

Thank you for helping us improve your experience with ArcGIS!

We would like to provide specific guidelines on how to respond to issues in ArcGIS and how they're addressed. We recognize that when you're experiencing issues, there's likely a class of 30 students in front of you and it's Esri's responsibility to create a better experience that helps you get the issue resolved as quickly as possible. Esri wants you and your students to succeed and have a good experience with ArcGIS. When you report problems we are listening, and we appreciate your help so we can work toward fixing the problem.

When things go wrong for a student, the teacher can report it on their behalf. In reporting issues, the teacher works with the admins of the org and the org's authorized caller.

Everything begins with reporting the issue to Esri technical support.

Overview

The process used to report a problem is as follows:

1. [You prepare to report a problem by writing up the issue](#)
2. [Your ArcGIS organization authorized caller reports the problem to Esri](#)
3. [An Esri tech support analyst investigates and works with you](#)
4. [Together, you and tech support resolve the issue](#)

1. Prepare to report a problem

So that we can best help you, we need you to report the issue to Esri technical support with as much detail as you can and as soon as you can. Prepare a write-up of the problem using the following as a guide, where "you" refers to the person who experienced the issue:

- **What was the problem?**
Give an overview of what happened and what you had expected. Include screen captures when possible and exact error message text if applicable.
- **Do you see the issue with other browsers, computers, networks, or ArcGIS accounts? What about when using an incognito or private browser window?**
Do what you can to test other setups, but don't let it hold you up from getting your report to Esri. You can get your report in and then explore this further so that you have answers when you are talking to a tech support analyst.
- **What software were you using?**
Tell which app you were using. Some commonly used apps include be Map Viewer Classic, Map Viewer, Survey123, StoryMaps, Dashboards, and ArcGIS Pro. If using a mobile app (not browser), include the version number of the app. If you aren't sure, and you were in a browser, send the URL you were on by copying it from the address bar of your browser.

If you were using ArcGIS Pro, include the version number, available in “About.”

Tip: For schools doing analysis, this is often Map Viewer Classic in ArcGIS Online.

- **What device and platform were you using?**

Do you use a desktop computer, a laptop, a tablet, or a phone? What are the brand and model? What operating system does it use (Windows 10, Mac OSX, iOS 14, etc.)?

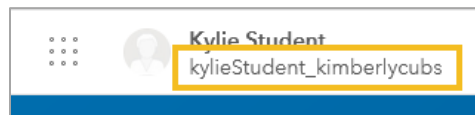
- **Where were you working, and what kind of internet connection did you have?**

Let us know where you were working (home, school, coffee shop, etc.) and what kind of internet connection you were using (a cable plugged into your computer, wireless internet, cell phone connection).

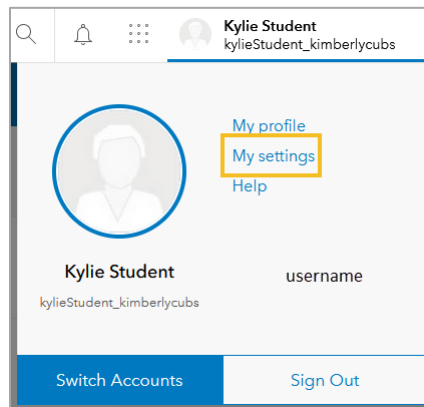
- **Who were you signed in as?**

Provide your username, role, and user type. Also include the permissions associated with your role. To find them:

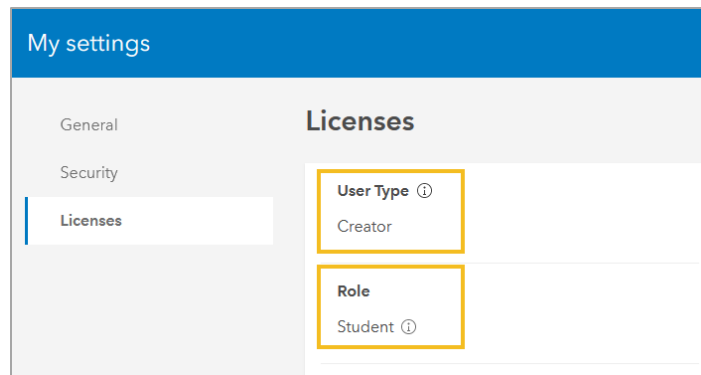
- Your username is in the upper-right corner, beside your profile picture. It is the string with no spaces underneath the prettier “display name.”



