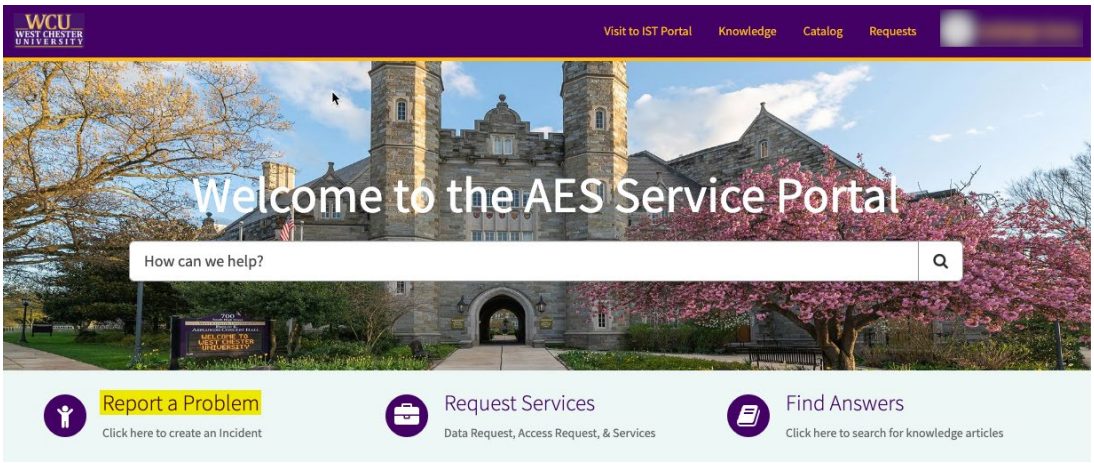
How to Report a Problem with an AES Supported System

1. Login to the AES Service Portal
2. Choose *Report a Problem*.



3. Fill out the requested information on the Incident Form. Fields with an asterisk are required.
    - The *Caller* field and the Affected User field are prepopulated with your name. If you are submitting the ticket for someone other than yourself, you can update the Affected User with their contact information.
    - *Location:* Enter the location of where the incident is occurring.
    - *Impacted System*: Choose which system you are experiencing an issue.
    - *Urgency*: Choose Low-High. If the Incident is widespread, you can choose *High.* If it is just affecting one person and there is no deadline involved, you could choose *Low.*
    - Short Description: Summarizes Problem
    - Full Description: Enter more information here including any error messages.
    - Add Attachments: Allows you to upload screenshots or error messages to support your ticket.

4. Once you are finished filling out the form, tap *Submit.*

5. You will receive an email confirmation that your Incident has been submitted. There is a link to the Incident within the email that you can use to follow-up as necessary.

For additional assistance, submit a ticket for support.

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