

Call Sheet to AIR

1-855-570-7239

sagehelpdesk@air.org

1. State/District/School: Utah/Jordan/ _____
2. Contact Information:
3. Session Name:
4. Student Name:/ SSID #:
5. Test Access Code:
6. What is Error Message/Number?
7. What were you doing when the error occurred?
8. Length of time student/proctor was logged in when issue(s) started occurring?
9. Has kiosk remained running during all testing sessions? Or, has the kiosk been restarted in-between sessions?
10. Is the issue occurring with one or more student(s)? On one or more machine(s)?
11. Is the issue continuous or intermittent?
12. Description of problem?