***Service Desk Email Template***

1. *User Name and Contact information (Location, username, phone and email):*
2. *Reported Issue (description of the issue encountered):*
   1. *FORM ID # (if applicable):*
   2. *The page, report or notice that is broken (e.g. - where the issue occurred) \*\**
   3. *Expected Result (Best describe what you think the system was supposed to do) \*\**
   4. *What are you trying to do?*
   5. *Include steps taken before the issue and page names*
   6. *Actual Result\*\**
   7. *Provide screen shots and error message IDs*
3. *Any workaround you found so far (e.g. I was able to get it to work if I did xyz, or it works for someone else but not me)*
4. *Screenshot if possible*