Subject	Account Management						Non-Program Related (HARP only)	Programmatic							Technical Support			Count
Subcategory →	HARP	Identity Proofing	Password Reset/Unlock	Profile Information	Provider Account	Role Request	HARP	Certificate	Reports	Site Navigation	Test/Evaluation	Training Content	Training Plan	Transcript	Audio/Visual	Page Errors	Other	Count
404												1						1
Account Activation		2		9	14	1												26
Account Activation, Voicemail message				3														3
Account Deactivation				2														2
Add/Remove												1						1
Add/Remove, Navigation, Voicemail message												1						1
Add/Remove, Voicemail message												1						1
Approve/Reject					1	29												30
Approve/Reject, Voicemail message						1												1
Caller Hung Up, Voicemail message																	1	1
Certificate					1			10					1			2		14
Certificate, Tracking								1										1
Certificate, Voicemail message													1					1
Corrupt SCO/Won't Advance												11				4	2	17
Corrupt SCO/Won't Advance, Tracking												1						1
Email Confirmation					11													11
Email Confirmation, Account Activation					14													14
Email Confirmation, Account Activation, Certificate					1													1
Email Confirmation, Account Activation, Voicemail message					4													4
Evaluation												1						1
Evaluation, Certificate												1						1
Facility Search					5													5
Feedback																	1	1
HARP		1					1											2
HARP Link						1												1
Incorrect Help Desk			1				1						1		1		6	10
Issue			1	3	1		2		1		2	3	3		12	17	7	52
Issue, 404												1						1
Issue, Repeat Training Inquiry												1						1
Issue, Voicemail message					1		1						1		2			5
Login	1		107	5	2		35						2				1	153
Login, Account Activation							1											1
Login, Suspended Account							1											1
Login, Voicemail message					2		9											11
Login, Voicemail message, Suspended Account							1											1
LSC Attestation													2					2
Manual							2											2
Merge				1										2				3
Merge, Voicemail message				3														3
MFA			1															1
MFA, Update Profile Information, Voicemail message				1														1
MFA, Voicemail message							1											1
Navigation				5					1	29			2	15	2	14		68
Navigation, Voicemail message										3				1				4
Other				1	2							1				1	3	8
Pilot Feedback													2					2
Pre/Post Test					1						2							3
Pre/Post Test, Issue											2							2
Pre/Post Test, Prerequisites											1							1
Prerequisites												1	4					5
Primary/Secondary States				3														3
Profile Information				8														8
QIF														1				1
Question						1		1					3	5	1			11
Question, Voicemail message												1	1				1	3
Request					2	10												12
Request, Approve/Reject						1												1
Request, Voicemail message						1												1
Saviynt Maintenance 11.27.2023, SCO Error																1		1

Category	Account Management						Non-Program Related (HARP only)	Programmatic							Technical Support			
Subject / Subcategory	HARP	Identity Proofing	Password Reset/Unlock	Profile Information	Provider Account	Role Request	HARP	Certificate	Reports	Site Navigation	Test/Evaluation	Training Content	Training Plan	Transcript	Audio/Visual	Page Errors	Other	Count
SCO Error					1											11		12
Sign-Up			1		4													5
Sign-Up, Login					1													1
SMQT				3					1		4		1				1	10
SMQT, General Performance Issue, Timeout											1							1
SMQT, Voicemail message												1						1
SSR - General Inquiries											1	7						8
SSR - General Inquiries, Voicemail message											1							1
SSR Change												1						1
SSR-EP														1				1
Suspended Account			1				4											5
Tracking				1									10	4				15
Tracking, Corrupt SCO/Won't Advance													2					2
Tracking, QIF									1									1
Training Plan Progress Bar													4					4
Transcript				3										1				4
Transcript, Request														1				1
Update Profile Information			16		1	7	1											25
Update Profile Information, Email Confirmation, Account Activation					1													1
Update Profile Information, Navigation				1														1
Update Profile Information, Question				1														1
Update Profile Information, Voicemail message				3		1												4
Update Record											1	1	8			10	8	28
Update Record, Voicemail message													1					1
Update T Number to FSID			3															3
Update T Number to FSID, Voicemail message			1															1
Voicemail message			1	1							1						1	4
Voicemail message, Account Activation			1														1	2
Voicemail message, Account Activation, Email Confirmation					1													1
Voicemail message, Account Review			1															1
Voicemail message, Approve/Reject					2													2
Voicemail message, Caller Hung Up																	42	42
Voicemail message, Certificate									2									2
Voicemail message, Corrupt SCO/Won't Advance															1			1
Voicemail message, Email Confirmation					2													2
Voicemail message, Email Confirmation, Account Activation					2													2
Voicemail message, Incorrect Help Desk																	1	1
Voicemail message, Issue							2						1					3
Voicemail message, Login			23		5		23									1	4	56
Voicemail message, Login, Account Activation				1														1
Voicemail message, Login, Suspended Account			1				3											4
Voicemail message, Navigation					1						12		1					14
Voicemail message, Question												1						1
Voicemail message, Repeat Training Inquiry												1						1
Voicemail message, Request					2													2
Voicemail message, Sign-Up					1													1
Voicemail message, Sign-Up, Question					1													1
Voicemail message, SMQT, Question												1						1
Voicemail message, SMQT, Request														1				1
Voicemail message, SSR - General Inquiries												1				1		2
Voicemail message, Suspended Account			1				3											4
Voicemail message, Tracking													4					4
Voicemail message, Transcript				2														2
Voicemail message, Transcript, Request														1				1
Voicemail message, Transcript, SMQT, Request														1				1
Voicemail message, Update Profile Information				5		5												10
Voicemail message, Update Record			1											3			1	5
Voicemail message, Update T Number to FSID			1															1
Count	1	1	138	86	87	63	92	14	3	45	20	45	75	8	17	63	81	839