# South Dakota Assessments Help Desk Information Template

| South Dakota Assessments Help Desk | |
|---|---|
| **Phone:** | 855–838–8378 |
| **Email:** | SDHelpDesk@cambiumassessment.com |
| **Support Hours:** | Monday – Friday<br>6 a.m. – 6 p.m. Central<br>5 a.m. – 5 p.m. Mountain |

To ensure that your issue is resolved in a timely fashion, please gather as much of the following information as possible before calling or sending an email to the South Dakota Assessments Help Desk:

| Information Requested | Response |
|---|---|
| 1) Primary Contact Name (usually the person who emails or calls the Help Desk) | |
| 2) Primary Contact Number | |
| 3) Primary Contact Email | |
| 4) School or District Name and ID | |
| 5) Operating System and Version (Windows 7, OS 10.6, etc.) | |
| 6) Internet Browser and Version (IE 10, Firefox 10, Secure Browser 8) | |
| 7) Connectivity (hard wired or wireless) | |
| 8) Date and time of the error | |
| 9) System with the Issue (TIDE, Proctor/Student Interface, Reporting) | |

| Information Requested | Response |
|---|---|
| 10) Error code number and message (if applicable) | |
| 11) SSID number of the affected student(s). *Note: For security reasons, do not include student names.* | |
| 12) Test Session ID  (if applicable) | |
| 13) Grade, subject, test, and question number (if applicable). *Note: For test security reasons, do not describe the content of the question.* | |
| 14) Result  ID (if applicable) | |
| 15) Testing Environment (if applicable: operational or practice/training) | |
| 16) Number of Students/PRs affected (if known) | |
| 17) Number of Different Machines Tried | |
| 18) If the issue involves connecting to an CAI site, can you access other sites? | |
| 19) If the issue involves a special feature (such as sound for TTS or Listening Items) or a refreshable Braille display, does it work in other instances? | |
| 20) If you are reporting for another person, please provide the other person's contact information if possible. | |

If you are experiencing technology problems, please contact the Help Desk after checking with your technology coordinator.