



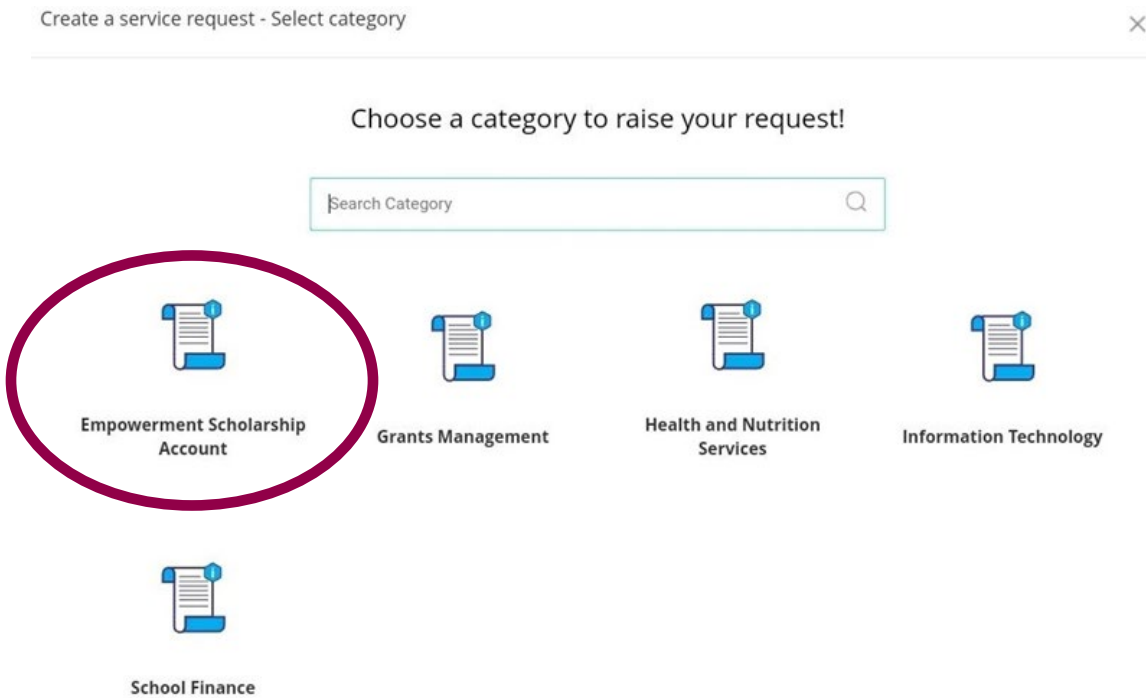
HelpDesk Instructions

The Department is creating a new secure message center and will update families when it is available. It will replace the current HelpDesk ticket system.

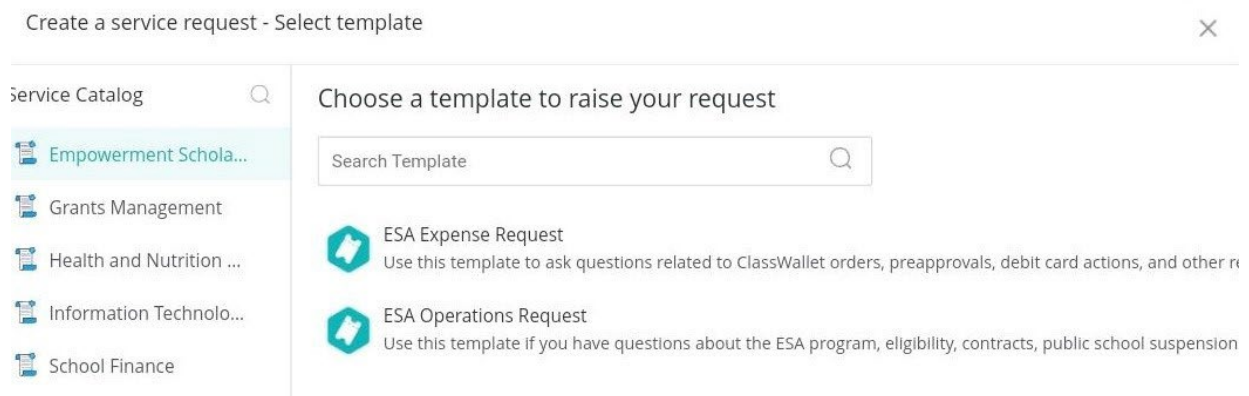
1. You can access HelpDesk at <https://helpdesk.azed.gov/>, on the ESA page at [Welcome to the Empowerment Scholarship Account \(ESA\) Program | Arizona Department of Education \(azed.gov\)](#)
2. **You must use a computer to do your initial set up for HelpDesk/Zoho. Do Not use your cell phone or a tablet for the initial set up because this will generate errors and you will not be able to create tickets.**
3. 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.
4. 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.
5. After logging in, **click on "Request a service"**.

