

CWA / PowerTrack Help Desk – User Guidelines

* * Help Desk phone numbers and e-mails are listed below * *

The following should be used as a guideline for any TOPS CWA or PowerTrack user who may consider utilizing either the CWA or PowerTrack Help Desk.

All are encouraged to view the list of Frequently Asked Questions (FAQ's) that are available on the SDDC web site. These FAQ's will be updated as new questions arise, and they may be a good source of information, whether you are a TSP, PPSO, or other government user. One of these documents may even answer your question without a call to a Help Desk.

If your question is not addressed in any of the online FAQ's, and you need to call a Help Desk, please note the following procedures:

Your first step is to obtain a Ticket Number

- CWA Help Desk: Please be advised that by client request, calls **do not** pass to voice messaging when all Customer Service Representatives (CSR's) are already engaged in a call. As such, stay on the line until your call is answered or hang-up and call back after a few minutes.
- PowerTrack Help Desk: A service request number will be provided for any issue that can not be resolved during the call. The PowerTrack Help Desk **does allow** customers to select voice messaging if they choose. In this scenario, or in the case of requests sent through email, the customer can expect the issue to be resolved OR a service request to be provided within 24 business hours.
- The Ticket Number is critical for future queries by the Help Desk, and for the user to use as reference.
- When you speak with a CSR, if a ticket number is not provided, ask for one. On emails, if you do not obtain one right away, the Help Desk will contact you with your Ticket Number:

You only need to call one Help Desk, not both.

- If you call the TOPS CWA Help Desk and it is determined that the issue is with PowerTrack, then your CWA Ticket Number will be closed, and PowerTrack ticket number will be opened.
- Whenever possible, this transfer will occur while you are on the phone.

The contact for your issue will be the first Help Desk that you call

- Each Help Desk may escalate your issue internally, depending on its "tier" or technical aspect. The caller will not be affected by any of these internal communications.
- Example: If you call the PowerTrack Help Desk, any follow-up should be with that office, until one of two things happen:
 - o Issue resolved, and PowerTrack Help Desk ticket closed, OR
 - o Issue transferred to TOPS CWA Help Desk. PowerTrack Help Desk ticket closed, and CWA Help Desk is opened

CWA/TOPS Help Desk

Toll-Free (800) 331-7348 Local (703) 428-3230 DSN 328-3230 e-mail

at: sddc.safb.cwahd@us.army.mil

The number is available 24/7.

US Bank / PowerTrack Help Desk

(866) 561-6930 Domestic 0-800-101-5396 International e-mail

at: PowerTrack@USBank.com (Users should enter "HHG" in the e-mail subject

line) The number is available 24/7.