Report issues to Esri Support Services

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 experience an issue, there's likely a class of 30 students in front of you. It's Esri's responsibility to create an experience that helps you get the issue resolved as quickly as possible. Esri wants you and your students to succeed and to 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 Support Services.

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 support analyst investigates and works with you
4. Together, you and Esri Support Services 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 Support Services 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?**
  What did you expect to happen and what actually happened (in other words, what went wrong)? Include video, screen captures, and exact error message text whenever possible.

- **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 support analyst.

- **What ArcGIS product 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 you aren't sure, and you were in a browser, send the URL of the page you were on by copying it from the address bar of your browser. A screen capture can help the support analyst identify the product for you if you are unsure.

If using a mobile or desktop app (installed on your device, and not in a browser), include the version number of the app. If you were using ArcGIS Pro or ArcMap, 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, go to https://arcgis.com, sign in, and get them as follows:
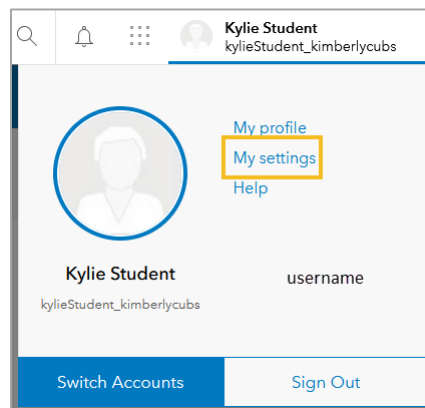
- Click "Licenses" on the left of the screen.
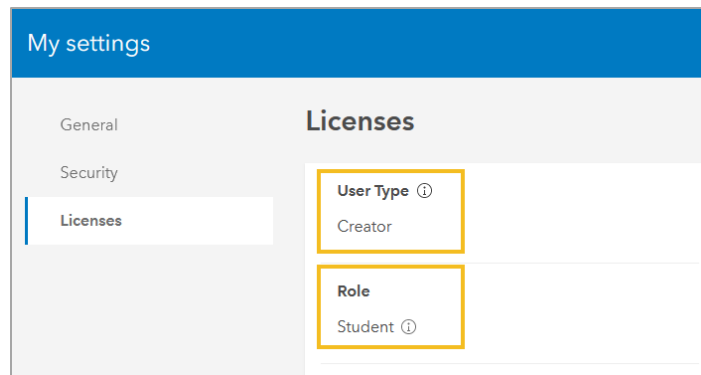
- Click the "i" beside your role. If you see a list of "**Role Privileges**" take a screen capture of the list of privileges and share it as well. If you don't see a list, your role alone provides the necessary information.

  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 task were you trying to accomplish, what were you doing right before you saw the issue, what you were doing as the issue started, and were any progress messages displayed while you were attempting the task?

  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 using a map or web app, include the URL to the map or web app, as well as the URL to the item page for the map or app. Also helpful are URLs for any data included in the map (including service URLs and item page URLs). *Keep in mind these need to be shared publicly or with a group to which you can add your support analyst; otherwise the analyst won't be able to access them.*

  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 Services 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 a support analyst 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 Support Services 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 Esri Support Services 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 issue, 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

ArcGIS for Schools includes at least one authorized caller – a person who can start cases with Esri Support Services 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.
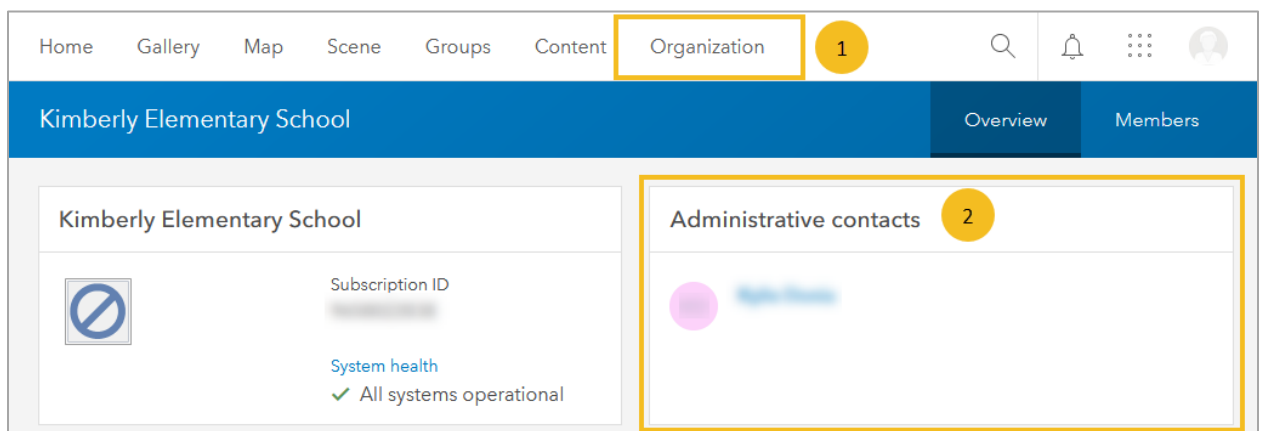
3. If there are multiple administrative contacts, reach out to them to find out who is the authorized caller.

