**Please contact AWS re/Start Support at** <https://support.aws.amazon.com/#/contacts/aws-restart> and include the appropriate template below.

**Note:** After submitting the template through the [online support form](https://support.aws.amazon.com/#/contacts/aws-restart), you will receive an email from [aws-cs-restart-form@amazon.com](mailto:aws-cs-restart-form@amazon.com). This email will contain a prompt from AWS re/Start Support to reply to the email from your email address. This is a necessary Security step which validates that you are the person making the support request. Please respond to this Security prompt with an email response so that your case can be actioned.

1. **Query:** AWS re/Start Post Graduate Resources Inquiry

**Details:** Learner has graduated and has not received invitation to post graduate resources. This contact will be from a Learner and/or a CO (MPOC or Instructor or other)

* Provide the following information:
  1. Name of the Learner
  2. Email Address
  3. Collaborating Organization
  4. Cohort ID
  5. Cohort end date
  6. Description of the inquiry

1. **Query:** Marketing Question

**Details**: Any inquiring regarding messaging, marketing, PR, websites

* Provide the following information:
  1. CO name
  2. Marketing Contact in CO (if possible)

1. **Query:** Request to Source Instructors

**Details:** COs have the option to engage AWS to source an approved instructor. Submit a request to AWS to exercise this option.

* Provide following information:
  1. Name and email ID of primary contact for this request at CO
  2. Does the CO consent to ave the above contact info shared with the contracting agency?
  3. Description of the request:
     1. Start date and end date for the cohort
     2. In-person delivery or remote
     3. Is there a location requirement for the instructor (both in the case of in-person or remote)
     4. Language requirements for the instructor

1. **Query:** Digital Badge Issue

**Details:** MPOC/Instructor in CO reaches out indicating that an instructor has not received an Instructor badge.

* Provide the following information:
  1. Name of person who should have received badge
  2. Email of person who should have received badge
  3. Cohort ID (if applicable)
  4. Role of person who should have received badge (learner or instructor)

1. **Query:** Instructor approval-related inquiries

**Details:** Any queries from instructors, which are not covered in other SOPs **(including instructor approval-related inquiries)**

* Provide the following information:
  1. Name of instructor
  2. CO Name
  3. Email instructor
  4. Cohort ID
  5. Description of the issue

1. **Query:**Add Course Coordinator, Professional Skills Instructor, or Approved Instructor to an existing class in Canvas

**Details:**  Request from MPOC, Instructor, or another other authorized contact in CO

* Provide the following information:
  1. Name:
  2. Collaborating Organization
  3. Cohort ID of existing class in Canvas
  4. Role of user being added to the existing class in Canvas (*TYPE ONE: COURSE COORDINATOR, PROFESSIONAL SKILLS INSTRUCTOR, INSTRUCTOR).*
  5. Reason as to why they need to be added in the existing class in Canvas:

1. **Query:** Content feedback

**Details:** Provide feedback on curriculum content

* Provide the following information:
  1. Name of collaborating organization
  2. Name of person providing feedback
  3. Email of person providing feedback
  4. Cohort ID
  5. Feedback description

1. **Query:** Broken Canvas Link

* Provide the following information:
  1. Name of collaborating organization
  2. Name of person reporting issue
  3. Email of person reporting issue
  4. Cohort ID
  5. Is this effecting a single user(s) or the whole class
  6. In case of single user collect user details
  7. Lesson Title
  8. Issue description
  9. Please attach relevant screenshot, logs, error messages

1. **Query:** Lab issue

* Provide the following information:
  1. Name of collaborating organization
  2. Name of person reporting issue
  3. Email of person reporting issue
  4. Cohort ID
  5. Is this effecting a single user(s) or the whole class
  6. In case of single user collect user details
  7. Lab Number
  8. Issue description
  9. Please attach relevant screenshot, logs, error messages

1. **Query:** Other technical support requests (for example, knowledge check issues, broken links)

* Provide the following information:
  1. Name of collaborating organization
  2. Name of person reporting issue
  3. Email of person reporting issue
  4. Cohort ID
  5. Is this effecting a single user(s) or the whole class
  6. In case of single user collect user details
  7. Lab Number
  8. Issue description
  9. Please attach relevant screenshot, logs, error messages

1. **Query:** Requests to Extend Class Duration

* Provide the following information:
  1. Name
  2. Email Address
  3. Collaborating Organization
  4. Cohort ID
  5. Date to when the class will be extended
  6. Reason for extension

1. **Query:** Request to Delay Class Start Date

* Provide the following information:
  1. Name
  2. Email Address
  3. Collaborating Organization
  4. Cohort ID
  5. Date to when the class will be delayed
  6. Reason for delay

1. **Query:** Other Canvas-related issues

* Provide the following information:
  1. Name of collaborating organization
  2. Name of person reporting issue
  3. Email of person reporting issue
  4. Cohort ID
  5. Is this effecting a single user(s) or the whole class
  6. In case of single user collect user details
  7. Lab Number
  8. Issue description
  9. Please attach relevant screenshot, logs, error messages

1. **Query:**Request for Metrics/Data Correction (including reporting of certification exams taken and passed)

* Provide the following information:
  1. Name
  2. Email Address
  3. Collaborating Organization
  4. Cohort ID (Please provide Metrics/Data individually, with each cohort listed)
  5. Description of the correction needed

1. **Query:**Request Exam Vouchers

* Provide the following information:
  1. Email address of person making this request
  2. Name of person distributing voucher codes to Learners
  3. Email address of person distributing voucher codes to Learners
  4. Collaborating Organization Name
  5. # of Learners taking the exam
  6. Cohort ID
  7. AWS re/Start Foundation or Associate
  8. Date needed (must be at least one week from date request is made)

1. **Query:**Title: Learner Intake Assessment Request

* Provide the following information:

1. Name of collaborating organization
2. First and last name of person (or people) requiring access to the Assessment Results Center (ARC)
3. Email address(es) of the persons requiring access to the Assessment Results Center (ARC)
4. Planned start date to use the assessment
5. **Query:**Title: Access to sample curriculum

* Provide the following information:

1. Name of collaborating organization
2. First and last name of person (or people) requiring access to sample curriculum
3. Email address(es) of the persons requiring access to the sample curriculum
4. Reason they are requiring access to the sample curriculum