



Kansas Department for Aging and Disability Services Problem Reports

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Problem Reports Overview

Overview

The **Problem Reports** application is used to report any problems encountered while using any of KDADS' web applications. It is also used to request data changes, system changes, and to request reports related to the KAMIS web application. After the problem report is submitted, the KDADS Help Desk will review the report, and if the information provided is enough to resolve the issue or troubleshoot a problem, it will be assigned to an IT specialist responsible for the particular issue reported.

If the information provided is incomplete or does not identify the problem sufficiently, the problem report will be closed, with an explanation as to what needs to be included or clarified, and a recommendation to resubmit the problem report.

The Problem Reports application is not meant to be used as a request to call or email the user about an issue. Information needed to resolve the issue being reported must be included in the problem report. Supporting documentation can be attached to the problem report.

After the problem report is assigned to an IT specialist, it will go into their workload. When the problem report has been resolved, it will be marked 'Completed' and an email will be sent to the submitting user notifying them that the problem report has been completed. In order to protect any PHI-related information that may be in the problem report, the only information included in the email notification is the problem report number and instructions on how to access the completed problem report to read the resolution.

The Your Problem Reports tab contains all problem reports you have submitted and is where you will go to review their status and the resolution of completed ones.

Do not assume just because you got an email notification of a completed problem report, that the resolution is what you are assuming it to be. Sometimes a request cannot be completed due to a variety of circumstances, and the resolution may be that the issue/problem cannot be completed as requested, with an explanation as to why, and instructions on what to do next.

Submitting a Problem Report

How to

Follow the steps in the table below to submit a Problem Report.

Step	Action	Result
1.	Login to KDADS Web Applications	KDADS Web Applications Home Page displays.
	<p>There are two ways to access Problem Reports, depending on your security access settings. All Web Applications users have access to the Problem Reports button on the Home Page. Users with KAMIS access have an additional link within KAMIS.</p> <ul style="list-style-type: none"> From the Web Applications Home Page, click on the Problem Reports button: <div data-bbox="857 485 971 638" data-label="Image"> </div> <p>By default, the application opens up in a new tab. If you want it to open in a separate window, right-click on the button and choose 'Open link in new window.'</p> <ul style="list-style-type: none"> If you are a KAMIS user and are in the application, you can open Problem Reports from the link provided at the top of any KAMIS page: <div data-bbox="347 821 1482 1037" data-label="Image"> </div> <p>By default, the application opens up in a new window. If you want it to open in a tab, right-click on the button and choose 'Open link in new tab.'</p>	
2.	Click on the Problem Report button or link.	The Problem Report window/tab opens

TRAINING04 [CME] Post a Problem Report

Problem Report Entry (Problem Report, Information Request, System Change, ...)

* Date of Report (mm/dd/yyyy) * Person Reporting

Email Phone

* Summary 0 of 300

* Detailed Description 0 of 3000

For KAMIS enter the following:
 KAMIS ID:
 Customer Name:
 Form Type:
 Form Date:
 AAA/CME:

(Click to place into Detailed Description.)

Notify when completed by: Email* Phone call Fax In Person Do not notify
 (*If Email, be sure your email address is correct!)

Continued on next page

Submitting a Problem Report, continued

How to


continued

Step	Action	Result
3.	Complete the form.	Note: Fields marked with a red asterisk (*) are required, although it is recommended that all fields be completed
Field	Purpose	
Date of Report (mm/dd/yyyy)	Date the problem report is submitted. This field is auto-populated with the current date. There is no need to change it.	
Person Reporting	The person that is submitting the problem report. This field is auto-populated with the name of the logged in user. If you want to submit the problem report for another person, you can change the name.	
Email	Although not required, it is highly recommended you provide an email address if it does not auto-populate with a valid email for the person reporting. If the email field is blank or does not have a valid address, auto-generated emails notifying the user of the problem report status are not sent.	
Phone	Not a required field, but if not auto-populated we recommend you supply a phone number in case we need to contact you regarding the submitted issue.	
Summary	This is like the subject line of an email – enter a <i>short</i> summary of the issue being submitted. You can enter a maximum of 120 characters – approximately 1 ½ lines of text. Please Note: Do not paste the customer header information into the Summary; it will not fit. It is difficult to read the unformatted text and does not provide an accurate summary of an issue. Feel free to paste it into the Detailed Description if you wish.	
<div style="border: 1px solid black; padding: 5px;"> <p>For KAMIS enter the following:</p> <hr/> <p>KAMIS ID: Customer Name: Form Type: Form Date: AAA/CME:</p> <hr/> <p>(Click to place into Detailed Description.)</p> </div>	<p>This region to the right of the Detailed Description field is for use by KAMIS users. Many KAMIS-related issues involve a customer record that needs to be identified to aid in troubleshooting. This link inserts the text into the Detailed Description and then you can type the necessary information after each label.</p> <p>Warning: If you use this link, <i>always</i> click on it before typing anything else in the description. It automatically replaces anything already entered in the text area.</p>	
Detailed Description	<p>Provide a detailed description (maximum of 3,000 characters) of the issue or request you are submitting. If the issue in any way involves accessing a customer record, please provide a customer name/person ID to assist with troubleshooting.</p> <p>Important: If we do not have a person to look up, the troubleshooting process can be very difficult, if not impossible, and the problem report may be closed with a recommendation to resubmit the request with more complete information.</p>	

