

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 \(site.com\)](#)

U.S. Department of Veterans Affairs

Home Submit a Helpdesk Case Submit a User Permission Request

Open an Issue with the VA Help Desk

STOP!! Do not include any PII/PHI information in the case or attachment (DOB, SSN etc.)!

Use this form to create a VA Help Desk case. We will process requests as quickly as possible in the order that we receive them.

Please include in your description:

- A complete, but concise, explanation of the request or issue
- Relevant details for the request (username, location, type of equipment)

For help submitting a case or to check the status of an existing case, please call the DTC Customer Support Line at: (202) 921-0911, Mon.-Fri., 0800-1700

Note: The fields with the red asterisk are required.

General Information

Have you already opened a case for this issue?

Yes No

DTC Application *



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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.

The fields with the red asterisk are required.

The screenshot displays the 'General Information' section of the FAST System Error Ticket form. The form includes the following fields and options:

- Have you already opened a case for this issue?**: Radio buttons for 'Yes' and 'No'.
- DTC Application**: A search dropdown menu with a search icon.
- Priority**: Radio buttons for 'Low', 'Medium', 'High', and 'Urgent'.
- Issue Topic**: A row of buttons including 'App Support Request', 'Architectural Support Request', 'Data Management Request', 'Microsoft Support Request', 'Password Reset Request', 'PEGA Support Request', 'Reporting Request', 'User Data Management', and 'Other'.
- Issue Related to**: A row of buttons including 'Accounts', 'Contacts', 'Charter', 'Cases', 'Dashboard', 'Reports', 'Security', and 'Other'.
- Subject**: A text input field with a red asterisk and a character count of '255 of 255 characters left'.
- Description**: A text input field with a red asterisk and a character count of '32000 of 32000 characters left'.
- Preferred Contact Number**: A text input field with a red asterisk.
- Preferred Contact Email**: A text input field with a red asterisk.
- Additional contact information**: A text input field with a character count of '2000 of 2000 characters left'.
- Please provide additional information so that we may reduce your wait time and better serve you.**: A row of buttons including 'FAST', 'IEWeb', 'QMS', 'PEGA/Microsoft', 'VA/IRS', 'Other', 'Alerts & Recalls', and 'PSAT'.



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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.*

Additional Questions & Attachments

Has the affected user logged in during the last 90 days?

Has the affected user received an error message? If yes, please copy/paste the error message and/or upload a screen shot.

Please enter any additional information that may help to resolve the issue.

500 of 500 characters left

Attachment #1 - Please be aware that only one file can be attached per attachment option.

Attachment

Attachment #2 - Please be aware that only one file can be attached per attachment option.

Attachment

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.**

