
**DEPARTMENT OF WORKFORCE SERVICES
ISSUANCE NUMBER PY 14-12**

Daryl E. Bassett, Director

June 17, 2015

TO: ADWS Staff, Local Workforce Investment Areas/Service Providers

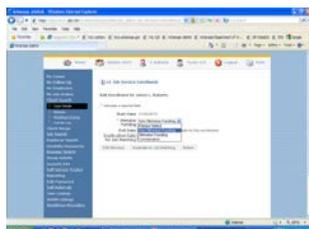
SUBJECT: Arkansas Job Link (AJL) Help Desk Request Policy

1. **Purpose:** To distribute Arkansas Department of Workforce Services policy and guidance for reporting problems or requesting assistance with Arkansas Job Link (AJL).
2. **General Information:** This policy provides guidance on reporting problems or requesting assistance with the Arkansas Job Link (AJL) system through the AJL Help Desk. The policy and procedure for submitting problems or questions to the AJL Help Desk is:
 - a. The Local Office Manager will review the problem and find a resolution, if possible.
 - b. If a resolution is not found, staff will send an Email to the AJL Help Desk at ajl.help@arkansas.gov with the Office Manager and Area Operations Chief copied on the Email. The Email will contain the following information:
 1. A short description of the problem in the "Subject Line". (Ex: Unable to Close Job Order.)
 2. The body of the Email will provide specific information related to the problem including what happened and what attempts were made to resolve the problem before reporting it.

This includes: Participant ID #, Job Order #, Employer Name, S&T Plan Activity, etc.

A step-by-step description of what the user was doing when the problem occurred. (Ex: Clicked on "Employer Search", typed in the name of the employer, clicked "search" and received an error.)

3. Include "Screen Shot(s)" of the issue/error. (To create a screen shot, press the "Print Screen" key, right click, and then select "paste" from the box. You may need to reduce the size of the shot by clicking on the screen shot and dragging the borders to fit.)



4. Indicate which Internet Browser Version was being used. (IE 8, IE 9 or above, FireFox, Google Chrome, or other).
 5. Include staff contact information. (Name, office, Email address, and phone number.)
- c. Central Office staff will receive the “Help Desk Ticket” and investigate possible causes and solutions. They may contact the staff/manager for clarification, if needed.
 - d. Central Office staff will notify staff/manager(s) of the status of the “ticket”.

Please Note: Central Office staff should not be contacted in lieu of submitting an “AJL Issue Reporting Email” mentioned above. (This causes duplication of effort and inaccurate tracking of system problems.)

3. **Inquiries**: Lily Kersh (501) 683-1781 or lily.kersh@arkansas.gov
4. **Attachments**: None
5. **Expiration Date**: Ongoing