



Grants Management Department
1535 W. Jefferson St.
Phoenix, AZ 85007
Phone: 602-542-3901

User Support Change for Grants Management Team/GME System

(X) For Your Information

Intended Audience

- LEA Association

In our efforts to improve efficiency in communication and issue resolution, as of **Monday, June 15th** Grants Management online support services have moved to the new [ADE Help Desk](#) system. Grants Management support is still handled by the same team, however emails sent to grants@azed.gov will no longer create service request tickets automatically. Instead, users will receive a reply redirecting them to **Help Desk** at <https://helpdeskexternal.azed.gov>.

In Help Desk users are able to select Grants Management from the New Request option, then select and complete a request template specific to the user's issue or need. This request will continue to provide connection to teams and staff members who the user has already worked closely with in the past.

Service Requests or notifications to Grants Management can also be created from within any GME History Log. In GME utilizing the "Create Comment/Send Email" function:

1. Create the comment, making sure to include full contact information, including name(s), email address, phone numbers and organization name at the bottom of the comment.
2. Select the "Send Email to GME Contacts" option and choose "Grants Management" from the ADE Contact group, along with any other contacts the user wishes to include.
3. Complete the process in GME by clicking on Save and Go To > History Log at the top of the Create Comment page.
4. The comment will be emailed to Help Desk, automatically creating a Service Request/notification for the Grants Management team.

For more information on creating a Help Desk request via the History Log, click [here](#).

Help Desk is now available for users and is an easy-to-use, self-service portal which allows users to monitor their requests through a displayable dashboard. First-time users should follow a simple, one-time registration process. More information on how to utilize the new system can be found by viewing this [video tutorial](#) or referencing this [training document](#) provided by our IT department. For a quick guide on submitting a request to Help Desk, click [here](#) for a microlearning designed by our Grants Management team.

As always, Grants Management can be reached directly at 602-542-3901 from 8am – 5pm, Monday – Friday and now also via Help Desk at <https://helpdeskexternal.azed.gov>.

For direct assistance please contact Grants Management at 602-542-3901 or via [Help Desk](#).



Arizona Department of Education
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