Continued on next page

Submitting a Problem Report, continued

How to *continued*

Field	Purpose
Spell Check 	You can spell check the contents of the Detailed Description by clicking on the Spell Check button at the bottom left corner of the text area.
Notify when completed by:	By default, notifications of a completed problem report are sent via email. If you do not have an email address, you can choose another option.
Submit Problem Report	Once the form has been filled out, click this button to submit the problem report.


Email Confirmation When a submitted Problem Report has been received by the KDADS Computer Help Desk and assigned to an ISD staff member, an automatically generated email is sent to the submitting user:

From: HELPDESK Sent: Wed 2/25/2015 3:34
 To: Sandy Turner
 Cc:
 Subject: KDADS-ASSIGNED Problem Report - (#1996) - PLEASE READ!!!


**** DO NOT REPLY TO THIS EMAIL ****
 This is an automated e-mail generated by the KDADS Help Desk

Your Problem Report has been received by Help Desk and assigned to one of our IT Specialists.

To view your Problem Report please do the following.....

1) Go to www.aging.ks.gov and click on the Web applications link. 

2) Log into KDADS Web applications

3) Click on the Problem Report icon. 

4) Click on the Tab named "**Your Problem Reports**"

Note: Click the Status radio button to view report or select the "**view All**" radio button to view all Problem Reports

5) Click on "**VIEW**" on the Problem Report referenced above

6) In the upper right area of the screen you will see Resolution. This will give you the detailed information as to what the resolution was for your Problem report, date resolved and who resolved it.

******IMPORTANT-** just because your Problem Report is closed it does not mean that what you requested was done. You **MUST** read the Problem Report resolution to find out how it was resolved.

Report#: 1996 Area: **KAMIS II** Category: Environment: **Production** Issue Type: **DataChange** Status: **Assigned** Priority: **Medium**

Person Reporting Problem: Sandy Turner

Summary:
 test in dev 02/25/2015

Reviewing a Submitted Problem Report

Introduction

Once you have submitted a problem report, the print view of it displays. The print view allows you to see the request number that is assigned to your problem report. If you want to print the problem report, use the print icon in the header area.

Keep track of the Problem Report request number so when you receive the email notifying you that a problem report has been received/assigned or has been completed, you will know to which one it is referring. The notification email will only contain the request number and instructions for how to read the resolution, so you will not be able to tell what issue is being referenced just from the email.

The possible Problem Report statuses are explained in the Status Definitions on the right side of the page.

Problem Report Print View

Print the problem report

Request # assigned to this problem report

1997

Status Definitions

Definitions of Problem Report Status:

- Posted** = Request was posted by user or added to system by Help Desk (based on phone call, email, in-person meeting or other communications channel).
- Assigned** = Help Desk has reviewed the request and assigned the problem to a specific support area (or staff) for review and resolution. Activity on this issue by the group/person assigned can vary based on other concurrent priority task assignments and resource availability.
- Analysis (Being Reviewed)** = Issue is being reviewed, analyzed, and a solution is being developed. Activity on this issue by the group/person assigned can vary based on other concurrent priority task assignments and resource availability.
- Pending** = Issue has been initially reviewed and a determination was made, based on information at hand, to postpone working on this issue until other information is made available and/or when resources become available and/or this issue becomes a priority project.
- Completed** = The issue has been resolved and the user notified of the resolution. An email is sent to the email address noted with the issue to alert them of this event (from within the Problem Report application).
- Archived** = Based on information known to date, this issue does not need to be completed or the initial request has been within drawn (based on other communication channels outside the Problem Report application (emails, phone calls, etc...)).

