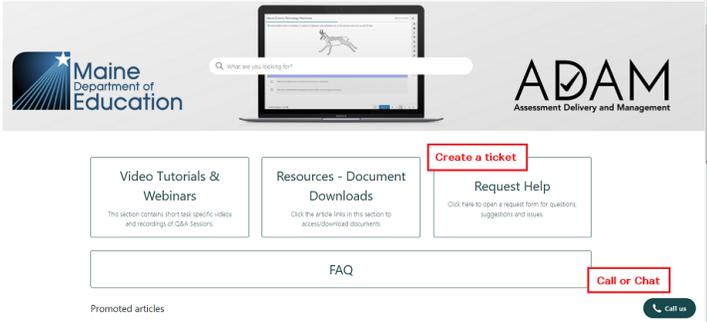
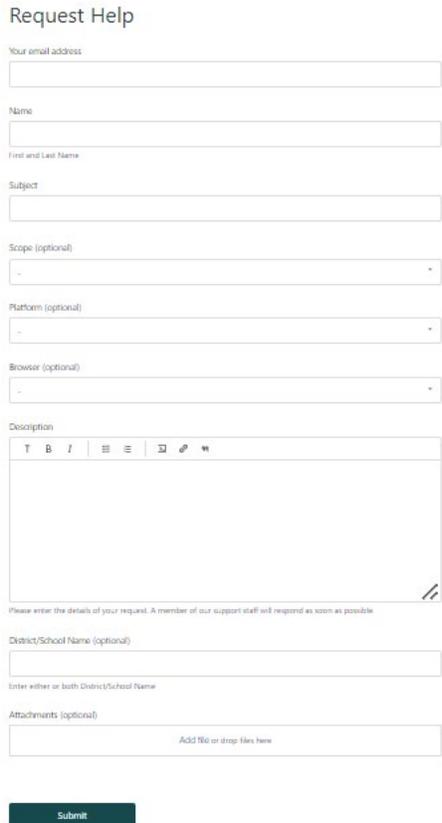


Support Process

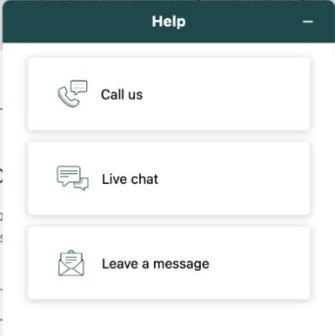
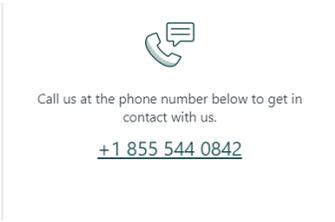
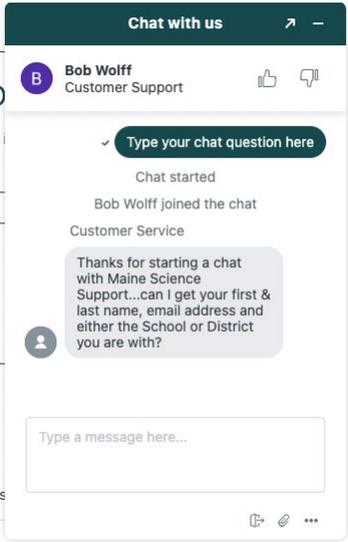
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	<p>Support line hours are as follows:</p> <ul style="list-style-type: none"> • 4/17–4/28: (regular hours) 7:30 a.m.–4:00 p.m. (EST) • 5/1–5/26: (extended hours) 6:30 a.m.–6:00 p.m. (EST) • 5/30–6/2: (regular hours) 7:30 a.m.–4:00 p.m. (EST) 	
<p>1</p>	<p>Users can create a ticket or call us from the support site at https://mescience.zendesk.com</p>	
<p>2</p>	<p>To submit a ticket, click on Request Help</p> <p>Users be taken to a form to fill out.</p> <p>Required fields are:</p> <ul style="list-style-type: none"> • Email address • Name (first and last) • Subject • Description <p>It is highly recommended to include your school/district name to make your ticket easier to locate.</p>	

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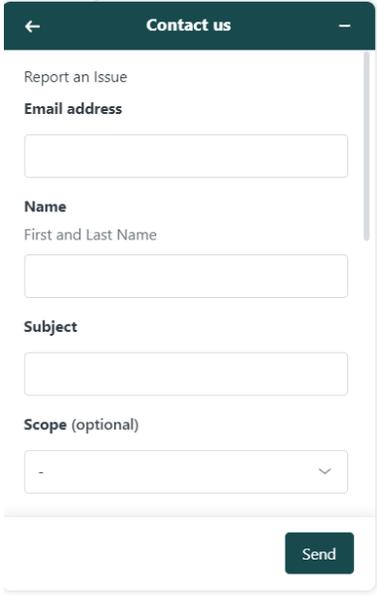


<p>3</p>	<p>A list of suggested articles will populate depending on the subject that the user types in.</p>	<p>Subject</p> <p><input type="text" value="Test"/></p> <p>Suggested articles</p> <ul style="list-style-type: none"> Student Tutorial - Instructions and Test Codes Practice Assessment and Tutorial Administration Manuals and Test Codes How Do I Find a List of Students Who Completed or Did Not Complete an Assessment? What is a Test Code? Proctor User Guide How Do I Print Assessment Tickets and Rosters for Proctors? Student Submitted Test Early Explanation of the Test Review Screen How Do I Log Into ADAM? Q&A Session: Proctoring and Accessibility 2022
<p>4</p>	<p>Attachments can be added at the bottom of the form. Screenshots can be helpful for the agent to aid in troubleshooting.</p>	<p>Attachments (optional)</p> <p><input type="text" value="Add file or drop files here"/></p>
<p>5</p>	<p>The submitter will receive an email confirming that the ticket was successfully created. It will be sent to the email address provided when the form was submitted.</p> <p>An agent will be in contact within 2 hours during live assessment and within 24 business hours outside of the assessment window.</p>	<p>Help Request Received by Maine Science Helpdesk Σ Inbox x</p> <p>Maine Science Support Desk <support@mescience.zendesk.com> 2 to me ▼</p> <p>## - Please type your reply above this line - ##</p> <p>Your request (ticket # 2165) has been received and is being reviewed by our support staff.</p> <p>To add additional comments, reply to this email.</p>

Call or Chat		
1	1.2. To call or chat with an agent, use the Call us button in the bottom right corner.	
1	1.4. A menu will pop up with options to call, chat, or leave a message.	
2	2.2. Selecting the Call us option will display the phone number that users can dial to reach the support line.	
2	2.4. Selecting Live chat will display a chat box in which users can type their inquiries to have an agent support them in real time. Users will also be able to attach files using the paper clip icon at the bottom of the chat box.	

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2	<p>2.6. Selecting the Leave a message option will pull up a form used to create a ticket, and the user will be emailed a confirmation message that the inquiry was received and is being worked on.</p>	 A screenshot of a mobile application interface titled "Contact us". The form includes a "Report an Issue" header, an "Email address" field, a "Name" field (with a sub-label "First and Last Name"), a "Subject" field, and a "Scope (optional)" dropdown menu. A "Send" button is located at the bottom right of the form.
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