

SPO ALERT

Date: May 15th, 2023
To: Agencies
From: APP Help Desk
Subject: Resolution Reminder

Dear Valued APP User,

The APP Helpdesk would like to inform users the resolution status within the ticketing system is an important form of communication.

Please Note: The "resolution" ticket status does not always equate to a full resolution and could require some actions by the user (you). Please make sure to read ticket content.

Should you still have any additional questions or concerns about your ticket, you can reopen the ticket by responding accordingly to the resolution message received or please feel free to call or contact the APP help desk.

Thank you

The APP Help Desk
602-542-7600
app@azdoa.gov
<https://spo.az.gov/app-service-request>