Number represents total number at each status.

Attaching/Uploading Files to a Problem Report

Introduction

If you have any supporting documentation that would be helpful in resolving the problem report issue or request you have submitted, you can use the Attach Files function within Problem Reports to upload your files to the submitted problem report. A copy of the source file is stored on the KDADS file servers.

The Attach Files region does not appear until after you have submitted your problem report.

Your Problem Report has been posted to the KDOA Help Desk (785-296-4987).

Status Posted Assigned Analysis (Being Reviewed) Pending
 Completed Archived

Date Of Report 08/05/2014 * Person Reporting TRAINING FOUR Request# 1997
Email KAMISII@KDADS.KS.GOV Phone 785.296.4987 Issue Type Data Change

* Summary Service provided billing - no funding/service in drop-down lists
Detailed Description Trying to do 225 billing and the funding/service info is not showing up:
Mo/Yr: July 2014
Provider: ABC Home Care
Funding: SCA
Service; ATCR
 Email* Phone call Fax In Person Do not notify
 Sent Viewed

Created By TRAINING04 On 2015/02/25@10:37:26
Modified By TRAINING04 On 2015/02/25@11:29:09

Attach Files

To Attach / Upload File:

Steps to Upload a File:
Browse to the file location by clicking on the "Browse..." button
Uploaded source file name can not contain any special characters. (except dash, underscore, slash, or period)
Type a unique name in the "Document" field for easy identification.
Click the "Upload or Delete File" button.

To Delete a File:
Only the person who uploaded the file can delete the file.
Click on the checkbox next to the file to be deleted.
Click on the "Upload or Delete File" button.

Source file

File size limited to 100mb!

Document (short descriptive name):

No data found.

Continued on next page

Attaching/Uploading Files to a Problem Report, continued

Requirements

There are specific rules that must be followed in the naming of the source file that will be uploaded to KDADS servers. If necessary, rename the source file before you attempt to upload it.

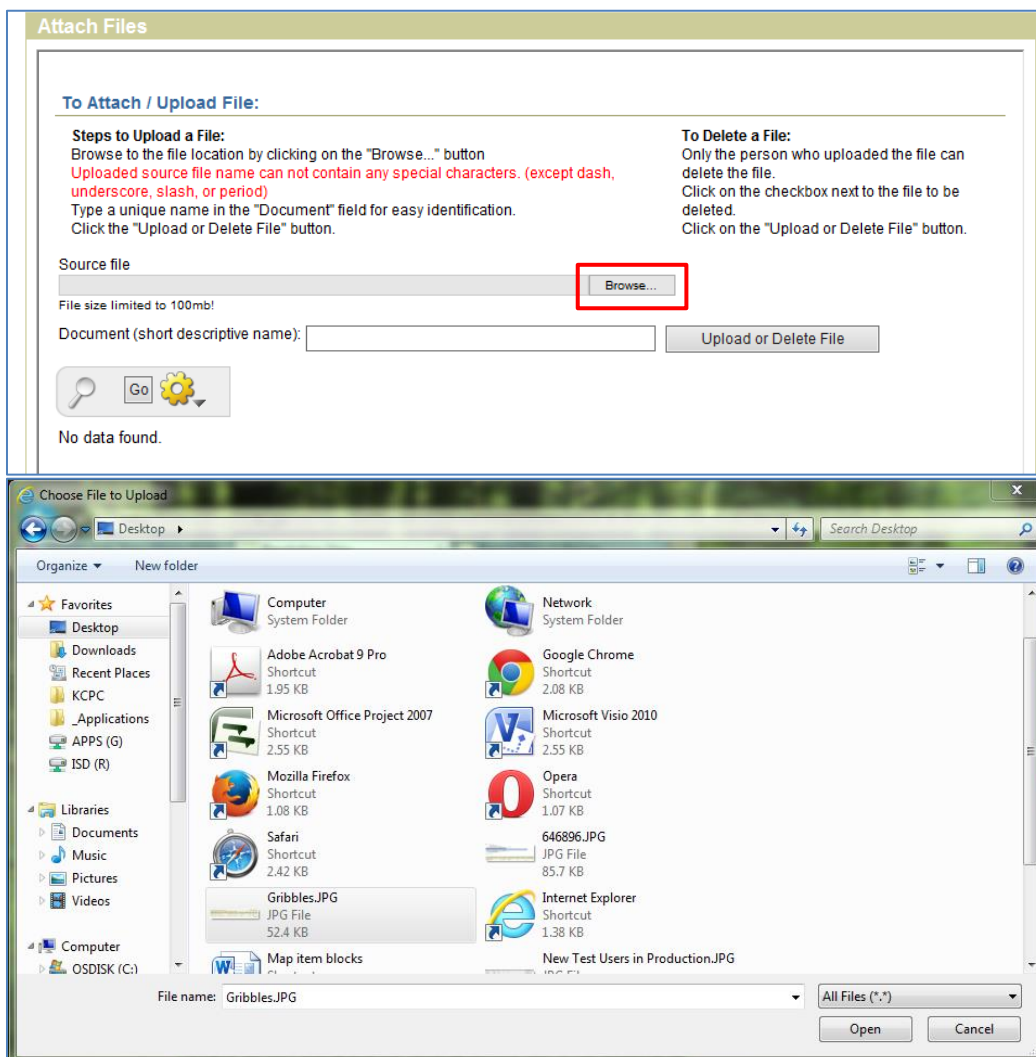
The source file name can *only* contain the following characters:

