

**KEES ISSUE TEMPLATE**  
**\*DO NOT INCLUDE ANY PII\***

Required Information:	Information Entered by Worker:
Date:	
Is Case Processing Stopped by this Issue?	Select From Dropdown
Does this qualify as a 'Dead Stop'?	Select From Dropdown
Urgency Indicator	Select From Dropdown
Required Information:	
Full Name (end user):	
Phone Number:	
Email Address:	
Your Location (ex: Clearinghouse, Forbes-2, Hampton VA, Lawrence OSW, etc.):	
Are you working tasks in the Current™ Workload Management Tool?	
Required Information:	
KEES Case Number:	
Program:	Select From Dropdown
Program Block Number:	
Category Issue Falls Into:	Select From Dropdown
Subcategory Issue Falls Into:	Select From Dropdown
Short Description of Issue (Be descriptive):	
Detailed Description of Issue (Include what page you were on):	
If Rescind/Reapply Issue:	
Who needs Rescinded/Reapplied (First Name):	
If Rescind, for what month?	
If Reapply, what is the Application Date?	
If EDBC Issue:	
EDBC Run Month:	
Was a Run Reason Used? Is yes, which one?	
Was Multi-Month EDBC used?	
Expected EDBC Result (Be specific):	
Actual EDBC Result:	
If Form or NOA Issue:	(Attach screenshot of entire Form/NOA)
Form Number (ex: V008):	
What was selected on Document Parameters?	
What was incorrect? (Be specific):	
After which EDBC was Form or NOA generated?	
Was Multi-Month EDBC used?	
If KEES Task Issue:	(Attach screenshot of Task from Task Inventory page)
Task Name:	
Unique Task ID Number:	
If Current™ Task/Activity Issue:	(Attach screenshot of Task/Activity)

Task/Activity Name:	
Receipt #/Task ID Number:	
If Error Received:	(Copy/Paste JAVA errors to a Word doc and attach)
Date and Time Error Received:	
What action did you take that gave the error:	
Error Code Received (ex: 1700):	
Unique ID of the Error:	

## KEES LATENCY ISSUE TEMPLATE

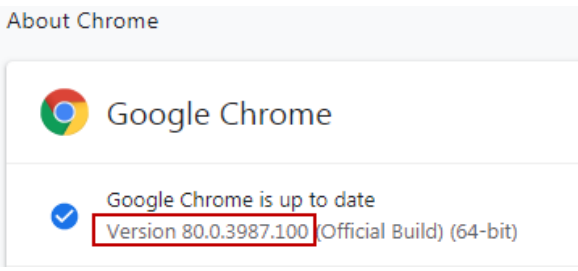
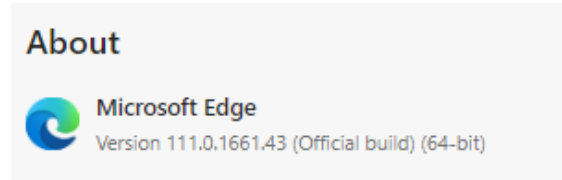
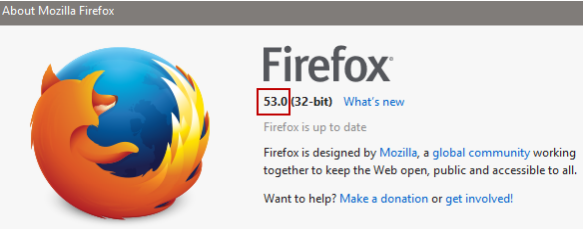
Required Information:	Information Entered by Worker:
Date:	
Time Latency Started:	
Full Name (end user):	
Contact number for someone at your location:	
Your Location (ex: Clearinghouse, Forbes-2, Hampton VA, Lawrence OSW, etc.):	
Are you the only one experiencing latency?	Select From Dropdown
Is it isolated to certain screens?	Select From Dropdown
If yes, which ones?	
Is it impacting EDBC?	Select From Dropdown
If yes, which program were you running?	
Is it impacting Tasks?	Select From Dropdown
If yes, in what way?	
What case number were you on? (We understand if it is impacting ALL case numbers, but give some specific examples):	
What were you trying to do? <b>(Be specific)</b> :	
How long did the action take? (We understand it took too long, but specifically, how long is it taking now?)	
How long does that action typically take?	

## DOCUMENT UPLOAD PORTAL TEMPLATE

Required Information:	Information Entered by Worker:
Date:	
Name of End User:	
Email Address:	
Contact Number:	
Facility Where Located:	
Required Information:	
Browser and Version being used:	
Issue Reported:	
What troubleshooting has already been attempted?	
If unable to locate documents:	
Case Number Uploaded To:	
Date and Time of Upload:	
Was PA's DOB confirmed to be correct?	