- Click on your name in the upper-right corner and click “My settings.”



- Click “Licenses” on the left of the screen.



- Click the “i” beside your role. If you see a list of “**Role Privileges**” take a screen capture of the list of privileges and share it as well. If you don’t see a list, your role alone provides the necessary information.

If you were not signed in, mention that instead.

- **When did the problem occur?**
Include the date, time, and what time zone you are in.
- **What task were you trying to accomplish? If using a tool, what specific tool (for example, Create Buffers)?**
Include as much detail as you can: what were you doing right before you saw the issue, what you were doing as the issue started.

If using an analysis tool, include the name of the tool, parameters that you set for it, etc. If you can, share a screen capture of what the tool window looked like.

If working online, getting and sharing a log of the network traffic (for example, with Fiddler) is helpful. If you have no idea what that means, ignore it—tech support will talk you through it if they need it.

- **What map or data were you using?**
Providing both the map (a URL please) and the data (which layer in the map you were working with) helps us investigate.
- **Your contact information**
While you won’t necessarily be the person to file the report, you are the best person for Esri support to reach out to if they need more information. Include your email and phone number, as well as some general hours of availability, so that they can best connect with you if needed.

2. Report the problem to Esri

Your ArcGIS organization has at least one authorized caller who is eligible to report the problem to Esri Tech Support on your behalf. Provide your report to them, along with the instructions in this document. Time is important – reporting it the same day it happens is great; the same week is ok.

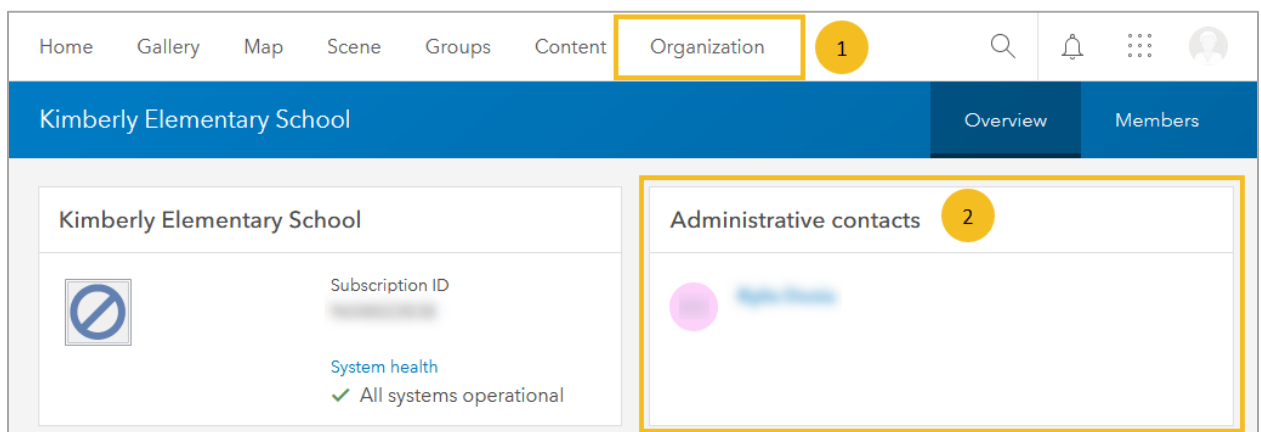
It is important that issues are reported to tech support and a case generated so that not only do you get a solution, but the information is available to help others who face the

same, as well as to provide to the tech teams who are constantly working to improve the software for all users.

2.1 Identifying your ArcGIS authorized caller

Your ArcGIS for Schools Bundle has at least one authorized caller – a person who can start cases with tech support on behalf of your organization. This is likely your ArcGIS Online administrator. The administrator is the person managing the organization. It might be a district tech support person, or it might be a teacher. It might be you. Let's check:

1. Sign in to ArcGIS Online and click "Organization" in the header.
2. In the Overview tab, you'll see an "Administrative contacts" section that lists some of the admins for your organization.

