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S p r i n g 2 0 2 4

# How to Make Your Support Ticket Work for You

**Allison Lambson**

Support Supervisor

**Diana Martinez**

Support Analyst

**Carrie Muchow**

Support Supervisor

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# **By the end of this session a user will...**

*Know healthy ticket habits*

*Understand PII*

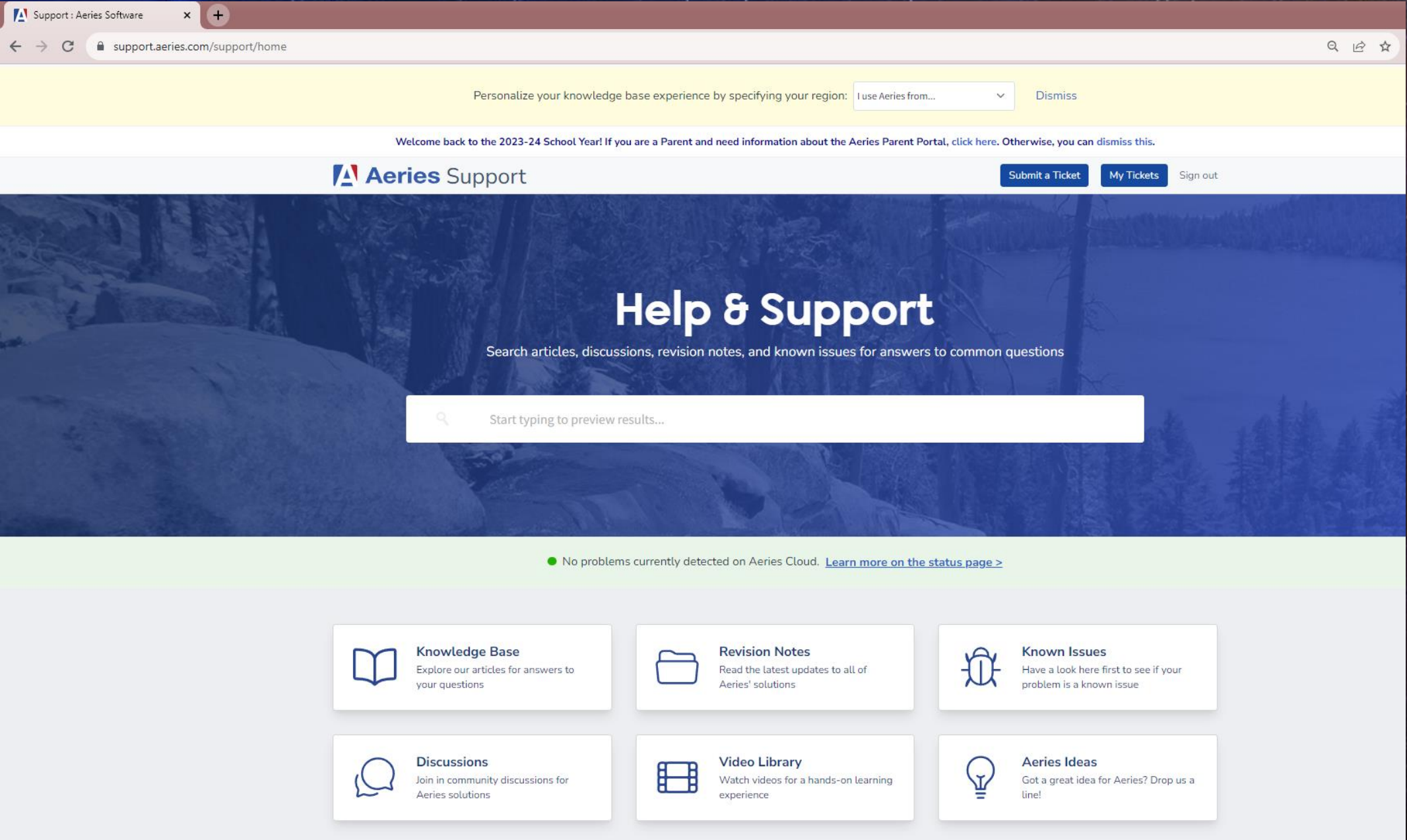
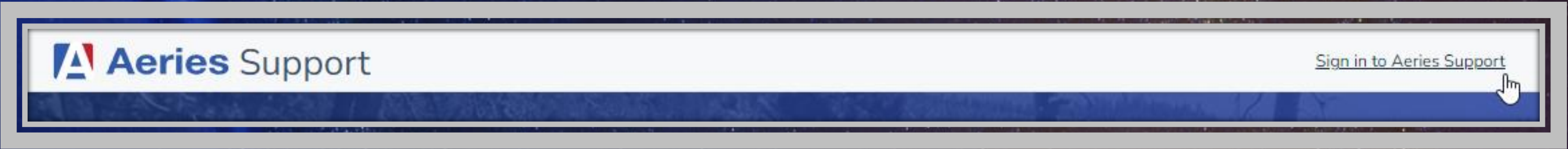
*Know how to report and view an outage*

*Understand Aeries Ideas*

*Efficiently use the Aeries Knowledgebase/Freshdesk*



# How to Submit a Support Ticket





# Categories

Importance of choosing the correct Category: Each Aeries Analyst has their specialty, their area of expertise, as well as other areas in which they excel . To ensure that your ticket ends up with an Analyst who is familiar with the subject in which you are reporting an issue, the Category choice is one of the key components.

How to determine the Category:

- Peruse the entire list of Category options
  - There are over 50 categories with many options for subcategorization as well. Being choosy helps you!
- Think about what/where the issue is stemming from
- Test the issue yourself if you are not the reporting user with the issue



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# Categories

"My new attendance clerk can't see the Classroom Attendance page in Aeries. I emulated this user and also could not see the Classroom Attendance page; however, I can see the page when logged in as myself, and all other Attendance Clerks can see the Classroom Attendance Page."

Aeries Support

Submit a Ticket

My Tickets

Sign out

# Submit a ticket

User Name \*

Subject or Question \*

Category \*

...

...

3rd Party Applications

Aeries Analytics

Aeries Communications

Aeries Financials

Aeries Mobile Applications

Attendance

CA State Reporting (Non- CALPADS)

CALPADS

College

Contacts

Courses

Custom Projects

Custom Table

Data Conversion

Data Validations

Database

Discipline

Distance Learning

District Assets

...

Description \*

Preferred method of contact \*

Preferred Contact Time frame - we will do our best to try to contact you during this time frame if your preferred contact method is a phone call.

SUBMIT

CANCEL

# What Category is this?

# Attendance - No Security – Yes



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# Key Information

- **School Information**

Name and Code  
Scheduling Type  
Attendance Type  
Attendance Reporting  
Any changes made recently

- **Examples**

Provide Student ID numbers  
Screenshots (Blur **PII**)  
Table affected  
Teacher/Staff ID  
URL of page with error

- **New or recurring issue**

Type out the issue and/or questions you are requesting help with. (Do not attach email threads to sift through.)

- **Troubleshooting**

Steps your team has taken to investigate  
Any recent changes made to the database that could have caused the issue







# What is PII ?

## Personally Identifiable Information for Education Records

Personally identifiable information for education records is a FERPA term referring to identifiable information that is maintained in [education records](#) and includes [direct identifiers](#), such as a [student's](#) name or identification number, [indirect identifiers](#), such as a student's date of birth, or other information which can be used to distinguish or trace an individual's identity either directly or indirectly through linkages with other information.

See [Family Educational Rights and Privacy Act Regulations, 34 CFR §99.3](#), for a complete definition of PII specific to education records and for examples of other data elements that are defined to constitute PII. Additional information is available in the PTAC publication [Protecting Student Privacy While Using Online Educational Services](#).

How to share files

- [SFTP site](#)
- Public note



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**How do I get my  
answer fast?**



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## Minimal information

My report wont print right

## Full Details

At Screaming Eagle High School (994) I am trying to print the Daily Apportionment by Month Report, but the Month 8 check box is missing. We use Secondary scheduling at this site and have had no issues using this report this year.





## Independents Studies Agreements

Opera 102.0.0.0 | Windows 10 | /support/tickets | Report an issue

Customer name will appear here

reported via the portal

2 days ago (Fri, Oct 27 2023 at 3:38 PM)

The agreements for this student: ██████████817, are not loading. I spent 20 minutes waiting for it to load, tried clearing cookies and then using another browser and for some reason they are still not loading. Checking the HTML editor, it seems that the resource is having difficulty loading for this one student. Any chance we can get some assistance on this to get his student up and running please. thank you!

Customer name will appear here

opened these articles before creating this ticket:

 Independent Study Agreements

Customer did the following, which will help to expedite their ticket:

1. Used the Aeries Portal to submit the ticket, instead of calling or emailing
2. Clearly and briefly stated the issue
3. Provided the Student ID
4. Detailed what they tried for troubleshooting
5. Looked in the Aeries Knowledge Base for help

## Continuation ADA

Customer name appears here

reported via email

a month ago (Tue, Sep 19 2023 at 10:06 AM)

To: "Aeries Software" <support@aeries.com>

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.  
Please call me. I have questions regarding pulling the continuation ADA.

--

Thank you,


1. Customer submitted the ticket via email
  - This mode will eventually go away as a means to report tickets
2. Customer did not give any specifics
3. Customer did not pose any questions or issues
4. Customer did not consult the Knowledgebase for help



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# Research first

 **Aeries** Support


Submit a TicketMy TicketsSign out


## Help & Support


Search articles, discussions, revision notes, and known issues for answers to common questions





daily apportion

 Why isn't the current attendance month available in the Daily Apportionment by Month Report? ATTENDANCE FAQs

 SB 98 Key Items COVID-19 INFORMATION

 California - Attendance Checklist - Monthly/End-of-Reporting Period Tasks ATTENDANCE

 Monthly Attendance Summary Report (ADA Reporting) ATTENDANCE REPORTS

 OLD-Attendance Reports Listing ATTENDANCE REPORTS



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Aeries  
Student Information System

Search students...

Pages

Reports

Favorites

Filter Pages...

Home

Communications

Student Data

Records Transfer (BETA)

Attendance Accounting

Grade Reporting

Standards Based Grades

Supplemental Attendance

Scheduling Process

School Info

Aeries Analytics

Financials

Service Learning

District Assets

Teacher Emulation

View All Reports

View All Forms

Database Definitions

Aeries System Check and Utilization

Query

Alert Hub

2022-2023

Eagle Unified School District

admin

Home

Currently accessing from IP 192.168.11.103 | Last accessed from IP 192.168.11.103 at 8/22/2023 12:11:01 PM

My Tasks

Enter task here... Add

Calendar Events

No events for the next 60 days

Aeries System Summary

Aeries Reporting Server: OK

HTTPS: No

Multifactor Authentication: Disabled

NIST Time Offset: 0.74 sec

Active Schools: 15

Core Solutions Used: 18/26

Extended Solutions Used: 4/5

Go To Aeries Utilization

Attendance Summary

Resource Hub

Events & Workshops

Register for webinars, workshops, conferences, and events

View All

AeriesCon

Register and view details about upcoming conferences

Fall: November 6-9, 2023, Virtual

Spring: March 6-8, 2024, Sacramento, CA

View Details

Knowledge Base

Search support documentation and videos

My Aeries

Manage your events, blogs, and contact details

Aeries Academy

Enroll in self-paced online certification courses

Enroll Now | My Courses

Aeries Training

Explore available training opportunities and resources

Latest Updates

Discover what's new in Aeries

Aeries Ideas

Submit your ideas for enhancing Aeries

Known Issues

Review known issues

Aeries Service Status

View status of Aeries hosting services

Help & Support

Access documentation and on-demand videos, and submit support tickets

# Resource Hub

Designed specifically to pull together all the resources we provide to support your use of Aeries - all in the same place.

This hub brings together your access to everything Aeries, and will present you with an easy to use, easy to navigate toolkit to optimize your Aeries experience.

An illustration of a glowing yellow lightbulb with a blue base, emerging from an open red box. The box is filled with white foam and several puzzle pieces (blue, red, and white) are scattered around it. A white paper airplane is also visible near the box.

The AeriesCon logo, which consists of a stylized, swirling 'S' shape inside a circular frame.

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# How to utilize the Aeries Support site


## Navigating Freshdesk

Support : Aeries Software

support.aeries.com/support/home

Personalize your knowledge base experience by specifying your region: I use Aeries from... Dismiss

Welcome back to the 2023-24 School Year! If you are a Parent and need information about the Aeries Parent Portal, [click here](#). Otherwise, you can dismiss this.




[Submit a Ticket](#) [My Tickets](#) [Sign out](#)

# Help & Support


Search articles, discussions, revision notes, and known issues for answers to common questions

Start typing to preview results...


No problems currently detected on Aeries Cloud. [Learn more on the status page >](#)




