



## SUBMITTING SERVICENOW TICKETS TO KEES HELP DESK

Once it has been determined that an issue is not worker error, an Incident should be reported to the KEES Help Desk for resolution.

If you are reporting an **outage**, please email the KEES Help Desk at [KEES.HelpDesk@ks.gov](mailto:KEES.HelpDesk@ks.gov). If the outage has occurred after 5pm or on a weekend, please email [KEES.Tier1@ks.gov](mailto:KEES.Tier1@ks.gov).

If you need assistance with your KEES, Perceptive Content, or ServiceNow password, please call 1-844-723-5337 and select option 1 -or- email [KEES.Tier1@ks.gov](mailto:KEES.Tier1@ks.gov).

For all other issues pertaining to KEES, Perceptive Content, the Non-Medical SSP, or the availability of the KEES User Manual, please follow these instructions to submit an Incident to the KEES Help Desk using ServiceNow.

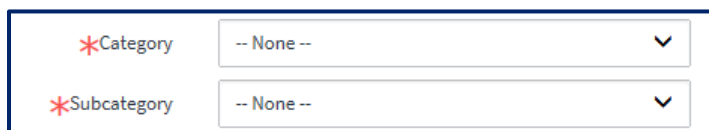
### Submitting an Incident

To submit an Incident in ServiceNow, click on the *Submit a New Incident* link.

ServiceNow will automatically fill in the **Number**, **Caller**, **Contact**, **Location**, **State**, and **Contact Type** fields.

The screenshot shows the ServiceNow Incident form interface. The header includes the Kansas Eligibility Enforcement System (KEES) logo and the text "Service Automation". The form is titled "Incident" and has a "Submit" button. The form fields are organized into two columns. The left column contains fields for Number, Caller, Contact, Location, Program Type, Program Subtype, FA Needs to be Expedited, KEES Case Number, Short description, Description, and Additional comments. The right column contains fields for State, Contact type, Category, and Subcategory. A red asterisk indicates a case processing error: "Is Case Processing Stopped by this Issue".

Next, you will need to select a **Category** and **Subcategory** for the issue you are reporting.

A screenshot of a web form showing two dropdown menus. The first menu is labeled '\*Category' and has a dropdown arrow next to it, with the text '-- None --' visible. The second menu is labeled '\*Subcategory' and also has a dropdown arrow next to it, with the text '-- None --' visible. Both menus are enclosed in a blue border.

**Category:** This is the general area the issue falls into. These are the Category options:

- *Current* – **Do not use.**
- *Database Error* – **Do not use.**
- *ImageNow* - Issues related to Perceptive Content.
- *Infrastructure* – **Do not use.**
- *KEES* - Most all KEES issues fall into this category.
- *Outage* - Used for any kind of an outage.
- *Presumptive Eligibility* – **Do not use.**
- *Security* – **Do not use.** Contact the Tier 1 Help Desk for login issues.
- *SSP* - Issues related to the Non-Medical Self-Service Portal.
- *Reports* – Issues related to KEES Reports, AdHoc Reports, and Dashboard Reports.

**Subcategory:** This is used to capture the specific area the issue falls into. These are the Subcategory options:

#### Under ImageNow

- *ImageNow-Document Re-indexing Issue* – Issues related to re-indexing documents.
- *ImageNow-Functional/Policy* – **Do not use.**
- *ImageNow-INMAC Error* – **Do not use.**
- *ImageNow-Missing PDF* – Issues related to missing PDF documents.
- *ImageNow-Other* – Perceptive Content issues not covered by another Subcategory.
- *ImageNow-Unusable Image* – Issues related to unreadable images.

