

IT Tech Support FAQs

1) Q: How do we get in touch with IT Tech Support?

A: We have two ways of getting in touch with IT Tech support:

- i. By Email at ITTECHNOLOGY.SUPPORT@AZED.GOV
- ii. By Phone at 602-542-7378, Option 7

2) Q: What happens to my request for help?

A: Your request immediately gets placed into our ticketing system, FootPrints, and sent to a support staff member for assistance.

3) Q: Does Tech Support have a more in-depth FAQ page where I can find answers to some of my basic questions?

A: Yes we do and you can find it at the following link on Intranet2:
<http://intranet2.ade.az.gov/pubinstpolicycomm/IT/techsupport/default.aspx>