AERIESCON
Spring 2024

How to Make Your Support Ticket Work for You

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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

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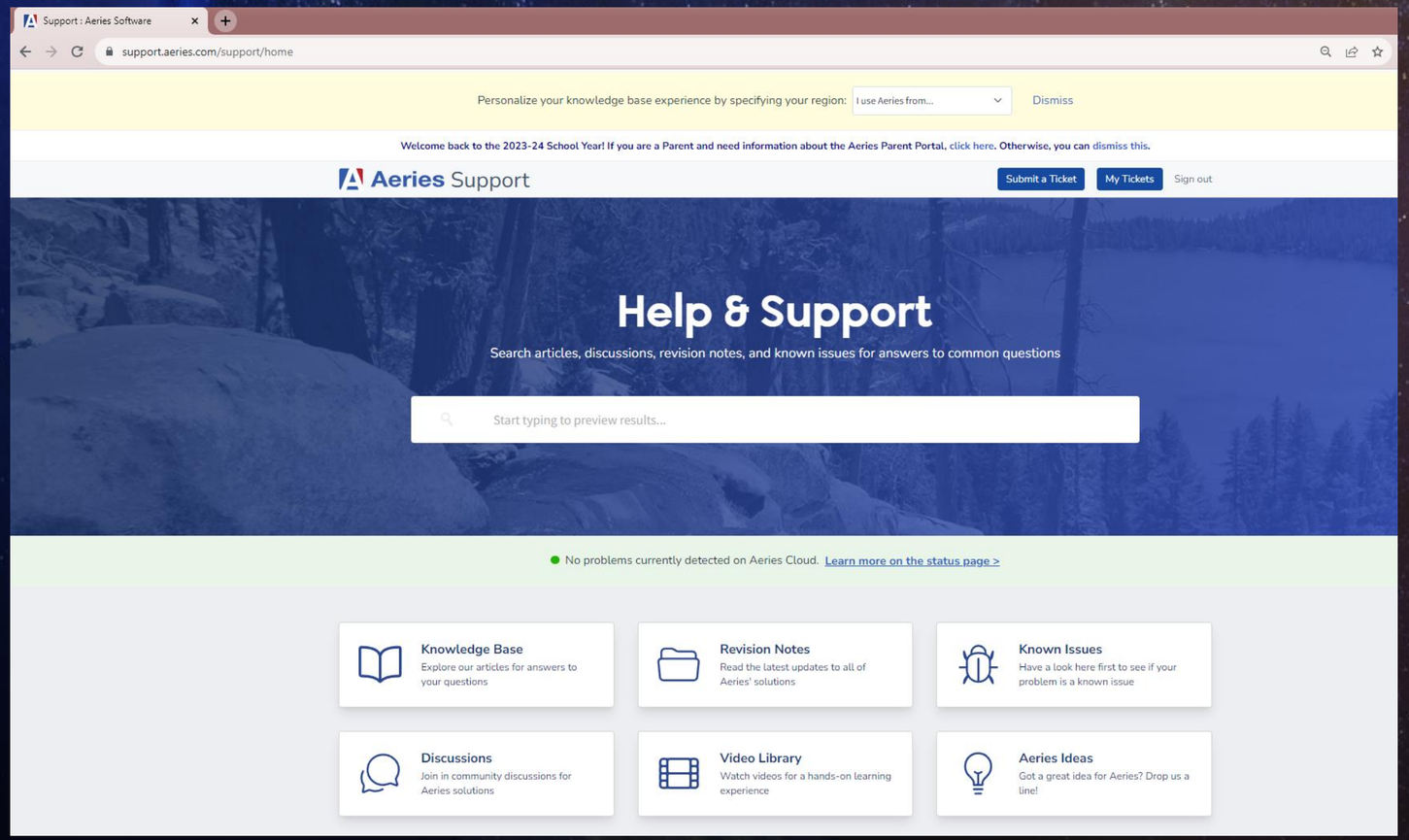
How to Submit a Support Ticket



