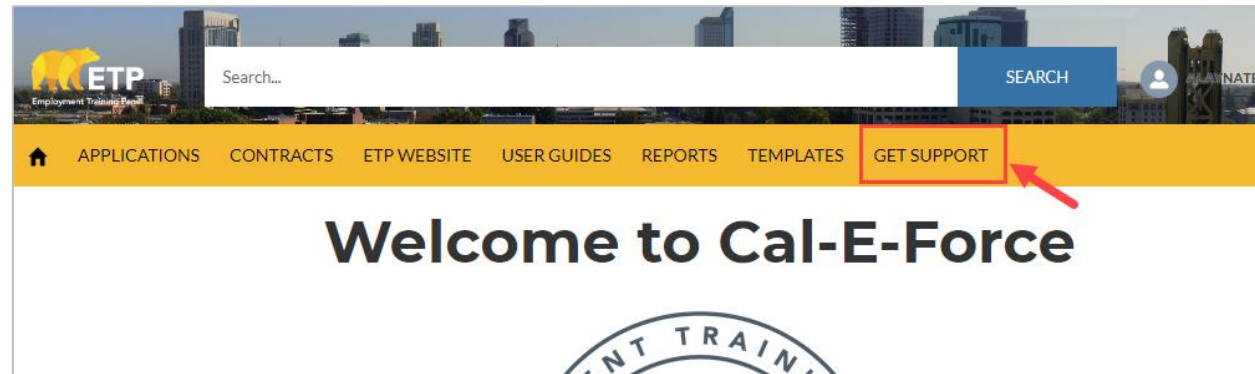


CAL-E-FORCE REFERENCE GUIDE: SUBMITTING A SUPPORT CASE

1. At the top of the landing page, select the **GET SUPPORT** button on the navigation bar



2. The support page will open in a new tab of your browser. It will contain Contact information auto-populated of the current user, and provide fields for the user to categorize and submit the support needed.

A screenshot of the "How can we help?" support form. The form is titled "How can we help?" and has a subtitle "We just need some details first." Below the subtitle, there is a section labeled "Contact Information:" which contains three bullet points: "Account: Account 1", "User: AlaynaTest1 MollickTest1", and "Email: alaynamollick@gmail.com/invalid". Below this, there is a question "Is the above email address still valid?" with two radio button options: "Yes" and "No". The "No" option is selected. Below this, there is a field for "Email" with the value "you@example.com". Below that, there is a field for "What is the subject of your request?". Below that, there is a dropdown menu for "Area Affected" with the value "--None--". Below that, there is a text area for "Please describe your issue:" with a question mark icon. At the bottom right of the form, there is a blue "Next" button.

3. Review the contact information. Confirm that the listed email address is correct. This email is tied to your user account, and you will receive a submission confirmation at this address.

If the email is incorrect, select "No" and update the email address.

How can we help?

We just need some details first.

Contact Information:

- Account: Account 1
- User: AlaynaTest1 MollickTest1
- Email: ~~alayna.mollick@gmail.com~~invalid

* Is the above email address still valid?

Yes

No

* Is the above email address still valid?

Yes

No

* Email

you@example.com

A red arrow points from the "No" radio button in the first validation question to the "No" radio button in the second validation question.

4. Fill out the subject of your request. Consider this like the subject of an email.
*i.e.: "Upload File not being accepted"

How can we help?

We just need some details first.

Contact Information:

- Account: Account 1
- User: AlaynaTest1 MollickTest1
- Email: ~~alayna.mollick@gmail.com~~invalid

* Is the above email address still valid?

Yes

No

* What is the subject of your request?

[Red box highlights the subject of the request input field]

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5. Select the appropriate **Area Affected** for your support case.

*These areas correspond to the different areas of Cal-E-Force location on the navigation bar.

Area Affected

- Application
- None--
- Application
- Contract
- Manage Users
- Reports
- Templates
- Other

6. If **Area Affected = Application:**

Enter in the *Reference Number* (i.e. 24-025) or *Application Name* (APP-123456).

Area Affected

Application

Application Reference Number or Name ⓘ

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7. If **Area Affected** = Contract:

Enter in the *Contract Number*
i.e. ET24-0100 (“ET” will already be present in the field, do not remove this)

Select the **Sub-Category**.
Where in the contract is this located?

*These areas correspond to the different areas of Cal-E-Force Contract Management on the button bar.

Select if this issue is related to uploading a file.

*The file can be directly uploaded to the support case on the next page.

* **Area Affected**

Contract

* **Contract Number**

ET

* **Sub Category**

--None--

--None--

Add Workplace

CBT Classes

Certifications

Enrollment

Hours Tracking

Invoicing

Revisions

Other

* **Is this regarding an upload?**

Yes

No

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8. If **Area Affected** = Other:

Please type in the **Other** field what your support case is related to.

* Area Affected

Other

* Other

9. Describe your support request in detail.

10. Once complete, click **Next**

Please explain in as much detail as possible. The more info we have, the faster we can help you.

* Please describe your issue: ⓘ

Next

11. Click **Upload Files** to upload any supporting documentation you have to attach to your support request. This can include screenshots, csv files, etc. You can also upload multiple files.

Supporting documentation is not required but highly preferred.

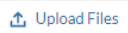
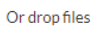
Successful uploads will show a green checkmark.

Once all files have been attached, click **Next**

Supporting Documentation

Please upload any supporting documentation you have to attach to your support request. This includes screenshots, upload files etc.

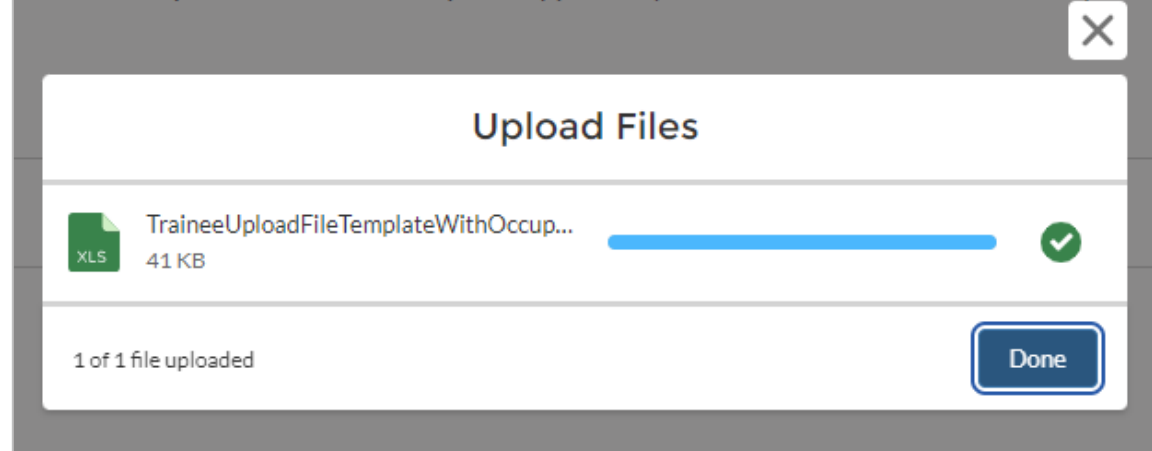
Files



Previous

Next

umentation you have to attach to your support request. This includes screenshots, upload f



Upload Files

 TraineeUploadFileTemplateWithOccup... 41 KB 

1 of 1 file uploaded

Done

CAL-E-FORCE REFERENCE GUIDE: SUBMITTING A SUPPORT CASE

12. A confirmation screen will appear with your case number information.

Click **Finish**

The page will return to the first page of the support request, but you can exit out of the tab now as the case has been submitted.

Thank you for contacting the Cal-E-Force Help Desk!

We have received your support request and Case 00018006: 'subject' has been created.

We will respond back to you as we work through your inquiry.

Thank You,

Cal-E-Force Team
Email: ETPCalEForce@etp.ca.gov

P.S. Did you know we have Cal-E-Force General Information posted on our website? Click this link to find out more: <https://etp.ca.gov/cefhub/>

Previous

Finish

13. You will also receive a confirmation email

If any additional information or screenshots are needed, these can be provided by responding to the confirmation email. It will automatically attach to the existing case.

From: ETP Cal-E-Force Help <etpnoreply@etp.ca.gov>

Date: October 8, 2024 at 11:09:21 AM PDT

To: etpnoreply@etp.ca.gov

Subject: Sandbox: ETP Case 00014462: We got your request! Here's what to expect next...

Reply-To: etpcaleforce@etp.ca.gov

Hello,

Thank you for contacting Cal-E-Force Help Desk. We have received your support request and Case 00014462: 'Subject of Request Sample' has been created. We will respond back to you as we work through your inquiry.

If there are any updates or additional information you would like to add, please respond to this email.

Thank You,

Cal-E-Force Team
Email: ETPCalEForce@etp.ca.gov

P.S. Did you know we have Cal-E-Force General Information posted on our website? Click this link to find out more: <https://etp.ca.gov/cefhub/>

thread::QX5RmqSfF16J3Bm6x26ROws::