

Requesting Self Reliance Service Desk Assistance

Purpose

This document provides step-by-step instructions to assist partners outside the DHW network to request assistance with IBES and request security access to IBES.

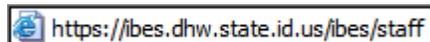
Requesting Self Reliance Service Desk Assistance Via Email (Primary and Preferred Method)

Assistance with IBES is available through the Self Reliance (SR) Service Desk email inbox. Perform the following steps to request assistance:

1. Open a new email message.
2. Enter "SRBenSvcDesk@dhw.idaho.gov" as the **To** address.
3. Enter "Partner Issue" and the partner group name as the subject line of the email. For example:
"Partner Issue – Easter Seals"
4. Enter a detailed description of the issue with the following information included:

- IBES environment in use when the issue was encountered. This is either Training or Production. Refer to the IBES URL to determine the environment:

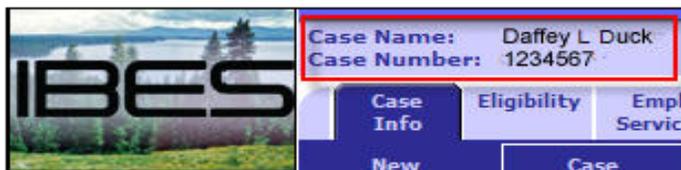
- The URL for Production is

 <https://ibes.dhw.state.id.us/ibes/staff>

- The URL for Training includes a "t" after the word ibes,

 <https://ibest.dhw.state.id.us/ibes/staff>

- IBES case number, when the issue was encountered while in a case. This number is located in the upper left corner of each IBES screen while in a case.



- Specific IBES screen(s) on which the issue was encountered.
- Specific steps taken resulting in the issue. These steps should be detailed enough that Service Desk personnel can use them to recreate the issue.
- Any self-help attempted. This includes the use of IBES Help Text and Job Aids.

5. Ensure that current contact information, including a phone number, is listed in the email.
6. Attach a screenshot(s) of any error messages received, when a screenshot can be obtained. When a screenshot cannot be obtained, include a detailed description of the error message.

For UEID/System Error messages, make a note of the entire error number as listed in the message, e.g. Unique Error ID: dhwsol1trngz1-1248186150509. This number is crucial in identifying the cause of the error.

7. When work or testing cannot continue without immediate assistance, label the email with an exclamation point, or other symbol provided by the email program, to indicate a priority issue.

Service Desk Email Template

The following template can be completed with relevant information, then copied and pasted into the body of the email:

IBES Environment:

IBES Case Number:

IBES Screen(s):

Steps Taken:

Self-Help Attempted:

Requesting SR Service Desk Assistance Via Phone (In Case of Emergency)

In the event that the entire agency or a large number of agency staff are unable to perform necessary work in IBES, assistance with IBES is available through the SR Service Desk phone number: 324-6610. When voice mail is reached, leave a detailed message with the following information:

- Name of the person experiencing the issue
- Partner group name (e.g. Easter Seals)
- Desk phone number
- Summary of the issue
- IBES case number
- IBES screens involved

Requesting Security Access to IBES

If you encounter a need to request access to IBES for another member of your staff, complete the Security Request Template below for the person needing access and email it to SR Service Desk Supervisor, Darlene Hanks, at hanksd@dhw.idaho.gov.

IBES Security Request

First Name:

Last Name:

Classification Title:

Spoken Language (if other than English):

Last 4 Digits of SSN:

Email address:

Office Name:

Address:

Phone: