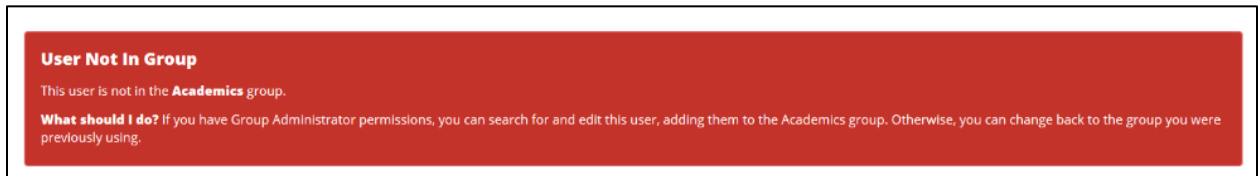
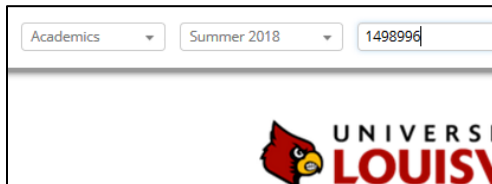


CardSmart Troubleshooting

1. Take a screenshot that captures the problem. Sometimes multiple screenshots are necessary.

The Snipping Tool is a good resource to capture screenshots quickly.

Example:



2. Describe where the issue occurred in the platform and the steps that were taken to get there. If there are additional examples, include them.

Example:

“I entered 1498996 in the quick search, clicked on the student, and “User Not In Group” appeared.

3. Explain what you expect to happen when you take those same steps.

Example:

“This is a student that I advise in my unit and I expect to see the student’s CardSmart profile after clicking on their name.”

4. Email the report to the CardSmart Power User in your unit.

The Power User will serve as the primary contact person and may: take steps in troubleshooting, request additional information, and/or provide steps for a work-around.

Unit	Advisor	Email
A&S	Megan Clifton	Melark01@louisville.edu
A&S	Kourtney Hall	Kmdavi09@louisville.edu
Business	Katie Etheridge	Klethe01@louisville.edu
Dental Hygiene	Tana Didelot	Trgahl01@louisville.edu
Education	N/A	
Exploratory	Jessica Newton	Jrnewt05@louisville.edu
Honors	Kirsten Armstrong	Kaschm01@louisville.edu
Music	N/A	
Nursing	Andre Brewer	Arbrew03@louisville.edu
Public Health	Rachel Quick	R0mill05@louisville.edu
Social Work	Laurie O'Hare	Laohar01@louisville.edu
Speed	Natalie Oliner	N0olin01@louisville.edu

Should there be additional questions or concerns, please contact Khotso Libe, Administrative Systems Analyst in the Student Success Center, at ktlibe01@louisville.edu.