Standard Operating Procedures (SOP)

How to submit a support request from the SPOE portal
Document Control Change Record

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<th>Date</th>
<th>Author</th>
<th>Version</th>
<th>Change Reference</th>
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<td>Jacob Falling</td>
<td>V1.0</td>
<td>Creation</td>
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1) Open your web browser and navigate to https://spoe.dla.mil
   - If you are already registered, you will be presented with the SPOE homepage

2) If you are having an IT related issue, click on “report an Incident”.

3) Read through the “report an incident details” screen and when finished click on “Request Now”
4) Fill out all of the request questions with as much detail as possible. For example, try to include any error messages that you are seeing, when it was last working, has anything changed, etc. See example below:

Request Questions

What type of issue are you having? *
IT Services

Short Description *
Outlook no longer opens

Connection Type *
Off-site juniper

Issue Category *
Functionality

IT Service Impacted *
Office Outlook

Best phone number to be reached at *
555-555-5555

Confirm Work Location *
DLA Site, Building, Floor, Cube/Room, jack #, Telework
Off Site juniper

Machine Name, Serial Number, and/or Service Tag *
OKCL123456, 1ABCDE12345,

Detailed Description of the Issue *
Whenever I try and open outlook I receive an error that says "cannon start Microsoft Outlook. Cannon open the outlook window". It was working fine yesterday. I have tried restarting, but that does not seem to help.
5) Be sure to attach a screenshot of the error at the bottom of the request form

6) Once finished, click on the “complete request” button at the bottom right of the screen

7) You should now see the confirmation screen and should receive an email shortly where you can track your request.