- Alpha-numeric characters (A-Z and 0-9)
- The following special characters: dash (-), underscore (_), slash (/), and period (.)

How to

Follow the steps in the table below to upload a file to your submitted problem report.

Step	Action	Result
1.	From the Print View of the submitted problem report, locate the Attach Files region and click on the Browse... button.	The 'Choose File to Upload' dialog box displays.
2.	Navigate to the location on your computer or agency network where the file is located.	The desired file name appears in the file list window. Note: Your window may look different based on the file list type you have selected.



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Attaching/Uploading Files to a Problem Report, continued

How to

continued

Step	Action	Result
3.	Click on the file you want to upload	The file is highlighted.
4.	Click on the Open button	The file name appears in the Source file field
5.	Enter a short descriptive name in the Document field	There are no character type limitations for this document name.
6.	Click on the Upload or Delete File button	The source file is uploaded to the KDADS file server, and is attached to the problem report. A link to the uploaded file, along with other information about the file, displays in a table.

Attach Files

To Attach / Upload File:

Steps to Upload a File:
 Browse to the file location by clicking on the "Browse..." button
Uploaded source file name can not contain any special characters. (except dash, underscore, slash, or period)
 Type a unique name in the "Document" field for easy identification.
 Click the "Upload or Delete File" button.

To Delete a File:
 Only the person who uploaded the file can delete the file.
 Click on the checkbox next to the file to be deleted.
 Click on the "Upload or Delete File" button.

Source file
 C:\Users\jobauer\Desktop\Gribbles.JPG Browse...
 File size limited to 100mb!

Document (short descriptive name): Upload or Delete File

No data found.

Source file
 Browse... File(s) Uploaded 02/25/15 04:43:35 PM
 File size limited to 100mb!

Document (short descriptive name): Upload or Delete File

Delete	Name	File Name	Doc Size	Add Dt	Add User	Application
<input type="checkbox"/>	Gribbles.JPG	Gibble search results	53683	02/25/2015 04:43:35 pm	TRAINING04	Problem_Reports

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Continued on next page

Attaching/Uploading Files to a Problem Report, continued

Important Note

If the source file you are trying to upload contains invalid special characters in the file name, you will receive a message stating the file has been deleted when you attempt to upload the file. The file will not be uploaded and you will need to rename the source file before attempting to upload it again.

To Attach / Upload File:

Steps to Upload a File:
 Browse to the file location by clicking on the "Browse..." button
Uploaded source file name can not contain any special characters. (except dash, underscore, slash, or period)
 Type a unique name in the "Document" field for easy identification.
 Click the "Upload or Delete File" button.

To Delete a File:
 Only the person who uploaded the file can delete the file.
 Click on the checkbox next to the file to be deleted.
 Click on the "Upload or Delete File" button.