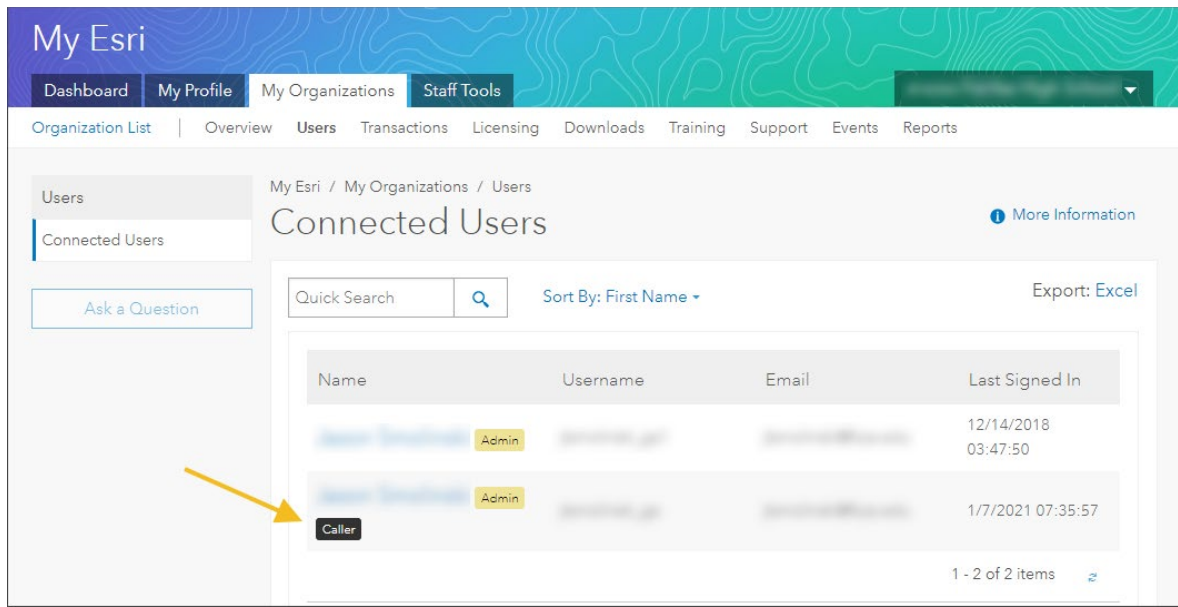


3. If there are multiple administrative contacts, reach out to them to find out who is the authorized caller.

An admin can find out who is an authorized caller by checking <https://my.esri.com>.

On My Esri, click "My Organizations" and click "Users." The authorized caller says "Caller" next to the name.

ArcGIS for Schools includes authorized callers. With less than 10,000 accounts, 2 authorized callers are included. With 10,000 or more accounts, 5 authorized callers are included.



Your account might not work on My Esri or you might not have an authorized caller. You need both My Esri access and to be an authorized caller to submit your report, so take the time to get it fixed now. See [Appendix: Set up My Esri](#).

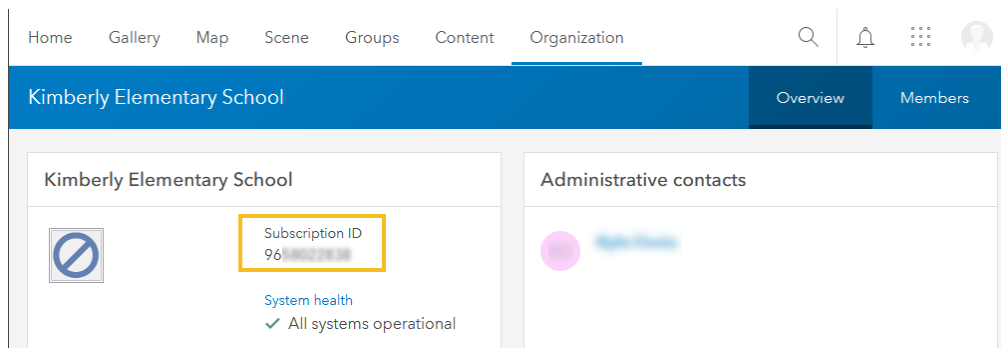
4. Still not sure who your authorized caller is? Send an email to [Esri's K-12 team \(schools@esri.com\)](mailto:schools@esri.com) and [Esri's Customer Service team \(service@esri.com\)](mailto:service@esri.com). We'll help you get the authorized caller updated.