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Categories

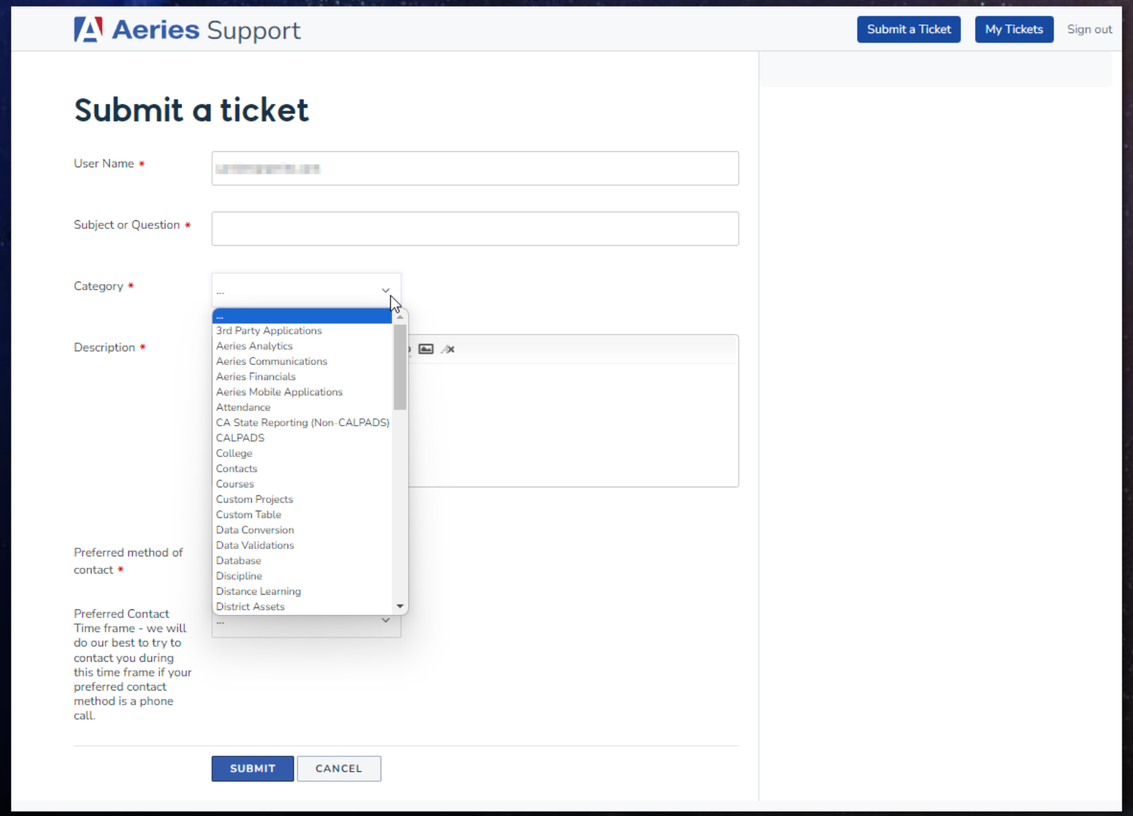
Importance of choosing the correct Category: Each Aeries Analyst has their specialty, their area of expertise, as well as other areas in which they excel . To ensure that your ticket ends up with an Analyst who is familiar with the subject in which you are reporting an issue, the Category choice is one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

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."



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

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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: [redacted]*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)