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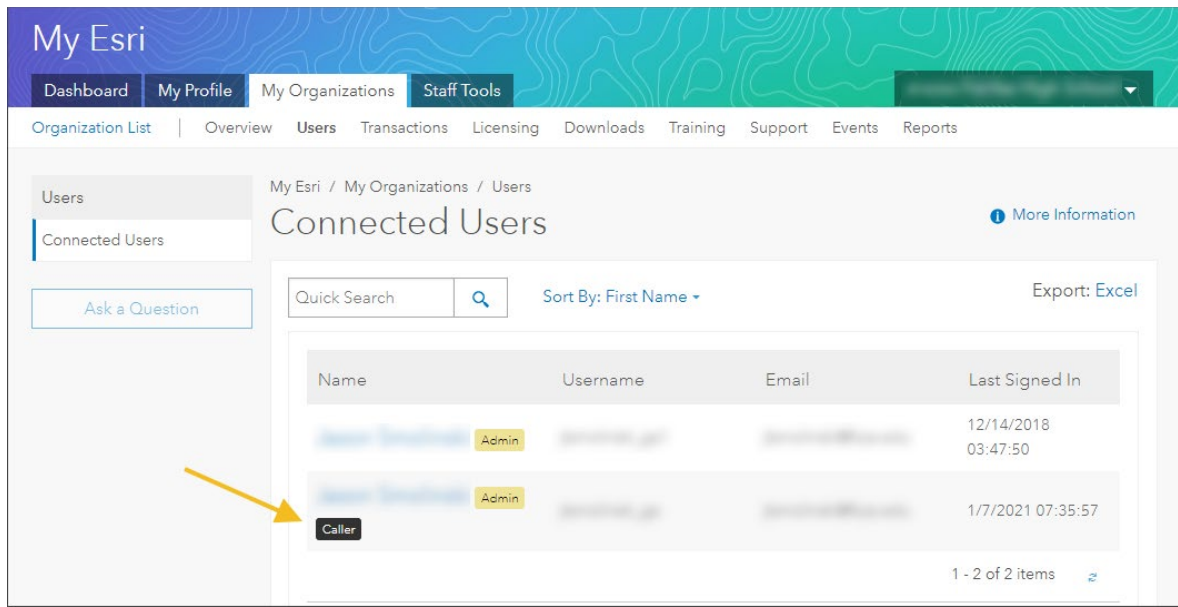
Your account might not work on My Esri or you might not have an authorized caller. You need both My Esri access and to be an authorized caller to submit your report, so take the time to get it fixed now. See Appendix: Set up My Esri.