Keep in mind that while multiple people receive emails sent to those addresses, we aren't tech support and aren't available outside US business hours.

2.2 What your authorized caller gathers before submitting the report

The authorized caller takes the issue report you made and makes note of the following information that will be requested when they submit the report:

- Your school's customer Number
You'll find this number on <https://my.esri.com> – if no one has access to My Esri, see [Appendix: Set up My Esri](#).
- Your ArcGIS Online Organization's Subscription ID
You'll find this number in the Overview tab of the Organization on ArcGIS Online. You'll see it even if you aren't the admin.



- Your school's ArcGIS Online Organization URL prefix
For example, "myschool" if your URL is myschool.maps.arcgis.com
- Their own ArcGIS Online login (that of the authorized caller or whoever is submitting the report)

2.3 How your authorized caller submits the report

Your authorized caller takes your write-up and the information they gathered and submits the problem to Esri in one of the following ways:

- By contacting Esri directly by phone at 888-377-4575
 - a. Follow the prompts to provide details.
- By contacting Esri online through chatting with a live person
 - a. Go to <https://support.esri.com/en/contact-tech-support>.
 - b. Click "Start a Chat."
 - c. If not signed in, you'll be prompted to do so.
 - d. Fill out the form about the problem.
 - e. Include a summary of the write-up since you can only give a short description at this point.
 - f. Click "Start chat" to be connected to a live person.
- By contacting Esri online and requesting a call or email from Esri
 - a. Go to <https://support.esri.com/en/contact-tech-support>.
 - b. Click "Request a Case."
 - c. If not signed in, you'll be prompted to do so.
 - d. Fill out the form about the problem.
 - e. Include the write-up and the contact information for the person who did the write-up.
 - f. Make sure to designate the person who wrote up the issue as the primary contact for the report.
 - g. Click "Submit Case."
 - h. Esri will respond with a call or an email within a business day.

Your problem becomes an Esri Tech Support Case. It is given a case number and is sent to an Esri support analyst.

3. An Esri tech support analyst investigates and works with you

The same (large) team of skilled tech support analysts who assist GIS professionals also assists you. The team members have specialties across the software, so different issues get handled by different analysts. Here's what happens after you submit your case:

1. The analyst assigned your case reviews the information you provided when you submitted your case.
2. They reach out to you by email, typically within one or two business days of your submission.
 - a. In the email, the analyst summarizes the issue as it was logged.
 - b. They might have follow-up questions for you.
 - c. They might provide links to useful resources.
 - d. They might ask to speak by voice call with the organization administrator or with the person experiencing the issue.
 - e. If your case is simple to resolve or if there is a workaround, they may provide steps for you to take.
 - f. If your case is more complex, it may take longer for the analyst to debug (solve) your problem, and they'll likely need more information from you while doing so. (Issues related to specific data or configurations, as well as those that only show up under certain conditions, often fall in this category.)
3. You respond to this email to contact the analyst, or if requested can phone them.

We know that, as teachers, you have limited availability during the school day. When you reply to them, please let them know you are a teacher and share your availability with the analyst. Analysts are available from 5am to 5pm Pacific time.

4. Together, you and tech support resolve the issue

It might take some back and forth, and some patience, but ultimately you and tech support have the same goal: solving the problem and letting you get back to doing amazing things in the classroom. The analyst may need you to dedicate some time to help solve the issue. For example, they might need you to do a screen share so they can see exactly what you are seeing, or they might have you check some settings and configurations. They will meet at a time that works for your schedule. Analysts are available from 5am to 5pm Pacific time.

When needed, tech support reaches out to other teams at Esri on your behalf. They coordinate those interactions, as well as tracking what helps you, for the benefit of other teachers, other users of the software, and the tech teams that want to prevent others from hitting the same snags you did. It can take some time for an issue that is passed to the software teams to be fixed in the software. If appropriate, you can work with your tech support analyst to escalate your issue to high priority.

