**REPORTING AN ISSUE TO THE KEES HELP DESK**

**NOTE**: These instructions are intended for offices who do not have access to the ServiceNow ticketing system.

**DO NOT** send encrypted or secured emails (Cisco). Since emails to the KEES Help Desk should contain no PII, there should be no need for encryption.

Once it has been determined that an issue is not worker error, an Incident should be reported to the KEES Help Desk for resolution. All issues pertaining to KEES, ImageNow, or the availability of the KEES User Manual should be submitted to the KEES Help Desk.

If you are reporting an outage of KEES, ImageNow, or the KEES User Manual, please email the KEES Help Desk at [KEES.HelpDesk@ks.gov](mailto:KEES.HelpDesk@ks.gov). If the outage has occurred after 5pm or on a weekend, please email [KEES.Tier1@ks.gov](mailto:KEES.Tier1@ks.gov).

If you need assistance with your KEES or ImageNow password, please call 1-844-723-5337 and select option 1 -or- email [KEES.Tier1@ks.gov](mailto:KEES.Tier1@ks.gov).

For all other KEES or ImageNow issues, please follow these instructions to submit an Incident to the KEES Help Desk at [KEES.HelpDesk@ks.gov](mailto:KEES.HelpDesk@ks.gov).

The **Subject** line should contain the following:

Please note that the Help Desk Staff are looking for these specific words. If you use something other than what is listed here, Help Desk Staff may not identify your Incident expeditiously.

1. If the applicant does not have current benefits and you are unable to approve their application -or- if you are unable to rescind or reapply someone, state “**Dead Stop**” at the beginning of the subject line. For any other scenario where you are unable to complete the determination, answer “No” to the question *Is Determination Complete?* on the KEES Issue Template.
2. If the case is both a Dead Stop AND has an urgent medical need such as a pregnant woman that needs to be expedited or someone needing a prescription filled, state “**Urgent Dead Stop**” at the beginning of the subject line.
3. If the case is both a Dead Stop AND involves a child that should be approved for CHIP benefits, state “**CHIP Dead Stop**” at the beginning of the subject line.
4. If you need a person or program rescinded that requires the Override button, please state “**Override Needed for Rescind**” in the subject line.
5. If you are reporting a Duplicate ID, please state “**Duplicate ID**” in the subject line.
6. Lastly, you must include a short but descriptive summary of the issue you are reporting. Please be DESCRIPTIVE – do not use “KEES Issue” or “Needs Sent to KEES Help Desk”.

Here are some examples:

“Dead Stop - Unable to approve benefits; Error received at EDBC”

“Urgent Dead Stop - Unable to approve PW benefits; Error received at EDBC”

“CHIP Dead Stop - Unable to approve CHIP child; Incorrect result at EDBC”

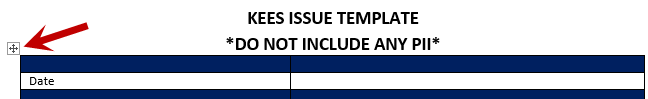
“Override Needed for Rescind”

“Duplicate ID”

“Unable to complete Process Application task”

The **Body** of the email should contain the KEES Issue Template. You must completely fill out the template and then it must be pasted into the body of the email. **Please be as detailed as possible. Whenever you can, give the steps you took or list what actions you have already taken on the case.**

Do not attach the template to the email with a subject line of “see attached”. Right click on the plus sign and select Copy to copy the body of the template. DO NOT INCLUDE ANY PII.



You must attach screenshots if you are reporting an error message or an issue related to a Form/NOA or a Task. All PII must be removed from the screenshot.