4. Still not sure who your authorized caller is? Send an email to Esri's K-12 team (schools@esri.com) and Esri's Customer Service team (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 you don't have 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.
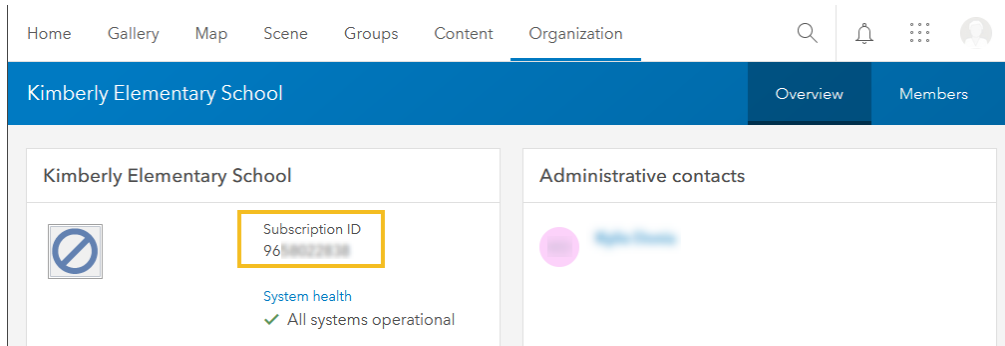
- Your school's ArcGIS Online Organization URL prefix
  For example, "myschool" if your URL is **myschool**.maps.arcgis.com
- Their own ArcGIS Online login (that of the authorized caller or whoever is submitting the report)
- All of the information included in your report, detailed in Section 1 above
- Your contact information and availability to work with a support analyst
  Include available dates, times, and your time

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 Technical Support Case. It is given a case number and is sent to an Esri support analyst.

3. An Esri support analyst investigates and reaches out to you

The same (large) team of skilled technical support analysts that assists 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 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 Monday through Friday.

4. Together, you and Esri Support Services resolve the issue

It might take some back and forth, and some patience, but ultimately you and Esri Support Services have the same goal: solving the problem and letting you get back to doing amazing things in the classroom. The support 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. Support analysts are available from 5am to 5pm Pacific time Monday through Friday.

When needed, support analysts reach 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 support analyst to escalate your issue to high priority.

Issues that teachers encounter are often familiar to Esri support 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. A closed case can be reopened once you have sufficient troubleshooting time available to work with the support analyst. Support analysts are happy to postpone working on your case, so please communicate your situation with them.