<div style="border: 2px solid red; padding: 2px;"> Source file F6783/K#20035789.JPG DELETED UPLOADED IMAGE! 02/26/2015 09:29:43 </div>	<div style="border: 2px solid red; padding: 2px; display: inline-block;"> Invalid source file name (# used in file name) </div>	
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File size limited to 100mb!

Document (short descriptive name):

View or Delete the Attached File

After you have attached a file to a problem report, you can view it to confirm it uploaded successfully and is accessible.

If you discover you uploaded the wrong file, or you decide you do not the file for the problem report, you can delete it.

Step	Action	Result
1.	To view the uploaded file, click on the file name link in the attached files table.	Depending on your browser settings and the type of file that was uploaded, the file will open in a browser window or tab, or in the application it was created in. You may also be prompted to either Open or Save the file. Choose Open.
2.	To delete the uploaded file from the problem report, click on the check box under the <u>Delete</u> column in the attached files table. Click on the Upload or Delete File button.	The file is deleted from the problem report. NOTE: Only the user that uploaded the file (the name in the <u>Add User</u> column) can delete the file.

Upload Multiple Files

You can upload multiple files to a single problem report. Repeat steps 1-6 above for each file to be uploaded.

When all files are uploaded and you are done with the problem report, simply click on one of the Problem Report tabs to go to that page, or close the Problem Reports window to exit out of Problem Reports.

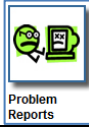
Checking the Status of a Problem Report

Introduction

Use the 'Your Problem Reports' tab to check the status of a problem report you have submitted.

How to

Follow the steps in the table below to check the status of a problem report.

Step	Action	Result
1.	Login to KDADS Web Applications	The Web Applications Home Page displays
2.	Click on the Problem Reports button: 	The Problem Reports application opens in a new window, on the default 'Post a Problem Report' tab.
3.	Click on the Your Problem Reports tab	The page displays, with a list of all problem reports you have submitted.
4.	Review the list to find the problem report you are looking for.	Locate the desired problem report.
5.	Once you know the status, you can click that status radio button if you wish.	If you have a large number of problem reports, this will make the list more manageable.

Problem Report Status and Upload Files Region

As long as your problem report is in 'Posted' status, you can still upload additional files using the Attach Files feature. However, once the problem report has been viewed by the KDADS Help Desk and assigned to someone, the status will change and the Attach Files region is 'closed.'

If you need to upload additional files to a problem report that is no longer in Posted status, contact the KDADS Help Desk (email Helpdesk@kdads.ks.gov or call 785.296.4987) and request the problem report be reset to Posted status.

Status Definitions

The definitions of the problem report statuses are located at the bottom of the **Your Problem Reports** page.

The number located to the left of each definition indicates how many problem reports of that status are currently in the system. The number accounts for all web applications users' submissions.

Status Definitions	
Definitions of Problem Report Status:	
6	Posted = Request was posted by user or added to system by Help Desk (based on phone call, email, in-person meeting or other communications channel).
563	Assigned = Help Desk has review the request and assigned the problem to a specific support area (or staff) for review and resolution. Activity on this issue by the group/person assigned can vary based on other concurrent priority task assignments and resource availability.
402	Analysis (Being Reviewed) = Issue is being reviewed, analyzed, and a solution is being developed. Activity on this issue by the group/person assigned can vary based on other concurrent priority task assignments and resource availability.
462	Pending = Issue has been initially reviewed and a determination was made, based on information at hand, to postpone working on this issue until other information is made available and/or when resources become available and/or this issue becomes a priority project.
19945	Completed = The issue has been resolved and the user notified of the resolution. An email is sent to the email address noted with the issue to alert them of this event (from within the Problem Report application).
4905	Archived = Based on information known to date, this issue does not need to be completed or the initial request has been within drawn (based on other communication channels outside the Problem Report application (emails, phone calls, etc....)).
Number represents total number at each status.	

Completed Problem Reports - Notification

Overview

When a problem report has been completed, an email is sent to the email address provided in the problem report. In order to review the problem report and see the resolution, you must follow the instructions provided in the email.

Sample Email – Completed Problem Report

This is an example of a 'Completed Problem Report' email. Make note of the problem report number so you know which one to look up in your Completed Problem Reports list (covered in next section).

