



How To Submit A Helpdesk Ticket

A helpdesk ticket is the right tool when you need help with your ESA account but are not appealing a decision. This guide explains when to submit a ticket, how to do it, and how to get results.

What a Helpdesk Ticket Is (and Is Not)

A Helpdesk Ticket IS for:

- Account access problems (can't log in, locked out)
- Reimbursement or payment issues
- Missing funds or delayed payments
- Expense coding or portal errors
- Questions about whether an expense is allowed before you submit it
- Technical issues with the ClassWallet or ESA portal

A Helpdesk Ticket is NOT for:

- Appealing a denial, suspension, or termination
- Disputing a final ADE decision

If you are challenging a decision, you need an ESA appeal, not a helpdesk ticket.

Step 1: Go to the ESA Helpdesk

Parents submit helpdesk tickets through the Arizona Department of Education (ADE) ESA helpdesk.

You can access it by:

- Login to your ESA portal and click "Submit helpdesk Request" in upper right corner

[Submit a HelpDesk Request](#)

Note: For any address updates, please contact the ESA Service Center through our Support Line at (602) 364-1969 or by submitting a request via [Help Desk](#)

Personal Information



Physical Address

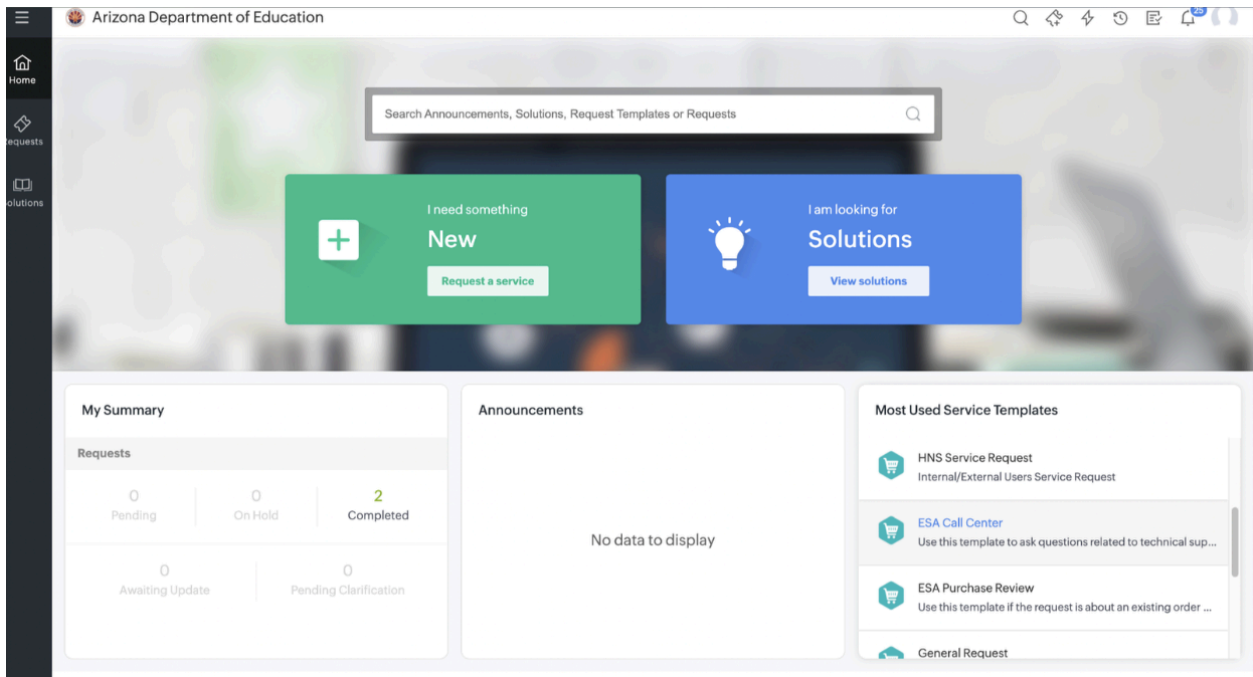


Contact Information



Step 2: Login into ZOHO

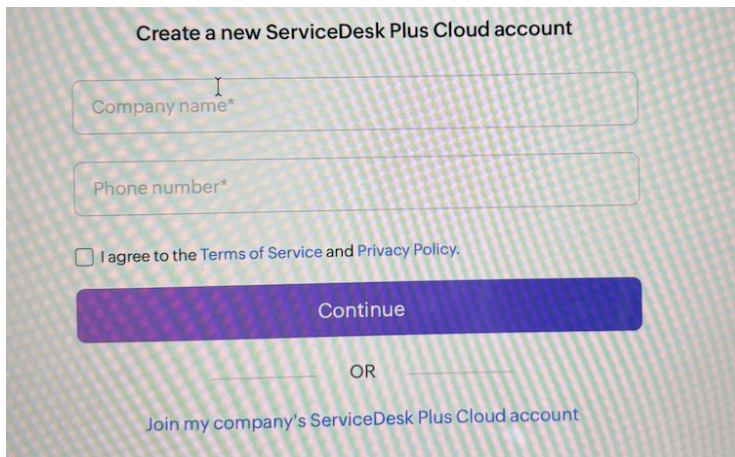
ADE uses a platform called "ZOHO" for helpdesk tickets. If you don't have a ZOHO account, you will be prompted to make one. Then - you scroll on the right hand side until you see the ESA helpdesk options:



Most families will have issues that fall under "call center". Purchase review is not a category that is widely used, but if you are concerned about an expensive item - you'd use "purchase review".

If you login to submit a helpdesk ticket, and you see the screen below, you will need to call the ADE. You can reach them at 602-364-1969. This means your helpdesk account was not created within a certain time frame of when you signed your ESA contract.

Once you call the ADE, the ADE will send the ticket to IT. Then you will receive a set up link to set up your helpdesk ticket account.



Step 3: Choose the Right Issue Type

Then - you will select the type of concern. When submitting your ticket, select the category that best matches your issue. Choosing the correct category helps your ticket reach the right staff faster.

The screenshot shows a web form titled "Create a service request" for the "ESA Call Center". The form is divided into several sections:

- Request Type:** A dropdown menu set to "Service Request".
- Status:** A dropdown menu set to "Open".
