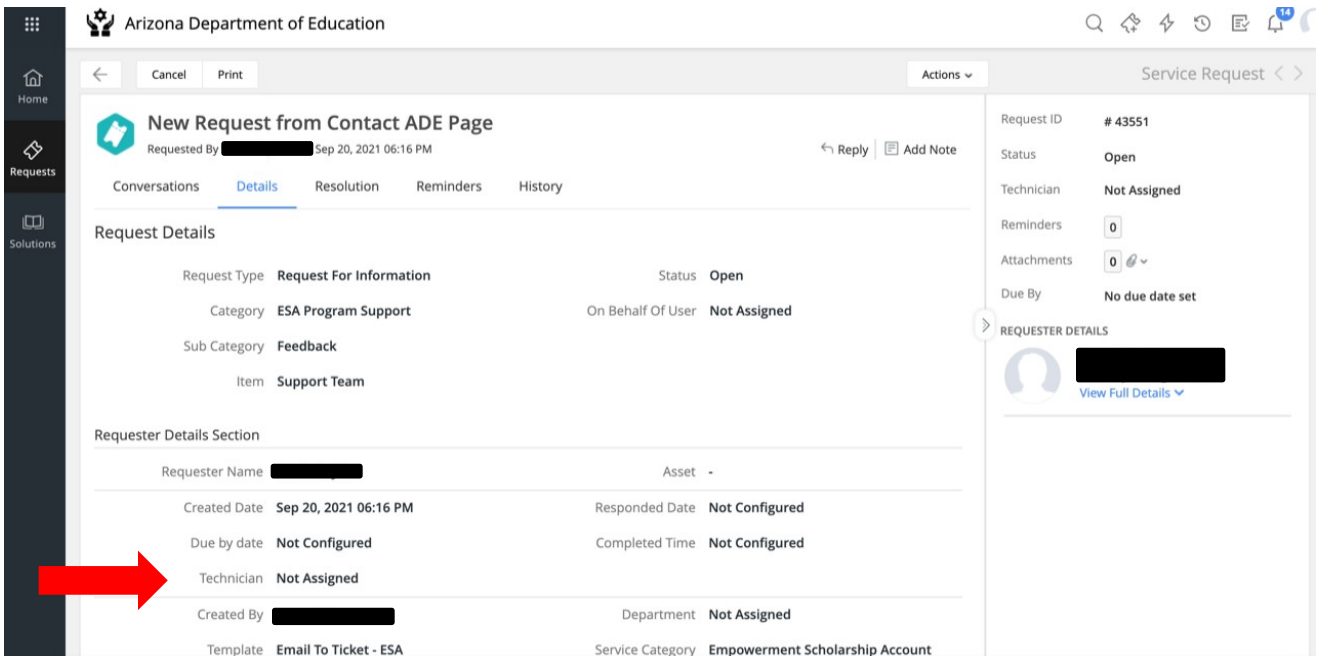


Request added

[View Request](#)

[Create another request](#) | [Back to home](#)

- You'll receive an email confirmation and can immediately view the request. Click on "Requests" to check any open requests and to see who the request was assigned to.
- When the request is completed, you'll receive an email confirmation.



Arizona Department of Education

Service Request < >

New Request from Contact ADE Page

Requested By [Redacted] Sep 20, 2021 06:16 PM

Request ID # 43551
Status Open
Technician Not Assigned
Reminders 0
Attachments 0
Due By No due date set

Request Details

| | | | |
|--------------|-------------------------|-------------------|--------------|
| Request Type | Request For Information | Status | Open |
| Category | ESA Program Support | On Behalf Of User | Not Assigned |
| Sub Category | Feedback | | |
| Item | Support Team | | |

Requester Details Section

| | | | |
|----------------|-----------------------|------------------|---------------------------------|
| Requester Name | [Redacted] | Asset | - |
| Created Date | Sep 20, 2021 06:16 PM | Responded Date | Not Configured |
| Due by date | Not Configured | Completed Time | Not Configured |
| Technician | Not Assigned | | |
| Created By | [Redacted] | Department | Not Assigned |
| Template | Email To Ticket - ESA | Service Category | Empowerment Scholarship Account |



ADE HelpDesk

Your request has been logged with request id #43551

To: [REDACTED]

Inbox - Gmail 6:17 PM

Dear [REDACTED]

This is an email to acknowledge your request. Your request has been created with id #43551. The title of the request is: New Request from Contact ADE Page.

The status of the request can be tracked at this link: <https://helpdesk.azed.gov/app/ftdesk/ui/requests/109074000021460459/details>

Please get back to us for any further clarifications.

Regards,
ESA Operations

NOTICE: This e-mail (and any attachments) may contain PRIVILEGED OR CONFIDENTIAL information and is intended only for the use of the specific individual(s) to whom it is addressed. It may contain information that is privileged and confidential under state and federal law. This information may be used or disclosed only in accordance with law, and you may be subject to penalties under law for improper use or further disclosure of the information in this e-mail and its attachments. If you have received this e-mail in error, please immediately notify the person named above by reply e-mail, and then delete the original e-mail. Thank you.