The screenshot shows an email from HELPDESK to Sandy Turner. The subject is 'KDADS-ASSIGNED Problem Report - (#1996) - PLEASE READ!!!'. The email body contains instructions on how to access the problem report via the KDADS web applications. A 'Web Applications' button is shown. The instructions include: 1) Go to www.aging.ks.gov and click on the Web applications link. 2) Log into KDADS Web applications. 3) Click on the Problem Report icon. 4) Click on the Tab named "Your Problem Reports". A note says: "Click the Status radio button to view report or select the "view All" radio button to view all Problem Reports". 5) Click on "VIEW" on the Problem Report referenced above. 6) In the upper right area of the screen you will see Resolution. This will give you the detailed information as to what the resolution was for your Problem report, date resolved and who resolved it. A warning states: "****IMPORTANT- just because your Problem Report is closed it does not mean that what your requested was done. You MUST read the Problem Report resolution to find out how it was resolved." The report details are: Report#: 1996 Area: KAMIS II Category: Environment: Production Issue Type: DataChange Status: Assigned Priority: Medium. The person reporting the problem is Sandy Turner. The summary is: test in dev 02/25/2015. Annotations with red boxes and arrows point to the problem report number '1996' in the subject line and the '1996' in the report details, and to the instructions for accessing the report.


From: HELPDESK
To: Sandy Turner
Cc:
Subject: KDADS-ASSIGNED Problem Report - (#1996) - PLEASE READ!!!

Sent: Wed 2/25/2015 3:34


**** DO NOT REPLY TO THIS EMAIL****
This is an automated e-mail generated by the KDADS Help Desk

Your Problem Report has been received by Help Desk and assigned to one of our IT Specialists.

To view your Problem Report please do the following.....

1) Go to www.aging.ks.gov and click on the Web applications link. 

2) Log into KDADS Web applications

3) Click on the Problem Report icon. 

4) Click on the Tab named "Your Problem Reports"

Note: Click the Status radio button to view report or select the "view All" radio button to view all Problem Reports

5) Click on "VIEW" on the Problem Report referenced above

6) In the upper right area of the screen you will see Resolution. This will give you the detailed information as to what the resolution was for your Problem report, date resolved and who resolved it.

****IMPORTANT- just because your Problem Report is closed it does not mean that what your requested was done. You MUST read the Problem Report resolution to find out how it was resolved.

Report#: 1996 Area: KAMIS II Category: Environment: Production Issue Type: DataChange Status: Assigned Priority: Medium

Person Reporting Problem: Sandy Turner

Summary:
test in dev 02/25/2015

Important

If you do not look at the resolution before revisiting the environment you submitted about, and you find that you are still having the same issue, it is imperative that you follow the instructions to read the problem report resolution (detailed steps in next section). Do not just submit another problem report saying the problem was not resolved.

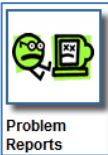
Completed Problem Reports – Viewing Resolution

Completed Problem Report Resolution

Once you receive an email notifying you of a completed problem report, you should open the problem report to view the resolution. If the issue is resolved by providing instructions to the user, it is imperative that you read the resolution.

How to

Follow the steps in the table below to read the resolution of a completed problem report.

Step	Action	Result
1.	Login to KDADS Web Applications	The Web Applications Home Page displays
2.	Click on the Problem Reports button 	The Problem Reports application opens in a new window, on the default 'Post a Problem Report' tab.
3.	Click on the Your Problem Reports tab	The page displays, with a list of all problem reports you have submitted.
4.	Click on the Completed status radio button.	The list displays only your Completed problem reports.

TRAINING04 [KDOA] [] Post a Problem Report **Your Problem Reports**

Problem Report Status
 View All (default) Posted Assigned Analysis (Being Reviewed)
 Pending **Completed** Archived

Your **Completed** Problem Report(s) - Click "View" to see details

View	d	Dateofreport	Posted by	Status	Area	Category	Issue Type	Notify	Viewed	Summary (first 200 characters)	PSA	Organization
View		997 08/05/2014	TRAINING FOUR	Completed	KAMIS II Billing	DataChange	Sent	03/02/2015	Service provided billing - no funding/service in drop-down lists	4	Community Services and Programs	
View		998 02/26/2015	TRAINING FOUR	Completed	KAMIS II form-FAI	DataChange	Viewed	03/02/2015	Delete FAI (wrong waiver selected)	4	Community Services and Programs	

row(s) 1 - 2 of 2

This list contains those Problem Reports that were identified as being reported under your name.