- Category:** A search box with a magnifying glass icon.
- Sub Category:** A dropdown menu with the option "-- Select Request Type --".
- Item:** A dropdown menu with options "Incident", "Request For Information", and "Service Request".
- Subject:** A text input field.
- Description:** A rich text editor with a toolbar containing various formatting options like bold, italic, underline, font size, font color, background color, bulleted list, numbered list, link, unlink, image, and video.
- Application ID:** A text input field.
- Applicant Name:** A text input field.
- Student Full Name:** A text input field.
- Requester Details:** A section containing:
 - Requester Name:** A text input field with the value "Jennifer Clark".
 - Assets:** A dropdown menu with the option "-- Select Assets --" and a plus sign icon.

Step 4: Include the Right Information

To avoid delays, include the components required, such as:

- Parent/Guardian full name
- Student's full name
- Clear description of the problem
- Dates, amounts, or expense IDs (if relevant)
- Screenshots or documents (if helpful)

How to Write the Description

Keep it:

- Straightforward
- Clear
- Factual

Example:

"Reimbursement submitted on March 5 for \$425 is still pending. The expense ID is #12345. Please advise."

Step 5: Submit and Watch for Confirmation

After you type in the details, submit the ticket! These can be tracked inside your ESA portal. After submitting:

- You should receive a confirmation email
- Your issue is assigned a ticket number

Save that number. You'll need it for follow-ups.

Step 6: Following Up (If Needed)

If you do not hear back within a reasonable time:

- Reply directly to the confirmation email
- Reference your ticket number
- Do not open multiple tickets for the same issue

Opening duplicates can slow resolution.

When a Helpdesk Ticket Is Not Enough

If ADE responds with a decision you disagree with (for example, an expense denial or eligibility decision), that response may trigger appeal rights.

At that point:

- Save the response
- Note the date
- [Review the ESA appeal process](#)

Helpdesk tickets solve problems. Appeals challenge decisions.

Tips for Parents

- Use helpdesk tickets and don't wait until problems pile up
- Be organized and keep copies of all communications
- One issue = one ticket
- Clear facts get faster results

If parents have technical questions they can call the ESA Office at The Department Of Education.

Phone number: 602-364-1969

If you need help navigating how to submit a Helpdesk Ticket, please reach out to us at

hello@loveyourschool.org! We'd love to help!