



## South Dakota Smarter Balanced Help Desk Information Template

South Dakota Smarter Balanced Help Desk	
<b>Phone:</b>	1.855.838.8378
<b>Email:</b>	<a href="mailto:sdhelpdesk@air.org">sdhelpdesk@air.org</a>
<b>Support Hours:</b>	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
<b>1) Primary Contact Name (usually the person who emails or calls the Help Desk)</b>	
<b>2) Primary Contact Number</b>	
<b>3) Primary Contact Email</b>	
<b>4) School or District Name and ID</b>	
<b>5) Operating System and Version (Windows 7, OS 10.6, etc.)</b>	
<b>6) Internet Browser and Version (IE 10, Firefox 10, Secure Browser 8)</b>	
<b>7) Connectivity (hard wired or wireless)</b>	
<b>8) Date and time of the error</b>	
<b>9) AIR System with the Issue (TIDE, ORS, TA Interface, AIRWays)</b>	



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

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