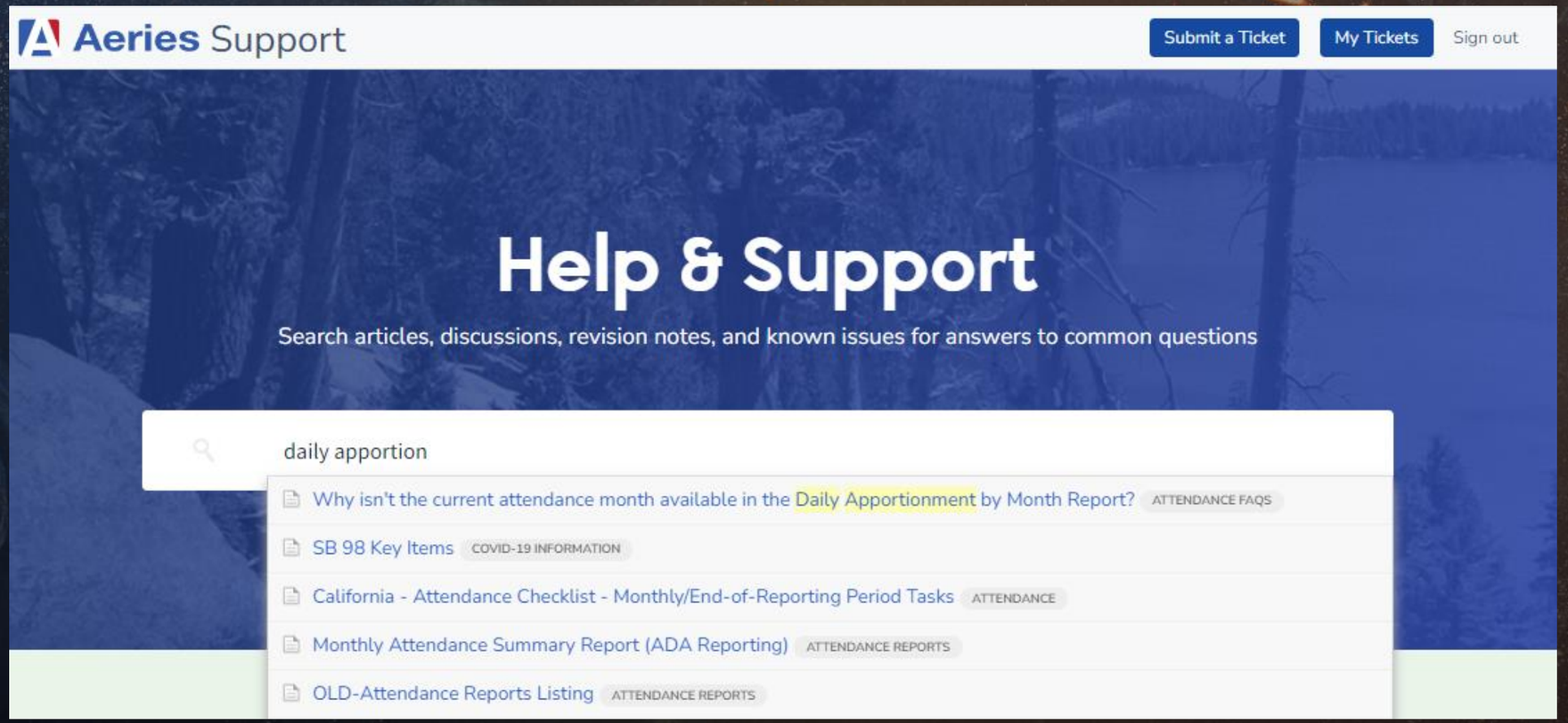
To: "Aeries Software" <support@aeries.com>

