



Issue Escalation Desk Guide

End User Issue	Who Needs to be contacted	Notes
Forgot Username or need password reset	Your agency's liaison in DSS	<ul style="list-style-type: none"> Your DSS liaison will contact the User Support Group to have your password reset
Hardware Issue (Some examples: Laptop is not working, need a new battery, mouse pad is not working etc.)	Your agency's internal IT department	<ul style="list-style-type: none"> Consult your Agency internal procedure for contacting the IT department
Training Issue Additional training is needed around ImpaCT functionality or procedure	Your agency's internal training department	<ul style="list-style-type: none"> Your internal department will reach out to the DSS liaison if training support is needed from DSS
<p>System Issue (Some examples: screen will not advance after save and continue is hit, receive an error message in red at the top of the screen etc.)</p> <p>Process issue (You cannot record all deductions for self-employment, System won't allow you to enter a second SS Claim Number)</p> <p>Connectivity Issue (Some examples: unable to Login to ImpaCT, unable to access any electronic case record documents)</p>	Your agency's liaison in DSS	<ul style="list-style-type: none"> Complete the External Agency Issue Reporting Sheet Include a short description, screen prints and all steps taken so that the defect can be replicated Email DSS Liaison the completed issue reporting sheet