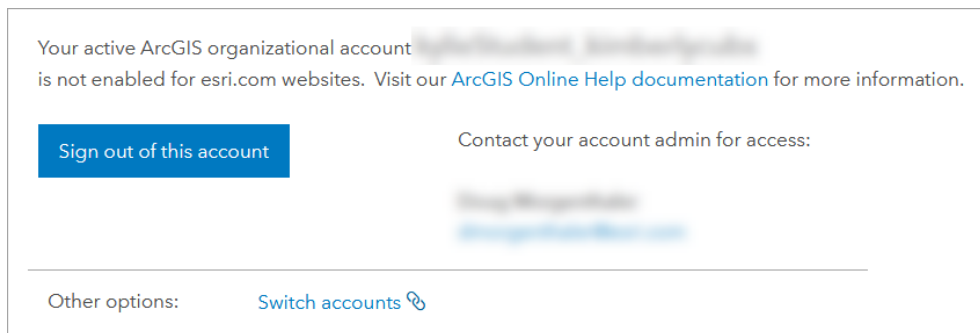
Issues that teachers encounter are often familiar to Esri analysts and can often be resolved in short order. But sometimes teachers encounter a new issue, and this may take multiple exchanges to understand with clarity and resolve. If you are unable to help analysts troubleshoot your issue, they may be unable to progress, and the case will be closed.

Appendix: Set up My Esri

My Esri provides administrative tools for your account, including access to tech support and software downloads. To give your account access to the tools available, you need to set up your account to be able to use [My Esri](#). There are some common issues:

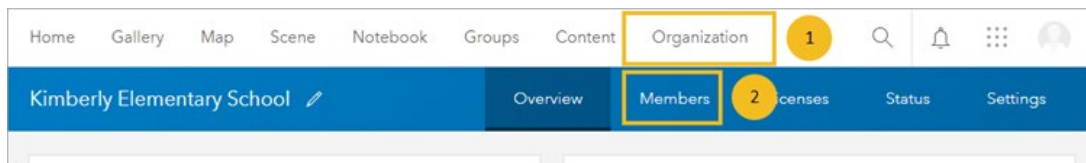
- [Issue 1: You see a message about your account not being enabled for esri.com websites.](#)
- [Issue 2: Your “My Organizations” tab doesn’t have a “Users” option. It only has “Overview.”](#)
- [Issue 3: You are unable to request a support case \(you aren’t an authorized caller\).](#)

Issue 1: You see a message about your account not being enabled for esri.com websites.

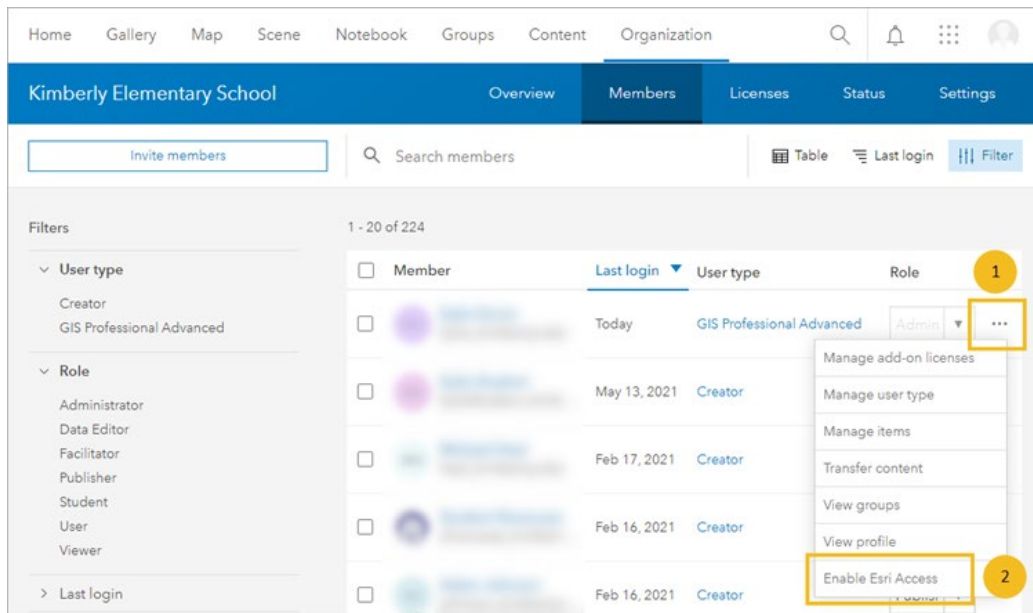


Fix 1: Enable Esri Access for an ArcGIS account as follows:

1. Work with an administrator of the organization. The admin signs in to <https://arcgis.com> (how you sign in to work with maps).
2. Click “Organization” in the header and click “Members” in the blue bar.