When a Problem Report is completed and you have indicated that you wish to have an email notification, an email will be sent, but it will not contain the Summary, Description of the request, and Resolution information. You must use the Problem Report system to view this information. This allows us to keep the information contained within the Problem Report in a secured environment.

Status Definitions

Definitions of Problem Report Status:

13	Posted = Request was posted by user or added to system by Help Desk (based on phone call, email, in-person meeting or other communications channel).
5	Assigned = Help Desk has review the request and assigned the problem to a specific support area (or staff) for review and resolution. Activity on this issue by the group/person assigned can vary based on other concurrent priority task assignments and resource availability.
0	Analysis (Being Reviewed) = Issue is being reviewed, analyzed, and a solution is being developed. Activity on this issue by the group/person assigned can vary based on other concurrent priority task assignments and resource availability.
2	Pending = Issue has been initially reviewed and a determination was made, based on information at hand, to postpone working on this issue until other information is made available and/or when resources become available and/or this issue becomes a priority project.
10	Completed = The issue has been resolved and the user notified of the resolution. An email is sent to the email address noted with the issue to alert them of this event (from within the Problem Report application).
1	Archived = Based on information known to date, this issue does not need to be completed or the initial request has been within drawn (based on other communication channels outside the Problem Report application (emails, phone calls, etc....)).

Number represents total number at each status.

5.	Click on the View link of the problem report for which you want to read the resolution.	The problem report opens in Print View.
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Continued on next page

Completed Problem Reports – Viewing Resolution, continued

How to *continued*

Step	Action	Result
6.	Read the resolution provided.	The Resolution region of the problem report also includes the date it was resolved, who the problem report was assigned to, and who provided the resolution for the issue.

The screenshot shows a web interface for a problem report. At the top, it says "TRAINING04 [KDOA]". There are two navigation tabs: "Post a Problem Report" and "Your Problem Reports". A red notification banner states: "Your Problem Report has been posted to the KDOA Help Desk (785-296-4987)."

The report details include:

- Status: Posted Assigned Analysis (Being Reviewed) Pending Completed Archived
- Date Of Report: 08/05/2014
- Person Reporting: TRAINING FOUR
- Request#: 1997
- Email: JO.BAUER@KDADS.KS.GOV
- Phone: 785.296.4987
- Issue Type: Data Change
- Detailed Description: Trying to do 225 billing and the funding/service info is not showing up.
- Mo/Yr: July 2014
- Provider: ABC Home Care
- Funding: SCA
- Service: ATCR
- Created By: TRAINING04 On 2015/02/25@10:37:26
- Modified By: TRAINING04 On 2015/03/02@10:20:11

The "Resolution" section is highlighted with a red box and contains the text: "You do not have an Approved Budget for SCA. You or whoever in your organization does this, will need to go to the Budget in KAMIS, and create an approved budget for SCA funding, starting 07/01/2014." Below this, it lists: "Date Resolved 03/02/2015", "Release", "Assigned to JOBAUER", and "Resolved by JOBAUER". A red arrow points from a box labeled "Read the resolution here" to this section.

The "Status Definitions" section on the right provides definitions for various report statuses:

- Posted** = Request was posted by user or added to system by Help Desk (based on phone call, email, in-person meeting or other communications channel).
- Assigned** = Help Desk has review the request and assigned the problem to a specific support area (or staff) for review and resolution.
- Analysis (Being Reviewed)** = Issue is being reviewed, analyzed, and a solution is being developed. Activity on this issue by the group/person assigned can vary based on other concurrent priority task assignments and resource availability.
- Pending** = Issue has been initially reviewed and a determination was made, based on information at hand, to postpone working on this issue until other information is made available and/or when resources become available and/or this issue becomes a priority project.
- Completed** = The issue has been resolved and the user notified of the

At the bottom, there is an "Attach Files" section with a search bar and a table of attachments:

Name	File Name	Doc Size	Add Dt	Add User	Application
Gribbles.JPG	Gribble search results	53683	02/25/2015 04:43:35 pm	TRAINING04	Problem_Reports

Page 1 of 1.

Note To exit out of the problem lists report print view, click on either navigation tab ('Post a Problem Report' or 'Your Problem Reports') to go to the desired page, or close the Problem Reports browser window or tab to exit out of Problem Reports completely.