Appendix: Set up My Esri

My Esri provides administrative tools for your account, including access to Esri Support Services 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).
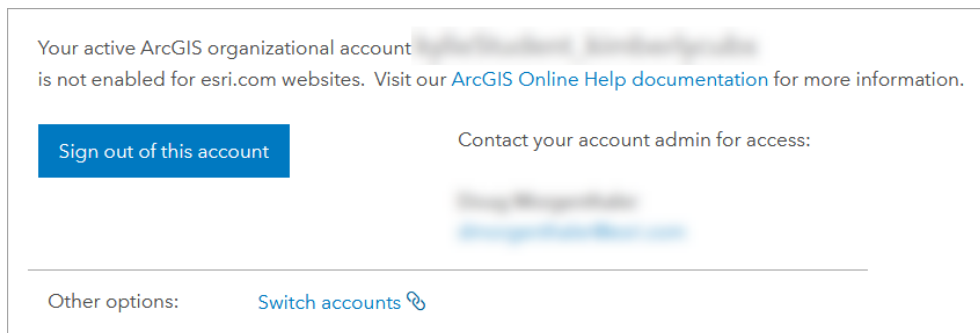
1. Work with an administrator of the organization. The admin signs in to https://arcgis.com (how you sign in to work with maps).
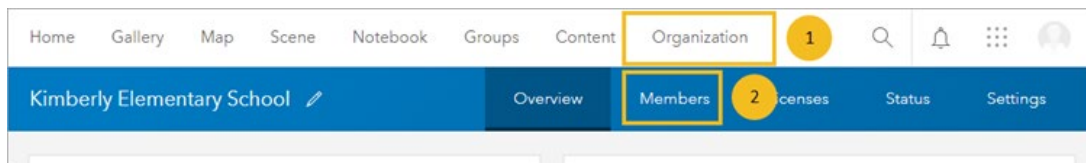
3. Find the username, click the ellipses (...) to the right of the account in the list, and click "Enable Esri Access."
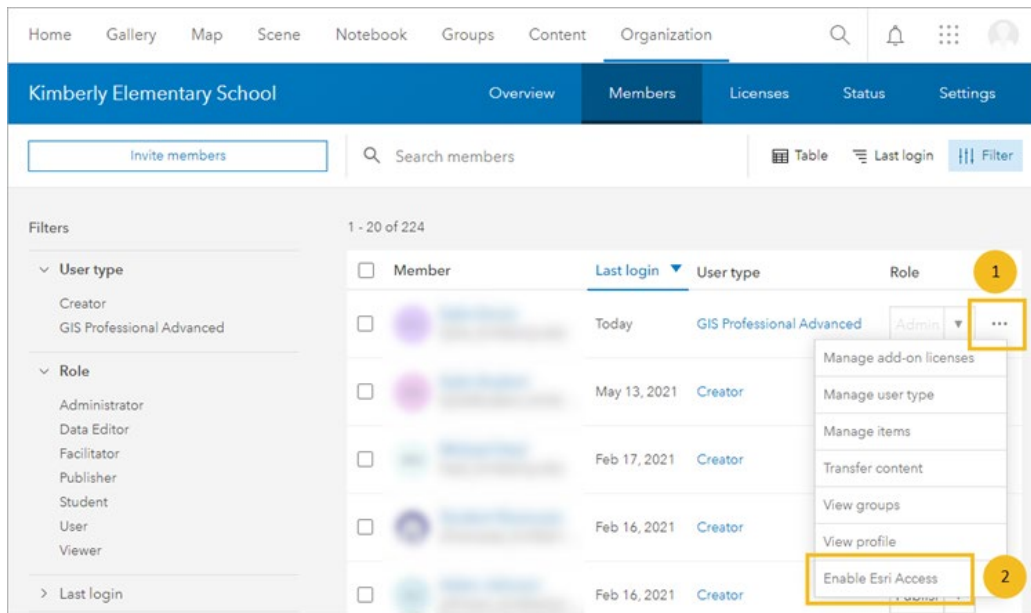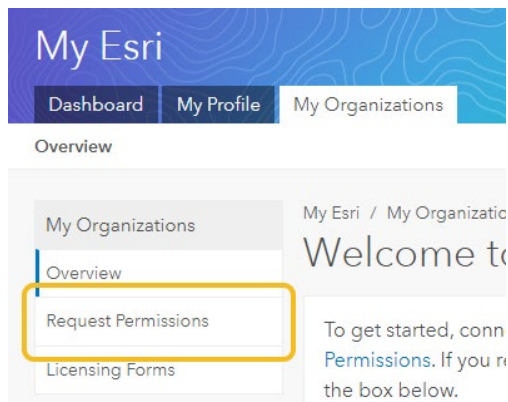
4. The account will now be able to use My Esri, but you will have Issue 2 (below) to address next.
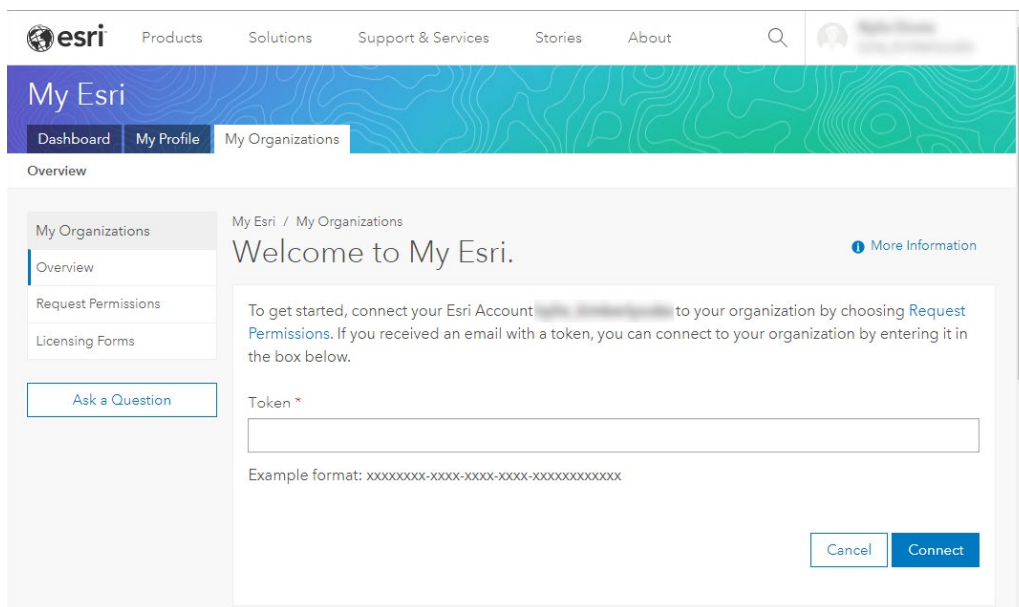
Fix 2: Your account on My Esri isn't connected to your organization. Get connected as follows:

1. Go to My Esri and click "Request Permissions" on the left side of the page.

2. 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.
3. Send your request. You'll get a confirmation email. Esri's Customer Service team will receive your request and help you get connected.
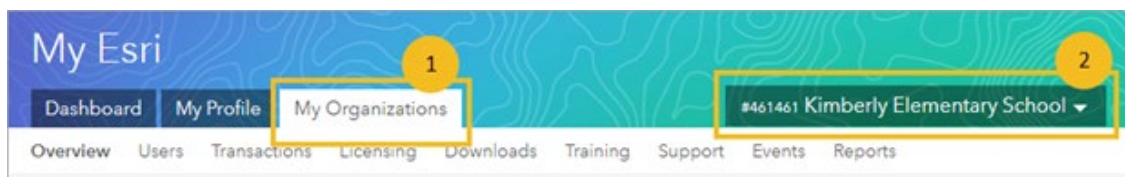
You might see a message when you try to Contact support:
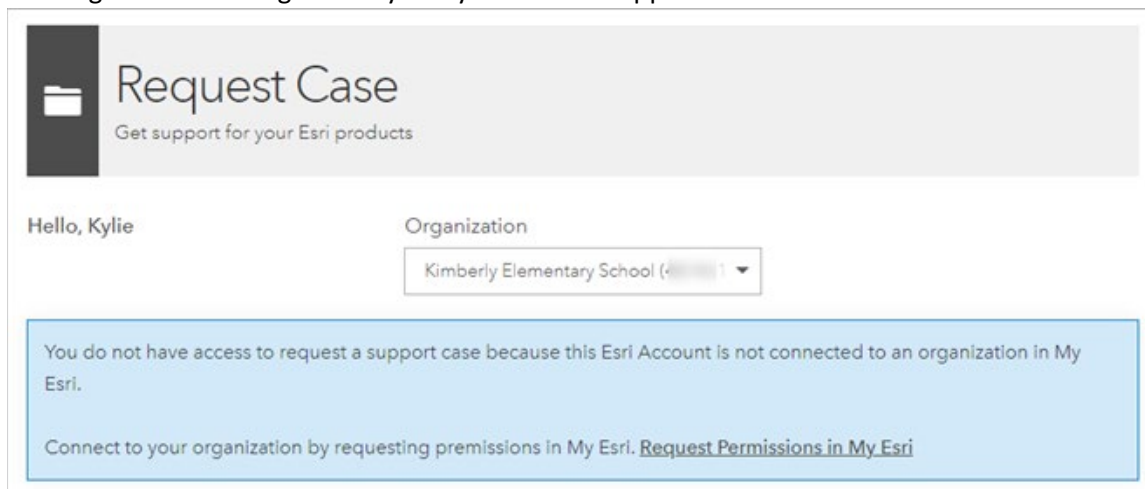
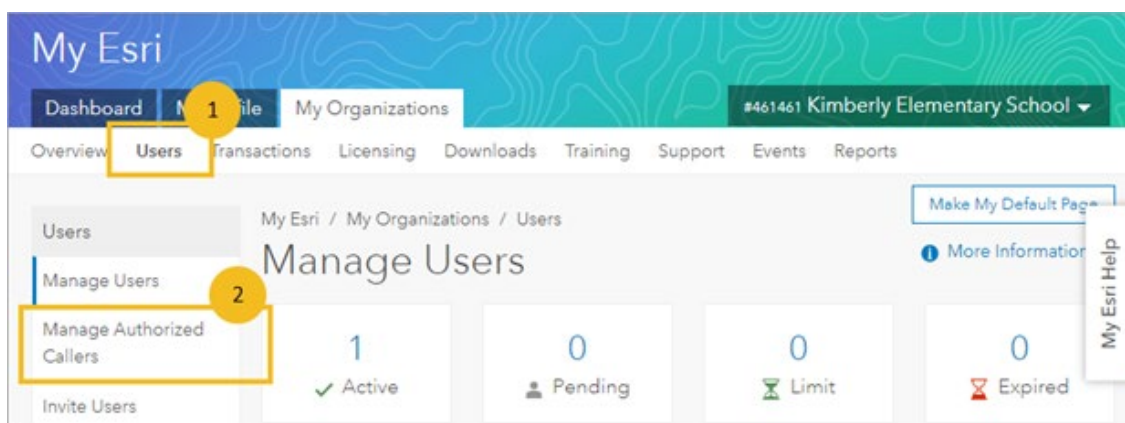You might see a message on My Esri when you try to request a case:
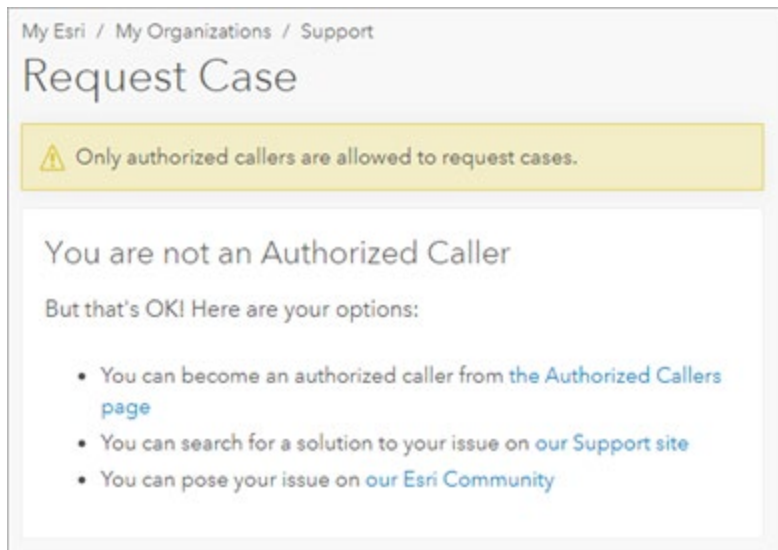
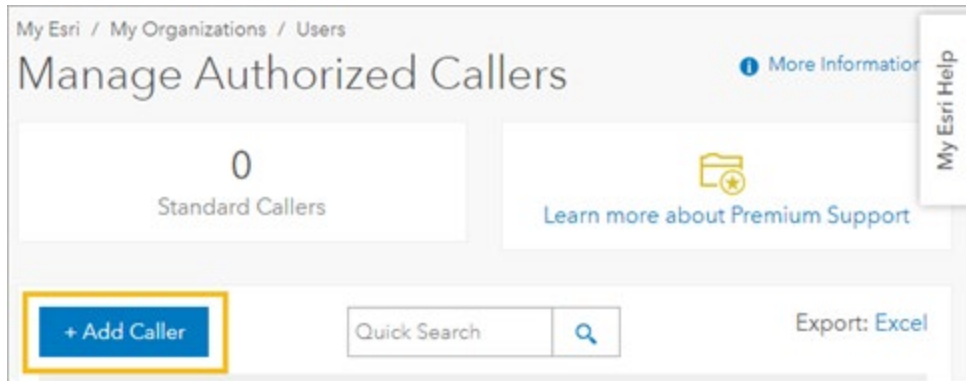Fix 3: You must be an authorized caller to open a support case. Set this for your account as follows:

1. Sign in to your account on My Esri.

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

4. Click "Add Caller."

Manage Authorized Callers

① More Information

My Esri Help

0

Standard Callers

Learn more about Premium Support

+ Add Caller

Quick Search 🔍

Export: Excel

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."

Add Caller ✕

Authorized callers create and manage support cases for your organization, which includes the ability to transmit data to Esri.

Choose an existing contact from your organization to be an authorized caller.

If you don't see the contact you want to add, choose Add New Contact, and you will be prompted to supply their contact information.

Select Contact   ① Explain

Kylie   ▾

Call-in ID *   ① Explain

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.

Close

3   3

Cancel   **Add Caller**

6. You are now able to submit support cases.