



South Dakota Smarter Balanced Help Desk Information Template

South Dakota Smarter Balanced Help Desk	
Phone:	1.855.838.8378
Email:	sdhelpdesk@air.org
Support Hours:	Monday – Friday 6 a.m. – 6 p.m. Central 5 a.m. – 5 p.m. Mountain

To ensure that your issue is resolved in a timely fashion, please gather as much of the following information as possible before calling or sending an email to the South Dakota Smarter Balanced Help Desk:

Information Requested	Response
1) Primary Contact Name (usually the person who emails or calls the Help Desk)	
2) Primary Contact Number	
3) Primary Contact Email	
4) School or District Name and ID	
5) Operating System and Version (Windows 7, OS 10.6, etc.)	
6) Internet Browser and Version (IE 10, Firefox 10, Secure Browser 8)	
7) Connectivity (hard wired or wireless)	
8) Date and time of the error	
9) AIR System with the Issue (TIDE, ORS, TA Interface)	



Information Requested	Response
10) Error code number and message (if applicable)	
11) SSID number of the affected student(s). <i>Note: For security reasons, do not include student names.</i>	
12) Test Session ID (if applicable)	
13) Grade, subject, test, and question number (if applicable). <i>Note: For test security reasons, do not describe the content of the question.</i>	
14) Result ID (if applicable)	
15) Testing Environment (if applicable: operational or practice/training)	
16) Number of Students/TAs affected (if known)	
17) Number of Different Machines Tried	
18) If the issue involves connecting to an AIR site, can you access other sites?	
19) If the issue involves a special feature (such as sound for TTS or Listening Items) or a refreshable Braille display, does it work in other instances?	
20) If you are reporting for another person, please provide the other person's contact information if possible.	

If you are experiencing technology problems, please contact the Help Desk after checking with your technology coordinator.