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

Research first



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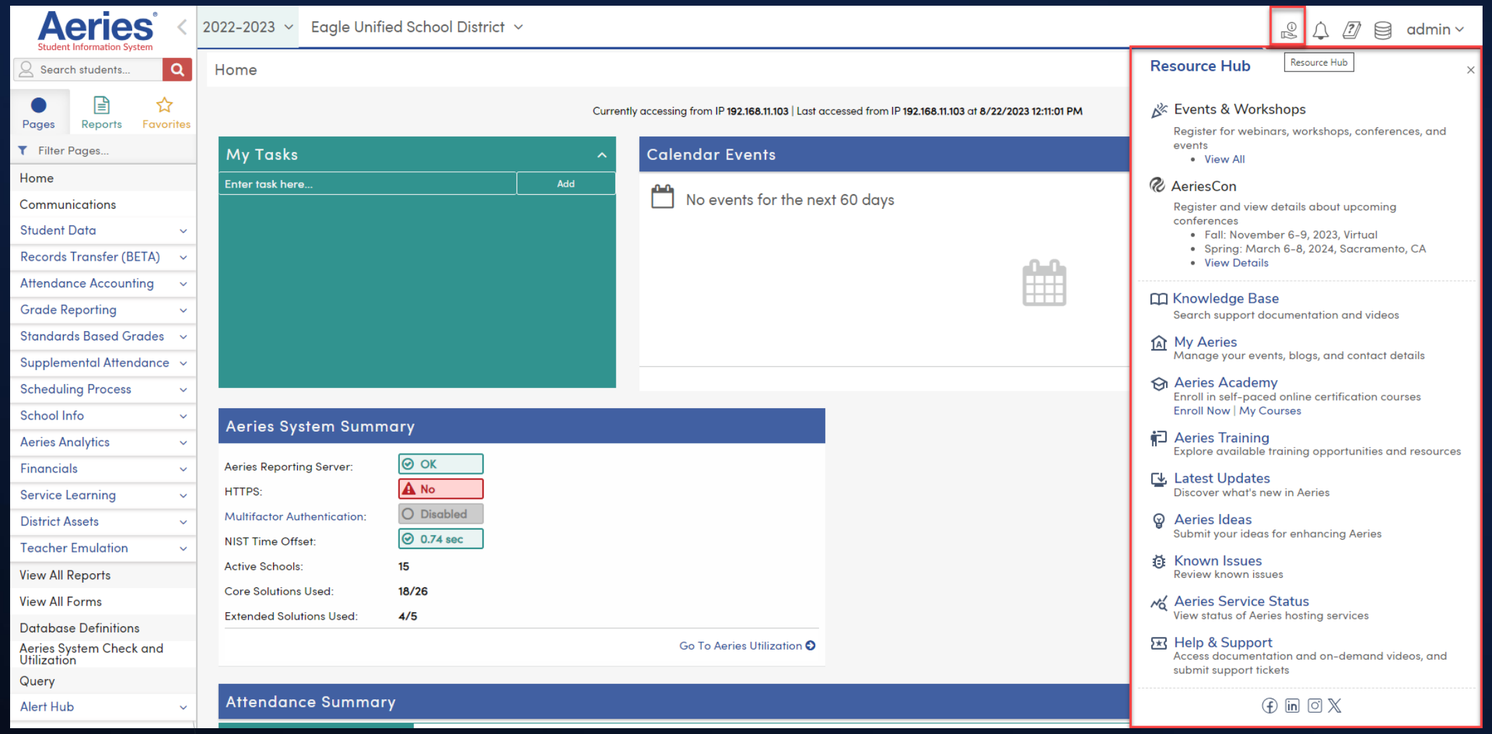

Resource Hub