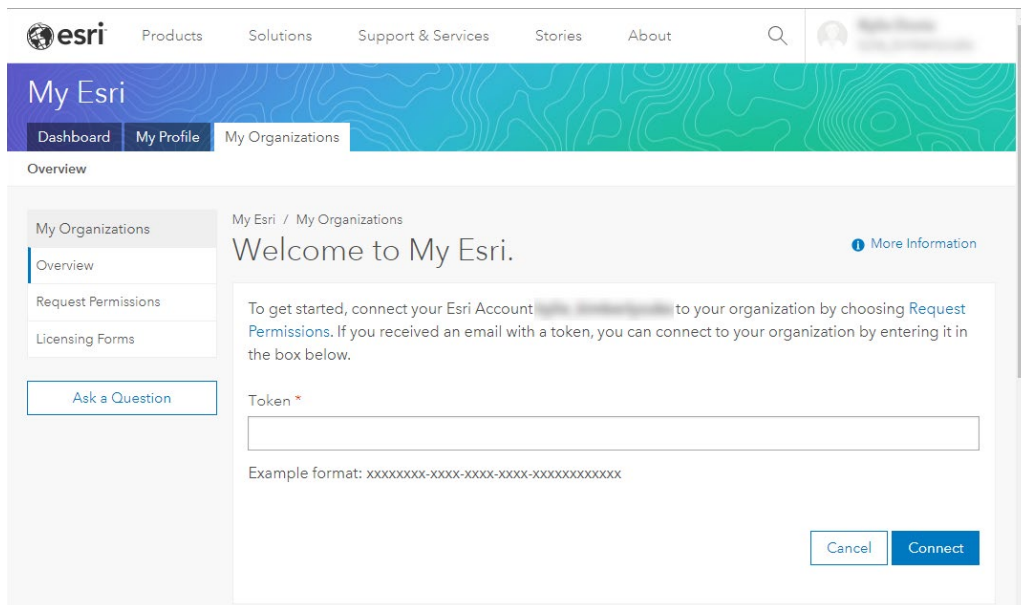


3. Find the username, click the ellipses (...) to the right of the account in the list, and click “Enable Esri Access.”



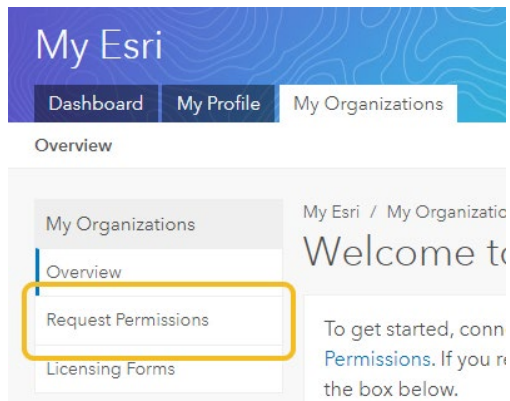
4. The account will now be able to use My Esri, but you will have Issue 2 (below) to address next.

Issue 2: Your “My Organizations” tab doesn’t have a “Users” option. It only has “Overview.”



Fix 2: Your account on My Esri isn't connected to your organization. Get connected as follows:

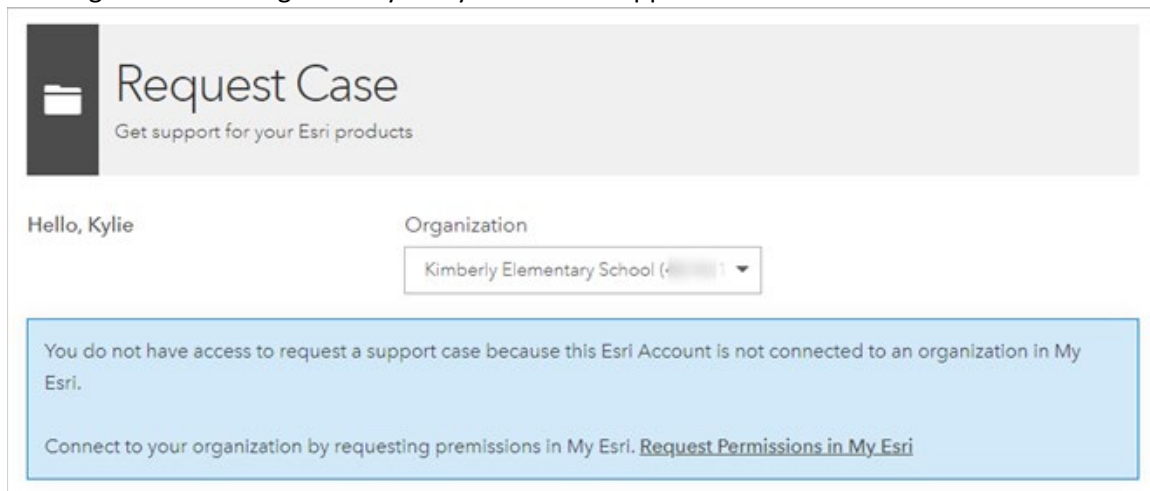
1. If you have the plain text email sent when you got ArcGIS for Schools, go to it. It has a link for connecting to My Esri. Click that link and skip the rest of these steps.
2. If you don't have the plain text email, go to [My Esri](#) and click "Request Permissions" on the left side of the page.



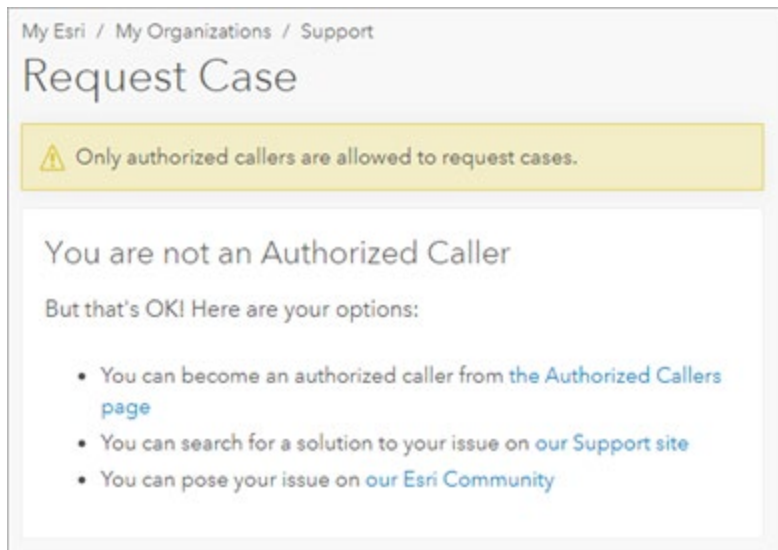
3. Fill out the form, providing any of the information you do have. For "Organization Name" include the name as it appears when you log in to ArcGIS. Request all the available permissions.
4. Send your request. You'll get a confirmation email. [Esri's Customer Service team](#) will receive your request and help you get connected.

Issue 3: You are unable to request a support case (you aren't an authorized caller).

You might see a message when you try to Contact support:

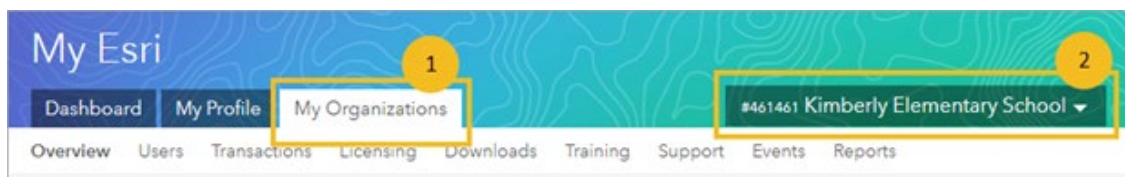


You might see a message on [My Esri](#) when you try to request a case:

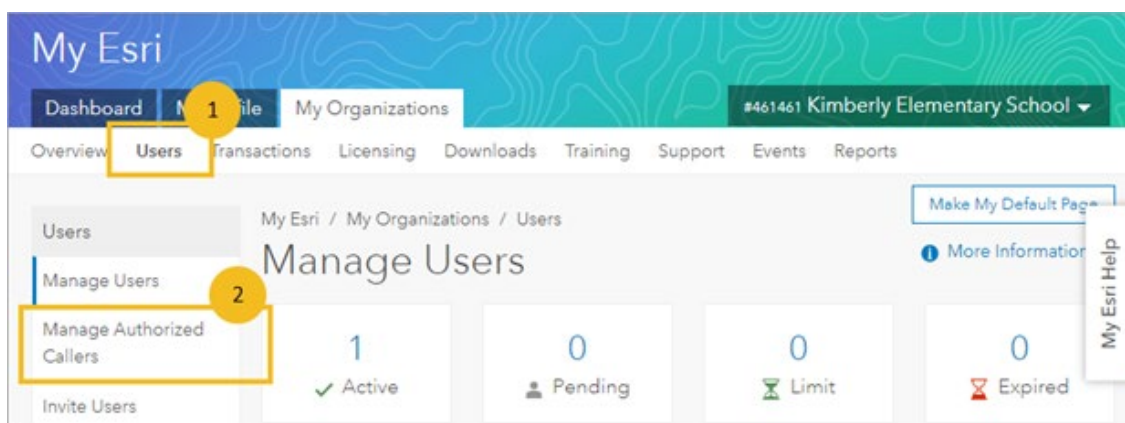


Fix 3: You must be an authorized caller to open a support case. Set this for your account as follows:

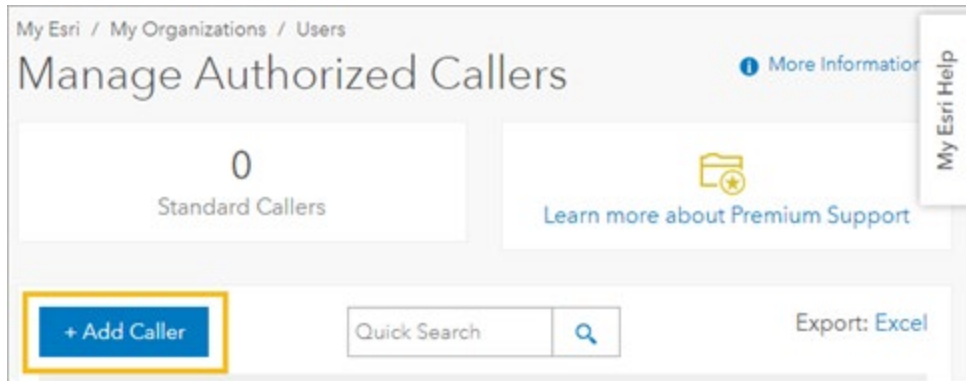
1. Sign in to your account on [My Esri](#).
2. Click "My Organizations" and make sure your organization is selected in the upper right of the page.



3. Click "Users" and click "Manage Authorized Callers" on the left side of the page.



4. Click "Add Caller."



5. Choose your name from the list of contacts and provide a Call-in ID (this is a 4-8 digit ID, used like a password). Click “Add Caller.”

The 'Add Caller' dialog box is shown. It has a title bar with a close button (X). The main text explains that authorized callers can create and manage support cases. It asks the user to choose an existing contact. Below this, there's a 'Select Contact' dropdown menu with 'Kylie' selected. To the right of the dropdown is an 'Explain' link. Below the dropdown is a 'Call-in ID' field with an asterisk and an 'Explain' link. A tooltip is visible over the 'Call-in ID' field, stating: 'The call-in ID is a key of your choice, like a password. It is used by authorized callers when they call Esri for technical support. The ID must contain between 4 and 8 numbers inclusive, and the ID must be unique for your organization.' There is a 'Close' button on the tooltip. Below the tooltip is a text input field for the Call-in ID, which currently contains '3' followed by a masked area and another '3'. At the bottom of the dialog are 'Cancel' and 'Add Caller' buttons.

6. You will now be able to submit support cases.