#### Under KEES

- *KEES Batch* - Issues related to the Monthly Reviews Batch (includes missing Review & IR Records or issues with the Redeter Record), Reviews Discontinuance Batch, Critical Age Batches, Time Limit Batches, etc.
- *KEES BOT* – Issues related to LOLA the LIEAP BOT or the LIEAP/PEBT Registration BOT.
- *KEES Contact Log & Journal* – Issues related to the Contact Log or Journal.
- *KEES Duplicate ID* – Issues related to Duplicate IDs in KEES.
- *KEES File Clearance/MPI* – Issues related to File Clearance or the Master Person Index.
- *KEES Fiscal* – Issues related to TOP, Payments, SMART or Promise.
- *KEES Forms Notices* - Issues related to Forms and NOAs.
- *KEES Functional/Policy* - This option should be used sparingly and only when the issue does not fit into one of the other subcategories.
- *KEES Interfaces* - Issues related to SDX, BENDEX, EATSS, KDOL, TALX, KPERS, VLP, EBT Web Service (EBTedge), eDRS, etc.

- *KEES Latency* – Issues related to KEES latency.
- *KEES Online Data Collection* - Issues related to any of the Financial or Non-Financial data collection pages.
- *KEES RDB* – Issues related to the Resource Databank.
- *KEES Registration* - Issues related to Reapply, Rescind, eLinking or administrative roles.
- *KEES Reports* – **Do not use.** Reports have their own Category now.
- *KEES Rules and Eligibility* - Issues related to EDBC, missing or incorrect Review Due or IR Due dates, non-compliance, etc.
- *KEES Security Permissions* – Issues related to incorrect security permissions.
- *KEES Tasks* - Issues related to tasks.

#### Under Outage

- *KEES Outage*
- *Address Normalization Outage* – (Address normalization tool)
- *Current™ Outage* – **Do not use.**
- *Document Upload Portal Outage* – **Do not use.**
- *ImageNow Outage*
- *Interface Outage* – (Real-time interfaces offline)
- *KEES User Manual Unavailable*
- *PE Tool Outage* – **Do not use.**
- *Provider Portal Outage*
- *Reports Outage*
- *SSP Outage*
- *Task Outage* – (More than one worker impacted.)

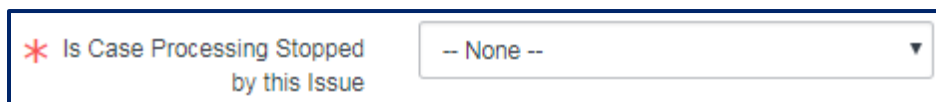
#### Under SSP

- *Access My Benefits Portal*
- *Document Upload Portal* – **Do not use.**
- *P-EBT FRSL Portal*
- *P-EBT Parent Portal*
- *Provider Portal*
- *Self Service Portal*
- *SSP Account Delink Request* - Requests to have SSP accounts delinked from their KEES case number.
- *SSP-Functional/Policy* - **Do not use.**

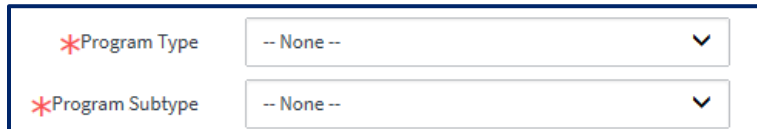
#### Under Reports

- *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 you selected ImageNow or KEES from the Subcategory drop-down, the **Is Case Processing Stopped by this Issue** question will appear. For any scenario where you are unable to complete the determination, select Yes from the drop-down.

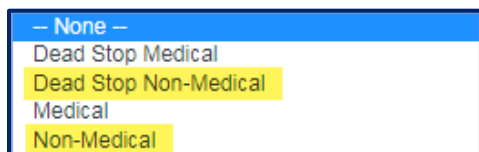
A screenshot of a form field. On the left, there is a red asterisk icon followed by the text "Is Case Processing Stopped by this Issue". To the right of this text is a dropdown menu with the text "-- None --" and a downward-pointing arrow.

Next, you will need to select a **Program Type** and **Program Subtype**.