**Knowledge Base**  
Explore our articles for answers to your questions




**Revision Notes**  
Read the latest updates to all of Aeries' solutions




**Known Issues**  
Have a look here first to see if your problem is a known issue



**Discussions**  
Join in community discussions for Aeries solutions



**Video Library**  
Watch videos for a hands-on learning experience



**Aeries Ideas**  
Got a great idea for Aeries? Drop us a line!

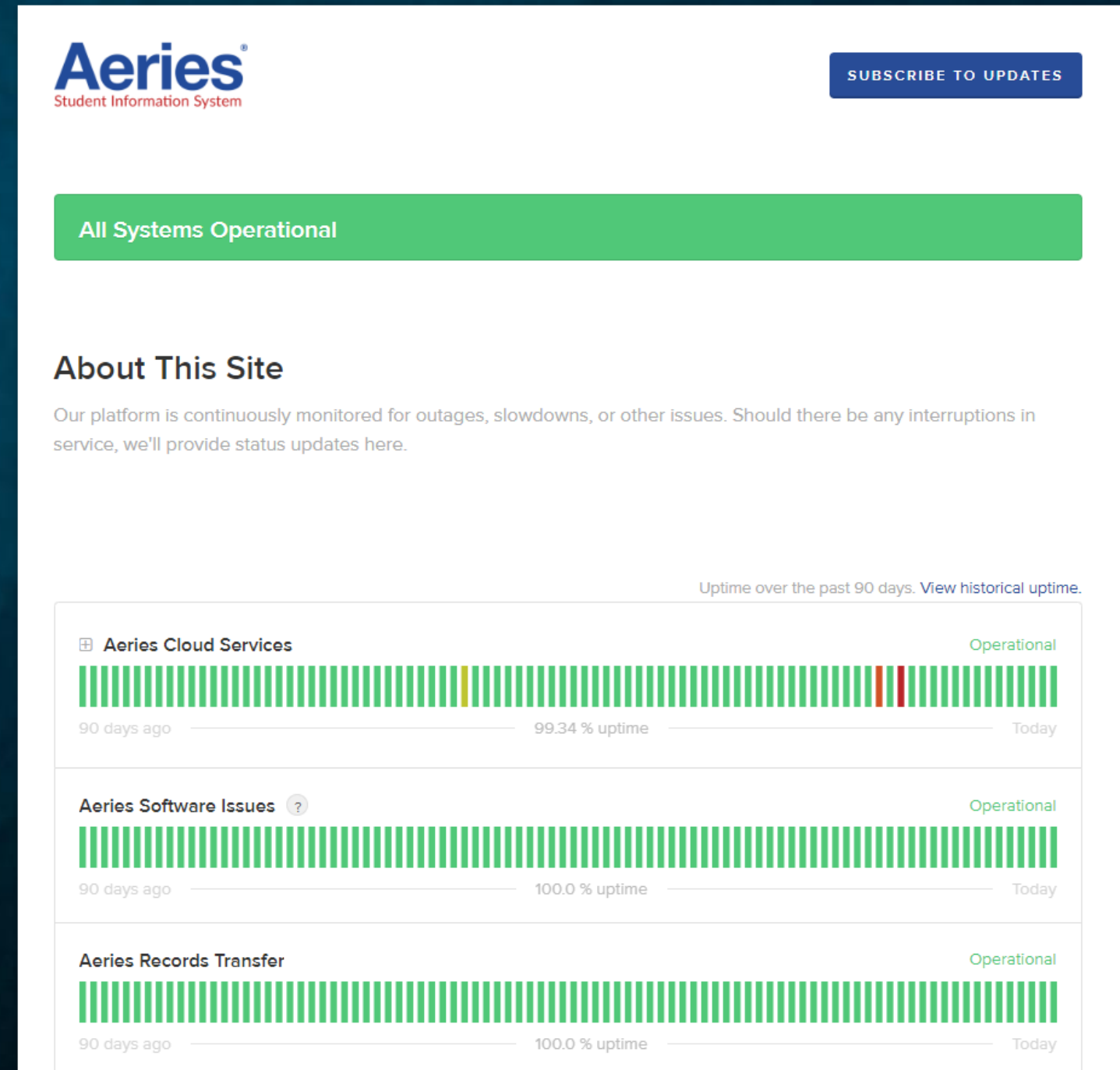


# Is there an outage?

*Before submitting a ticket check*

*<http://www.aspstatus.com/>*

*If you subscribe to the page, you will be notified of any outages, from when they occur, to when they are updated and resolved. All updates for the outage will come from IT/OPS and will be posted to the Aeries Software Status Page. If after resolution of the incident you have any ongoing issues related to the outage, please do not hesitate to open a ticket.*



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# Why an Aeries Idea?

Aeries

Aeries Ideas

New and returning users may [sign in](#)

How can we make Aeries better?

Enter your idea

Hot ideas

Top

New

Category

Status

My feedback

64

votes

Vote

Attendance History Configuration

Enhance the Attendance History Configuration page to display process start and end times & disable the manual button if the process is still running.

0 comments

How important is this to you?

Not at all

Important

Critical

60

votes

Vote

Initial ELPAC (IELPAC) Layout - Update Year for 2023-24

Update the Initial ELPAC test score import option to allow LEAs to import 2023-24 test results.