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.

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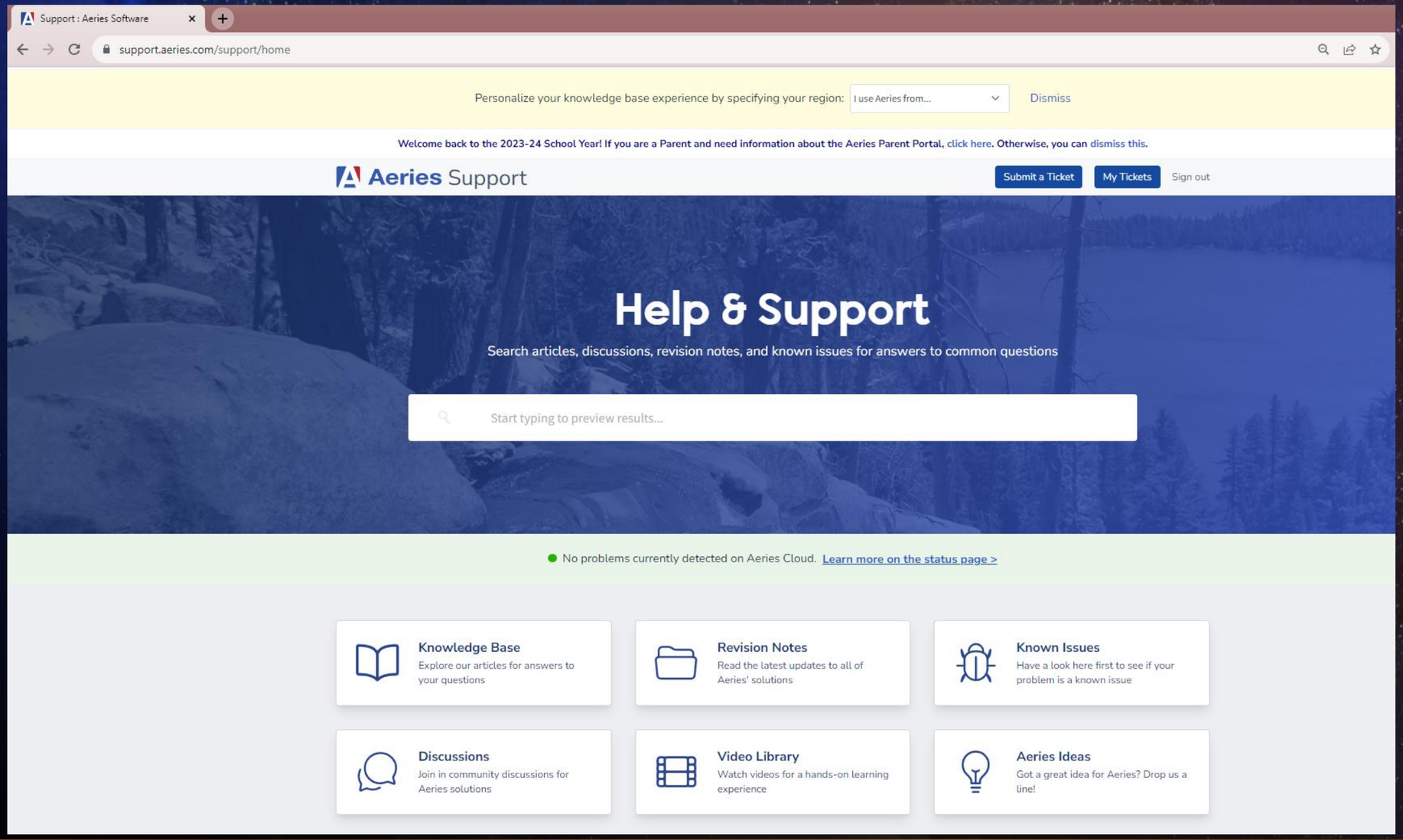
How to utilize the Aeries Support site