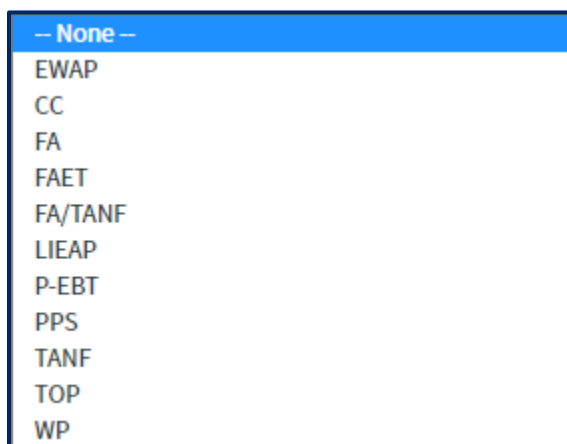
A screenshot of two stacked dropdown menus. The top menu is labeled with a red asterisk and "Program Type" and has a dropdown arrow with "-- None --" selected. The bottom menu is labeled with a red asterisk and "Program Subtype" and also has a dropdown arrow with "-- None --" selected.

*Non-Medical* or *Dead Stop Non-Medical* should be selected as the Program Type. *Dead Stop Non-Medical* should only be selected if:

1. The consumer does not have current benefits and you are unable to approve their application.
2. You are unable to rescind or reapply someone.
3. You are unable to discontinue benefits in the come-up month.

A screenshot of a dropdown menu for Program Type. The menu is open, showing several options. The first option is "-- None --". Below it are "Dead Stop Medical", "Dead Stop Non-Medical", "Medical", and "Non-Medical". The options "Dead Stop Non-Medical", "Medical", and "Non-Medical" are highlighted in yellow.

The Program Subtype is dynamic to the Program Type. Select the Program Subtype you are submitting a ticket for from the drop-down. If you are submitting a ticket for both Food Assistance and TANF, please select FA/TANF from the drop-down.

A screenshot of a dropdown menu for Program Subtype. The menu is open, showing a list of options. The first option is "-- None --". Below it are "EWAP", "CC", "FA", "FAET", "FA/TANF", "LIEAP", "P-EBT", "PPS", "TANF", "TOP", and "WP".

If you selected Dead Stop Non-Medical in the Program Type drop-down and you select FA or FA/TANF in the Program Subtype drop-down, the **FA Needs to be Expedited** field will appear. If the application being processed qualifies for expedited Food Assistance, please select Yes from the drop-down.

* Program Type	Dead Stop Non-Medical ▼
* Program Subtype	FA ▼
* FA Needs to be Expedited	-- None -- ▼

If you indicated the Dead Stop was for LIEAP, the **Application Type** field will appear. If it is an 18-hr or 48-hr application, please select the appropriate one from the drop-down. If it is neither, select Regular application.

* Program Type	Dead Stop Non-Medical ▼
* Program Subtype	LIEAP ▼
* Application Type	-- None -- 18-hr application 48-hr application Regular application

If you indicated the Dead Stop was for EWAP, the **Application Type** field will appear. Please indicate which application type it is by selecting the appropriate one from the drop-down.

-- None --
Reconnect application
48-hr Disconnect application
30-day Disconnect application

Enter the case number in the **KEES Case Number** field.

KEES Case Number	<input type="text"/>
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Next is the **Short Description** and **Description**:

* Short description	<input type="text"/>	?	📄
* Description	<input type="text"/>		

The **Short Description** should be a short but descriptive summary of the issue you are reporting. Please be DESCRIPTIVE – do not use “KEES Issue”.

Here are some examples:

“Error message received on Individual Demographics during data acceptance.”

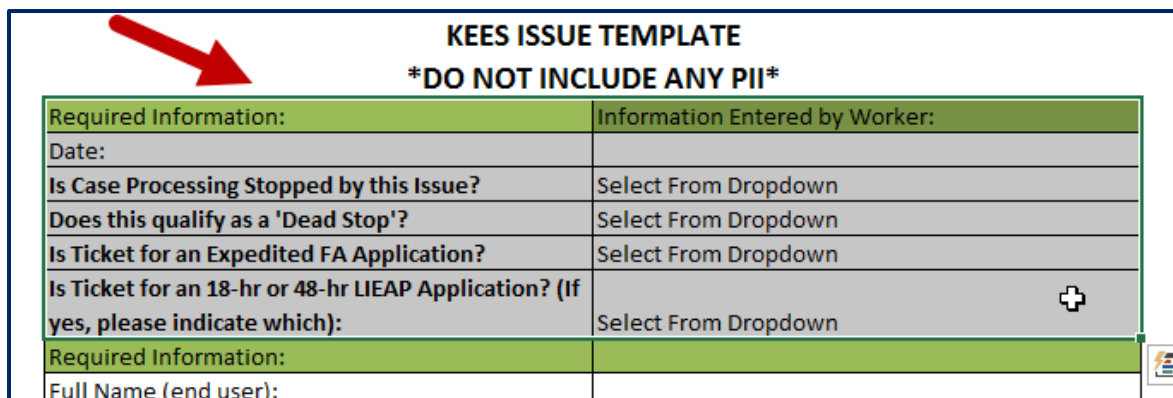
“1700 Error received when running EDBC.”

“Duplicate ID”

The **Description** field should be completed by copying and pasting the body of the KEES Issue Template into the Description field. **You must completely fill out the template and then it must be pasted into the Description field.** Please be as detailed as possible. Whenever you can, give the steps you took or list what actions you have already taken on the case.

**NOTE:** If the task is going to be reassigned to the Orange-Green queue, you must include the name and Unique ID number of the task you are working.

**Do not** attach the template to the ServiceNow ticket with a description of “see attached”. Highlight the entire table, then Ctrl+C to copy it. In the Description field on the Incident ticket, Ctrl+V to paste it. DO NOT INCLUDE ANY PII.



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
Is Ticket for an Expedited FA Application?	Select From Dropdown
Is Ticket for an 18-hr or 48-hr LIEAP Application? (If yes, please indicate which):	Select From Dropdown
Required Information:	
Full Name (end user):	

You must include a screenshot if you are reporting an error message, or an issue related to a Form/NOA or a Task. When reporting an error message, you must include the date and time the error message was received and exactly what you were doing when you received it. All PII must be removed from the screenshot.

Screenshots can be attached by dragging and dropping a document anywhere onto the Incident ticket in ServiceNow. Simply locate where the document is saved on your computer, and then drag and drop a copy of the document over to ServiceNow.

Your attachments will show at the top of your ticket right above your Incident Number.

Click the Submit button once you are finished. You will receive an auto-generated email confirming your ticket has been received.

**Kansas**  
Higher Education System (KES)  
Service Now Portal

Service Automation

Home My Incidents

Incident

Manage Attachments (1) 1700 Error.docx [rename][view]

Number: [Field]  
 Caller: Jennifer King [Field]  
 Contact: Jennifer King [Field]  
 \* Location: Topeka [Field]  
 \* Program Type: Non-Medical [Field]  
 \* Program Subtype: FA [Field]  
 KES Case Number: 12345678 [Field]  
 \* Short description: Case 12345678 - Receive 1700 error on Individual Demographics [Field]  
 \* Description: Description of Data to be Collected  
 Date: 5/22/2017  
 Information Entered by Worker  
 Full Name (end user): Jennifer King  
 Phone Number: 785-338-4561  
 Email Address: Jennifer.king@ks.gov  
 Your Location (which service center): Topeka  
 KES Case Number: 12345678  
 Legacy Case Number (if there is one):  
 Program Block Number: 1234  
 Area within KES (page name): Individual Demographics List page  
 Description of Question/Issue: Receive an error message when clicking the Edit button next to Jennifer on the Individual Demographics List page.

State: New [Field]  
 Contact type: ESS Portal [Field]  
 \* Category: ABMS [Field]  
 \* Subcategory: KES Online Data Collection [Field]

Submit Save

Reminder:

Appropriate Identifying Information	Inappropriate Identifying Information
Case Number	Social Security Number
Client ID	Date of Birth
First Name	Full Name
Partial SSN (Only if the issue pertains to the SSN)	

Error Message Code & Unique ID	Task Unique ID
Error Message: Sorry for the inconvenience. There is a problem with Rules	Change - 270113
Error Code: 1700	
UniqueId: 57d98d17-5147-434c-81ff-a3356daf3fbc	
Resolution: Please contact your administrator and try later	