\*If user is receiving an error message, please have them send you a screenshot of it and attach it to the ticket you submit to the KEES Help Desk.

### How to Determine Browser Version

Google Chrome	
<p>Click on the three vertical dots in the upper-right corner of the screen. Click <b>Help</b>, then <b>About Google Chrome</b>.</p>	
Microsoft Edge	
<p>Click on the three horizontal dots in the upper-right corner of the screen. Click on <b>Settings</b>, then <b>About Microsoft Edge</b>.</p>	
Firefox	
<p>Click on <b>Help</b>, then <b>About Firefox</b>.</p>	
Safari	

Click on **Help**, then **About Safari**.



SUBCATEGORIES
<b>Under KEES</b>
<b>KEES Batch</b> - Issues related to the Monthly Reviews Batch (includes missing Review & IR Records or issues with the Redeter Record), Reviews Discontinuance Batch, Premium Billing Discontinuance Batch, etc.
<b>KEES BOT</b> - Issues related to KIERA (the update address/phone number BOT).
<b>KEES Contact Log &amp; Journal</b> – Issues related to the Contact Log or Journal.
<b>KEES Duplicate ID</b> – Issues related to Duplicate IDs in KEES.
<b>KEES File Clearance/MPI</b> – Issues related to File Clearance or the Master Person Index.
<b>KEES Forms Notices</b> - Issues related to Forms and NOAs.
<b>KEES Functional/Policy</b> - This option should be used sparingly and only when the issue does not fit into one of the other subcategories.
<b>KEES Interfaces</b> - Issues related to the HUB, SDX, BENDEX, EATSS, KDOL, TALX, KPERs, VLP, MMIS (includes pushing eligibility), Premium Billing Balance File (incorrect delinquency indicator or balance), AVR phone system, etc.
<b>KEES Online Data Collection</b> - Issues related to any of the Financial or Non-Financial data collection pages.
<b>KEES RDB</b> – Issues related to the Resource Databank.
<b>KEES Registration</b> - Issues related to Reapply, Rescind, eLinking or administrative roles.
<b>KEES Reports</b> - This has been <b>removed</b> as an option. Please select the Category of Reports instead.
<b>KEES Rules and Eligibility</b> - Issues related to EDBC, missing or incorrect Review Due date, CE dates, CHIP penalty period, non-compliance, etc.
<b>KEES Security Permissions</b> - Issues related to incorrect security permissions.
<b>KEES Tasks</b> - Issues related to tasks.
<b>Under Current</b>
<b>Dashboard Issues</b> - Issues with dashboard metrics
<b>KEES Mismatch</b> - There is a mismatch in data between Current and KEES
<b>Reports</b> - Issues related to reports either Imported into Current or Exported from Current
<b>Security Issues</b> - Should only be submitted to KEES Help Desk once a supervisor has confirmed the user has the proper User Roles to do the required action.
<b>Other</b> – Current issues not covered by another Subcategory.
<b>Under ImageNow</b>
<b>Document Re-indexing Issue</b> – Issues related to re-indexing documents.
<b>Missing PDF</b> – Issues related to missing PDF documents.
<b>Unusable Image</b> – Issues related to unreadable images.
<b>Other</b> – Perceptive Content issues not covered by another Subcategory.
<b>Under Outage</b>
<b>KEES Outage</b>
<b>Address Normalization Outage</b>
<b>Current™ Outage</b>
<b>Document Upload Portal Outage</b>
<b>ImageNow Outage</b>
<b>Interface Outage</b> – (Real-time interfaces offline)
<b>KEES User Manual Unavailable</b>
<b>PE Tool Outage</b>

<b>Reports Outage</b>
<b>SSP Outage</b>
<b>Task Outage</b> – (More than one worker impacted.)
<b>Under Presumptive Eligibility</b>
<b>PE Determination (KEES)</b> – Issues specific to the Presumptive Eligibility program in KEES.
<b>PE Tool</b> – Issue specific to the PE Tool.
<b>Under SSP</b>
<b>Access My Benefits Portal</b>
<b>Document Upload Portal</b>
<b>Self Service Portal</b>
<b>SSP Account Delink Request</b> - Requests to have SSP accounts delinked from their KEES case number.
<b>Under Reports</b>
KEES Reports - Issues related to reports that are run directly from KEES.
AdHoc Reports - Issues related specifically to AdHoc Reports.
Dashboard Reports - Issues related to the KEES Dashboards (if it is a Current Dashboard issue, please use the Category of <i>Current</i> .