A screenshot of the Arizona Department of Education HelpDesk interface. The top navigation bar includes the department logo, the name "Arizona Department of Education", and several utility icons. A left sidebar contains "Home", "Requests", and "Solutions". The main content area features a teal header with the text "Welcome to Arizona Department of Education" and "How can we help you?". A search bar is present below the header. On the right side of the main area, there are two buttons: "Request a service" (circled in red) and "View solutions". Below the main area, there are three panels: "My Summary" showing request counts (1 Pending, 0 On Hold, 54 Completed, 0 Awaiting Update), "Announcements" (empty), and "Most Used Services" listing "ESA Operations Request" and "ESA Expense Request".


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




7. **Choose which ESA program area to contact.** If you have general questions, questions about eligibility or an application, please select **ESA Operations Request**. If you have a request about a purchase or a pre- approval, please use the **ESA Expense Request**.




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

Create a service request |  ESA Expense Request | Switch template ✕


Request Type: Service Request | Status: Open


*Category: ESA Expenses | On Behalf Of User: -- Select On Behalf Of User... 

*Sub Category: Question  | *Application ID: 00000



*Item: Question

*Subject: Pre-Approval Request



 You can try, **Suggested solutions** available in the right panel [Hide Solutions](#)



*Description: 
Add question here
.....
.....
Please choose appropriate forms attached below based on your selection criteria:

Requester Details Section

*Requester Name:  | Asset: -- Select Ass... 
Phone: - | Department: - | Job: -

Site: Base Site

Attachments 

Drag and drop files here

9. Submit your request.



Request added

[View Request](#)

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

10. 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.

Arizona Department of Education

Service Request < >

Test
Priority :Not Assigned | Requested By [Redacted] on Jul 11, 2023 01:37 PM

Conversations | **Details** | Resolution | ...

Request Details

Request Type	Service Request	Status	Open
Category	ESA Expenses	On Behalf Of User	Not Assigned
Sub Category	Question	Application ID	00000
Item	Question		

Requester Details Section

Requester Name	[Redacted]	Asset	-
		Site	Base Site
Created Date	Jul 11, 2023 01:37 PM	Responded Time	Not Configured
Due by date	Not Configured	Completed Time	Not Configured
Technician	Not Assigned	Priority	Not Assigned
Created By	[Redacted]	Department	Not Assigned
Template	ESA Expense Request	Service Category	Empowerment Scholarship Account

11. When the request is completed, you'll receive an email confirmation.

Your request has been logged with request id # [REDACTED]



ADE HelpDesk

To [REDACTED]



Thu 7/13/2023 2:53 PM

Dear [REDACTED]

This is an email to acknowledge your request. Your request has been created with id # [REDACTED]. The title of the request is: [REDACTED].

The status of the request can be tracked at this link: [REDACTED].

Please get back to us for any further clarifications.

Regards,
ESA Call Center