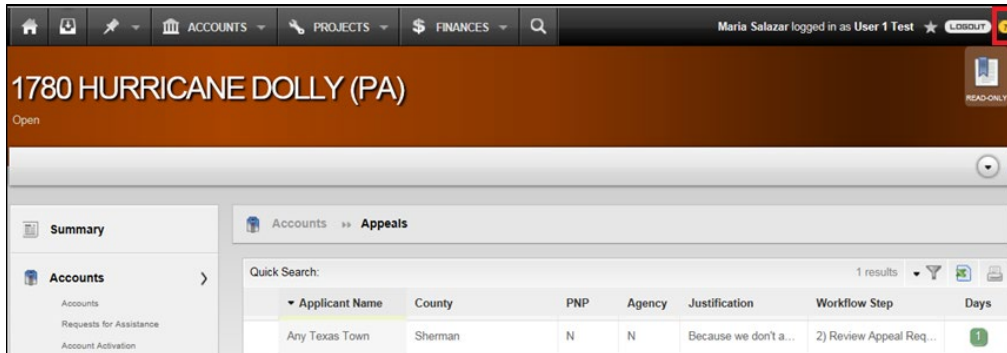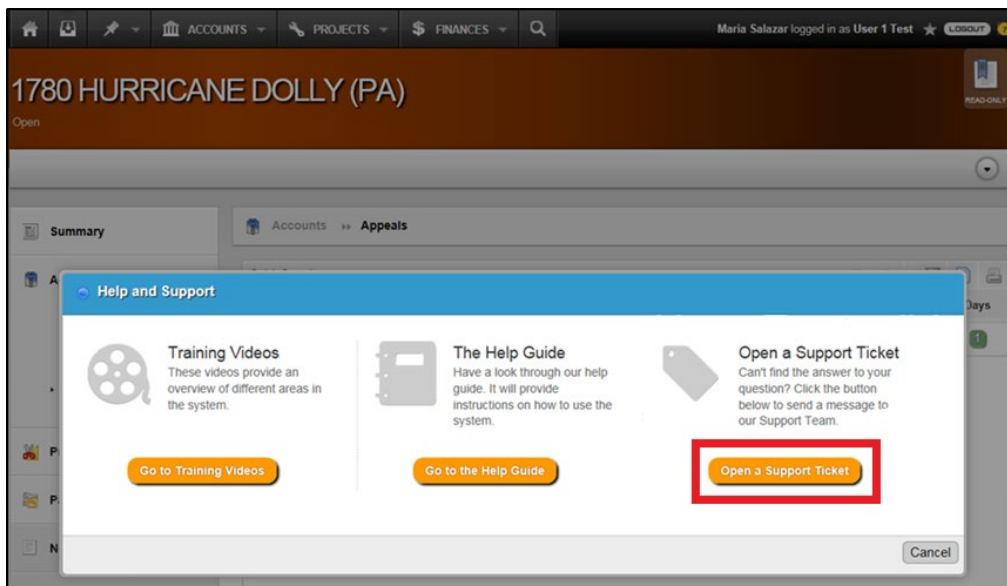# Submit a Support Ticket

1. Click on the *"Help"* button ❓ located on the far right of the **Main Menu** bar from the page where you are experiencing an issue or need support.
(This is important as it records the URL of the page for analysis purposes)

2. Click the *"Open a Support Ticket"* button when the following window appears.

3. The form will display. Complete the Support Ticket form:

Note: Mandatory fields are highlighted with a red square, but please complete as much information as possible.

   a. Select the appropriate *"Type"* (of support needed).
   b. Select *"Priority"* level (medium is defaulted).
   c. Enter a short *"Title"* (brief description of request or issue).
   d. Select *"System Area"* (the system will pre-populate this field from the area where you clicked Help, or change it from the drop down menu).
   e. