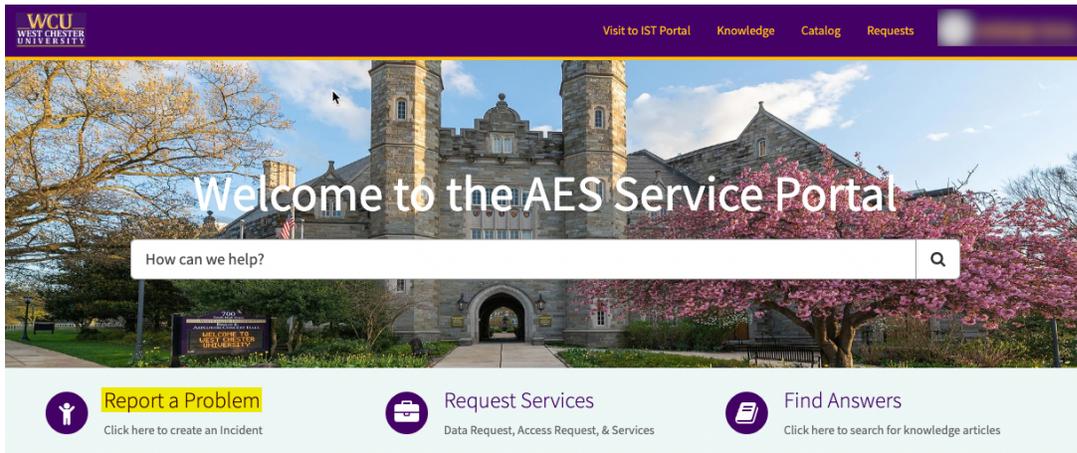


## How to Report a Problem with an AES Supported System

1. Login to the [AES Service Portal](#)
2. Choose *Report a Problem*.



3. Fill out the requested information on the Incident Form. Fields with an asterisk are required.
  - The *Caller* field and the *Affected User* field are prepopulated with your name. If you are submitting the ticket for someone other than yourself, you can update the *Affected User* with their contact information.
  - *Location*: Enter the location of where the incident is occurring.
  - *Impacted System*: Choose which system you are experiencing an issue. ⓘ
  - *Urgency*: Choose Low-High. If the Incident is widespread, you can choose *High*. If it is just affecting one person and there is no deadline involved, you could choose *Low*.
  - *Short Description*: Summarizes Problem
  - *Full Description*: Enter more information here including any error messages.
  - *Add Attachments*: Allows you to upload screenshots or error messages to support your ticket.
4. Once you are finished filling out the form, tap *Submit*.
5. You will receive an email confirmation that your Incident has been submitted. There is a link to the Incident within the email that you can use to follow-up as necessary.