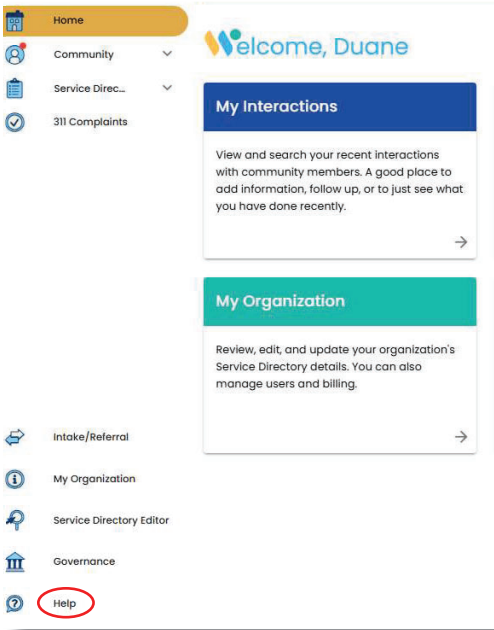




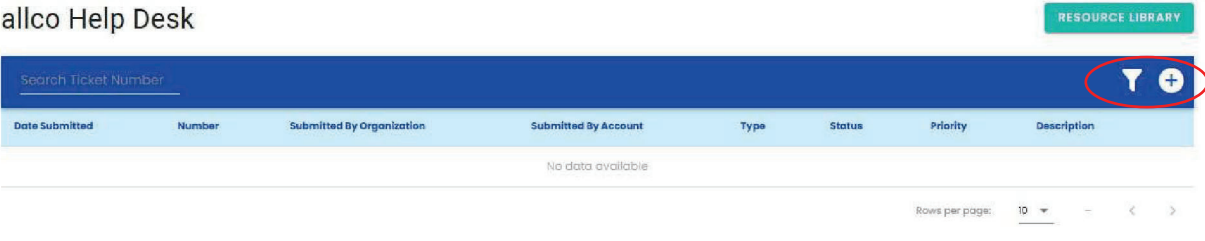
Helpdesk Quick Reference Guide

Step 1: Select Help from the Main Screen



Step 2: Create New Ticket

The Help Desk screen shows open, ongoing, and closed tickets for your entire organization. To create a new ticket, click on the plus sign.






Step 3: Fill Out the Ticket Form

New Support Request

Ticket Type ? Priority ▼

Have you cleared your cache ▼  Screenshots
File size must be 2 MB or less. Accepted formats: .jpg, .jpeg, .png

Description

I want to receive email updates for this ticket

CANCEL SAVE

Ticket Type (required)

Select a Ticket Type from the drop-down menu.

Ticket Type

- Bug
- Feature Request
- User Experience
- Accessibility
- Page Loading Errors
- Other

Ticket Types	Description
Bug	A problem with the system that is outside of typical functionality, usually causing an error message or preventing a task from being completed.
Feature Request	A suggestion for a new feature or enhancement to the system. This could include new functionality, changes to existing functionality, or other improvements to the system.
User Experience	A suggestion for improving the user experience of the system. This could include changes to the layout, navigation, or other aspects of the system that impact how users interact with it.
Accessibility	An issue with or a suggestion for improving the accessibility of the system. This could include changes to make the system more usable for individuals with disabilities or other accessibility needs.
Page Loading Errors	An issue with a specific page or set of pages on the system that are not loading correctly, are loading slowly, or are displaying an error message.
Other	Any other issue or suggestion that does not fit into one of the other categories. This could include questions, feedback, or other types of requests related to the system.



Priority (required)

Defines how urgent the request is. Choose one of the following.

Priority

- Low
- Medium
- High (I cannot complete my day-to-day tasks)

Priority Level	Description
Low	Minor inconvenience, does not affect work (e.g., cosmetic issue)
Medium	Affects productivity but a workaround exists
High	Major functionality is impacted, no workaround
Critical	System is down or major business operations halted

Cleared Cache? (drop-down)

Indicates whether you've already attempted to clear your browser cache—a common troubleshooting step.

Yes – You cleared your cache and the issue still persists.

No – You have not cleared your cache.

Have you cleared your cache

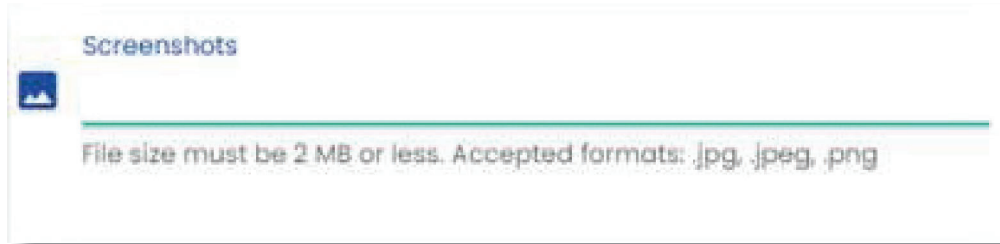
- Yes
- No

Description



Upload a Screenshot

Clicking in this line will immediately open the upload process. Screenshots often speed up resolution time. Use tools like Snipping Tools, SnagIt, or print screen.



Description (required)

Write a clear summary of the issue. Provide details, avoid guesswork, and keep it brief.

Description

Here are some examples:

- “Cannot log into dashboard.”
- “Error when submitting intake form.”
- “Slow performance on referral page.”

Additional items that improve outcomes:

- Provide a detailed description of the issue.
- Include steps to reproduce the issue if known.
- Mention expected behavior vs. actual behavior.
- If error message appears, copy-paste or describe them.



Step 4: Submit the Ticket

Review all details.

Check the box to receive email updates (optional).

Click the SAVE button.

Step 5: Track the Ticket

Use the Helpdesk portal to monitor updates, respond to follow-up questions, or close the ticket once resolved.