

Basic troubleshooting of issues during testing

Below are a few general guidelines to follow before initiating a Help Desk ticket regarding issues experienced during Agency Business Process Testing.

1. Ensure you are working in the correct environment.
 - All Agencies should be testing in TSTFIN1 **only**, unless you have been selected to participate in User Acceptance Testing (UAT).
 - The EE1 Testing Portal will take you to the online URL.
2. Verify that your inbound file name is the correct amount of characters.
 - Please remember there is a 20 character limit for the file naming convention.
3. Review your inbound file to ensure that it is limited to the 1000 character limit which includes spaces for any optional fields.