How to Review Help Ticket Information

1.Select 'Go to Providers List'



2. From the Providers List, select 'Go to Dashboard' for the Location.

3. Using the navigation panel on the left side of the screen, select 'Contact Pre-K' under 'Need Support?'





4. Scroll to the right to see the Notes for Provider

w fu	Il ticket details: Select the "v	* symbol, then choo	ise "Wrap Text."						
THE	Clock the arrow to sort.								
Q, 2	Search						- 1	New	
	Incident Number	Subject	Status	Date Submitted 4	Date Status Change	Current Owner	Description	~	N
1	00030975		Closed	October 25, 2024	October 25, 2024	Pre-K	Test mavQ 2		
2	00030974		Closed	October 25, 2024	October 25, 2024	Pre-K	Test mavQ		

5. Click on Notes for Provider to access notes about the ticket.

ljust column width:	Click and drag hea	der lines.								
ew full ticket details ort list: Click the arro	: Select the "v" sys w to sort.	mbol, then choose "Wrap Text."					-			
Q Search					New					
Subject	Status	Date Submitted ↓	Date Status Change	Current Owner	Description	~	Notes To Provider ~			
	Closed	October 25, 2024	October 25, 2024	Pre-K	Test mavQ 2		This is the notes to the			
							provider			
	Closed	October 25, 2024	October 25, 2024	Pre-K	Test mayO					

What if I still have questions?

If you have additional questions, please contact your Georgia's Pre-K Specialist or <u>GAPREK.support@decal.ga.gov</u>.