7 comments · Test Scores

How important is this to you?

Not at all

Important

Critical

PLANNED

Sylvia Nishimoto (Quality Control, Aeries Software) responded

Upon further testing, although most of the fields shifted position in the 2023-24 Initial and Initial Alternate ELPAC Student Data File Layout, these changes do not have a significant impact on the Import Test Results process. The current 2022-23 IELPAC file layout on the Import Test Results page can be used to import the 2023-24 IELPAC and IAE LPAC Student Results provided after 7/1/2023. We will be updating the file layout name to include the 2023/24 school year.

Aeries Ideas

Post a new idea...

All ideas

My feedback

3rd Party Applications 22

504 Plans 15

API 31

Academic Plan 32

Aeries Analytics 41

Aeries Communications 10

Aeries Financials 17

Aeries Mobile Applications 15

Attendance 207

CA State Reporting (non-CALPADS) 9

CALPADS 58

College 3

Contacts 32

Counseling 10

Courses 17

Custom Table 7

Data Validations 9

Database 3

Discipline 60

District Assets 25

Federal Reporting 1

Financials 1

Flex Scheduling 62

Google Integrations 30

Gradebook 81

Grades (GRD) 77

Imports and/or Exports 34

Independent Study 19

Interventions 20

Language 10

*This is our Programming Request platform.*

*<https://ideas.aeries.com/>*

- The Idea must be vetted as "achievable"*
- How many users are being hindered by the non-existence of this Idea.*
- A priority must be decided for the item*
- We also look at the volume of the request, though this should not be misconstrued as being the deciding factor in whether an Aeries Idea is implemented or not.*



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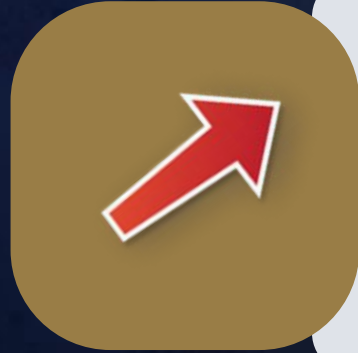


# Priority Level Definitions



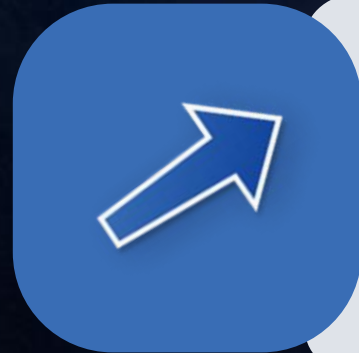
## Urgent

The entire school, district, teachers, or parents are unable to function due to a mission critical business application or operation being down and there is no alternative or workaround.



## High

A mission critical business application or function such as Aeries or a 3rd party application is severely impacted or unavailable, but a workaround exists, or other options are available within a reasonable time.



## Medium

An individual's ability to perform a job function is slightly impacted or inconvenienced but can continue working normally without interruption.



## Low

A service request that does not require immediate attention and does not impact business or productivity.





# Key Takeaways

- Include the pertinent, detailed information necessary for an analyst to troubleshoot your ticket
- Utilize your resources
- Don't overshare (PII)
- Help us help you

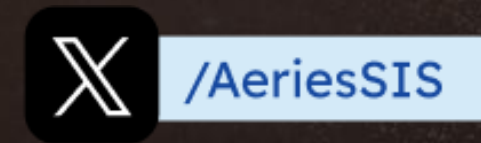
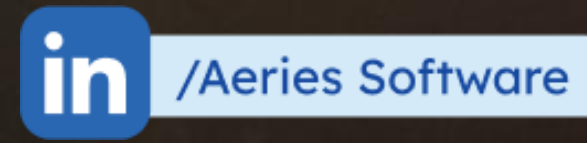
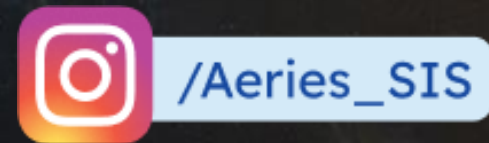
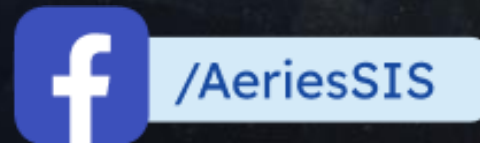




# THANK YOU!

*Please take a moment to complete our session survey.*

*<http://surveys.aeries.com/s3/AeriesCon-Session-Feedback-Survey-Spring-2024>*



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# Share your Feedback:



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