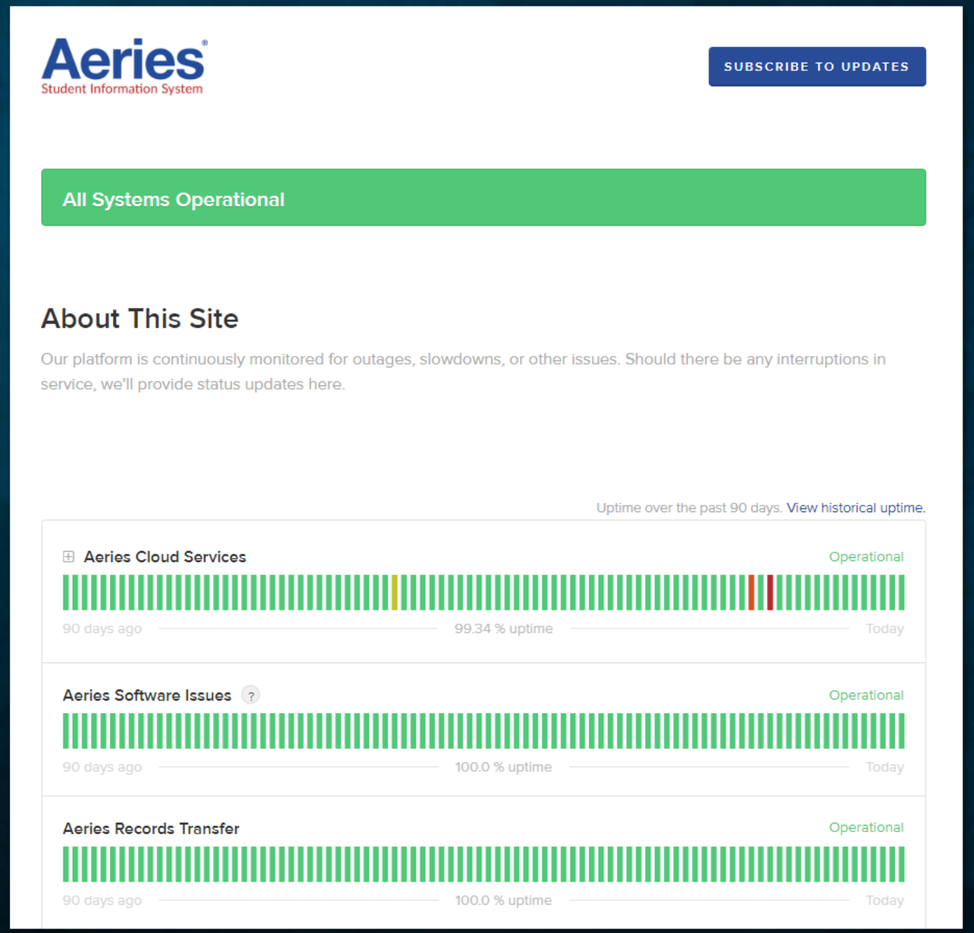
Navigating Freshdesk



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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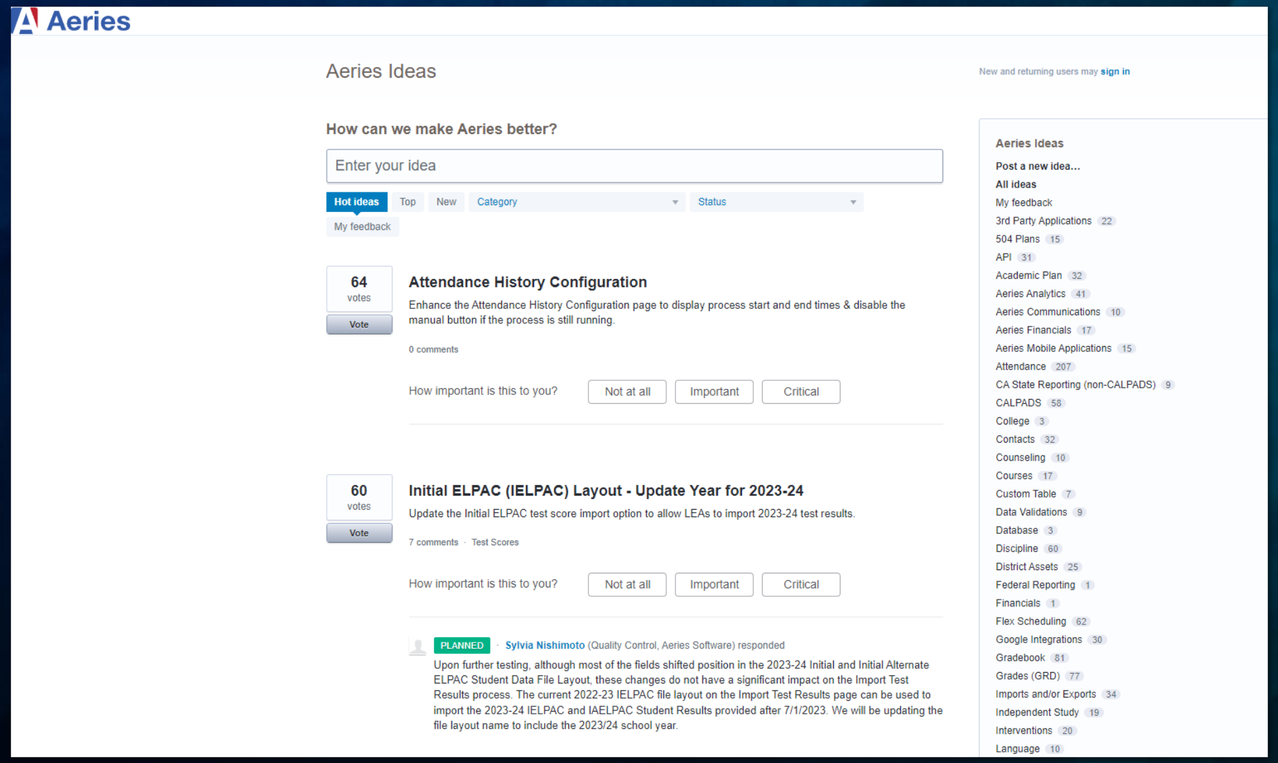
Why an Aeries Idea?



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.

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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

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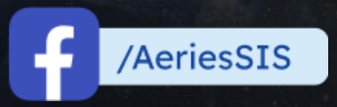
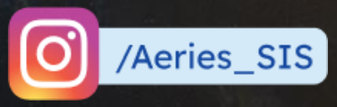
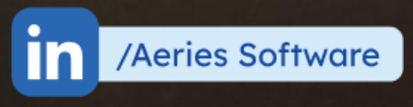
THANK YOU!

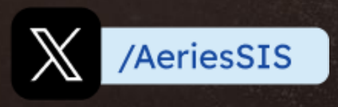
Please take a moment to complete our session survey.

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









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