

Subject: Remember to Include as Much Detail as Possible When Emailing the SCEIS Help Desk

Audience: All SCEIS Users

The SCEIS Team is dedicated to providing excellent service to you, our customers. We strive to ensure that responses to your help requests are timely, complete and helpful, and we are most successful in these efforts when we receive detailed information from customers when they submit help requests.

Below are some reminders to help users ensure the information you submit to the SCEIS Help Desk has all the details we need to help us serve you optimally.

- Before you contact the SCEIS Help Desk, ask yourself the following questions:
 - Have you contacted your agency's subject matter expert in the area where you're experiencing an issue (HR, Time Admin, Budget, Purchasing or Accounting, for example)?
 - If not, try that first, as it is often the fastest way to get resolution.
 - Have you referred to help documentation on the SCEIS website and uPerform?
 - The SCEIS website has a number of helpful items available on [uPerform](#), the [MySCEmployee Tools page](#), the [SCEIS Password Resets help page](#), the [Finance Publications page](#), [Reporting Publications](#) page and other locations.
 - What are you trying to accomplish by contacting the Help Desk?
 - Make sure you have a clear understanding of what you need so that you can communicate it effectively.
 - What steps have you taken to correct the issue?
 - Running through the list of actions you have already tried can sometimes expose other options you haven't tried yet.
 - What data input did you enter when your problem occurred (what funding stream, or employee data, for example)?
 - This can sometimes impact the solution.
- When you have a help request to send via email, please use the SCEIS Service Desk Ticket Form, [available here](#), and complete all the fields before submitting your information.
 - Oftentimes, emails intended to go to the SCEIS Help Desk end up in other SCEIS and CIO inboxes due to incorrect addresses, which can increase response times. So, if you email the SCEIS Help Desk without using the SCEIS Service Desk Ticket Form, it's important to be sure to address your email to SCEISHelpDesk@sceis.sc.gov.
- Whether you call or email the SCEIS Help Desk for assistance, be sure to note pertinent details, such as:
 - Your first and last name, SCEIS Username, Personnel Number (PERN), agency, work phone number and email address. **Remember: Please do not submit Social Security Numbers.**

- If you are submitting a ticket for someone else, include all of this information for him or her, as well.
 - The specific portion of SCEIS in which you are experiencing issues (MySCEmployee MSS or ESS, SRM Shopping Cart, SRM Buyer, Accounts Payable, Accounts Receivable, Payroll, Time or Grants Management, for example).
 - A screen shot of any error message you are receiving.
 - The SCEIS Team has posted a help document to assist users with taking and saving screen shots from SCEIS on the SCEIS Weekly Updates page in conjunction with this message. [Click here](#) to view the instructions.
 - A detailed description of the issue you are experiencing, noting transaction codes, document numbers, shopping cart numbers, trip numbers, time/leave dates, etc., as appropriate. Remember, the more details, the better.
- If your help request involves an error message, transaction or field that appears on-screen in SCEIS, please take a screen shot and attach it to your help request. If you plan to call for help with the issue, please have a screen shot available to send sceishelpdesk@sceis.sc.gov, in case the Help Desk representative asks for one.
- If you have contacted the SCEIS Service Desk about this issue before, please tell us, and include the ticket number, if possible.

If you have any questions about this message, please contact the SCEIS Service Desk at (803) 896-0001 (select option 1 for SCEIS help) or use the email form available at the following link: <http://www.sceis.sc.gov/requests/>.