# Fiduciary Accountings Submission Tool (FAST) Training Job Aid
# FAST System Error Ticket

### Objective
To provide Fiduciary personnel with guidance on how to submit a request for a FAST system error.

### Audience
FAST users experiencing system errors. Please note Fiduciary personnel must submit system error tickets on behalf of the fiduciary.

## Prerequisite

The FAST user is experiencing a system error.

## Instructions

1. For users experiencing a FAST system error please use the following link to submit a ticket DTC VA Helpdesk Forms (site.com)

2. Complete the general information section following the steps below:

- Select the appropriate response for "Have you already opened a case for this issue?"
- Enter 'FAST' under the **DTC Application** option
- Select the priority of the ticket type: "High"
- Select the issue topic "Other"
- In the Subject box, enter "**FAST Account System Error**"
- In the description section provide a detailed explanation of the system error that you or the FAST Fiduciary user are experiencing.
- Enter the contact phone number and email address of the user experiencing the issue.
- If there is no additional information to submit, then select the **'create case'** button. If there is additional information, please proceed below.

*<u>The fields with the red asterisk are required.</u>*

2. In the **'Additional Questions & Attachments'** section complete any applicable information as necessary. Then select the **'create case'** button.

- *Please do not upload any information containing PII when submitting attachments.*



## Outcome

Once the system error ticket is submitted, please expect next steps from DTC via phone call or email utilizing the contact information provided.

*Please note:*

1. *Do not give Fiduciaries the DTC Customer Support Line Phone Number, as it is not for use by the public.*

2. *DTC is a third-party contractor, therefore, PII such as SSN's, DOB's, Physical Address, etc. should not be placed in the ticket.*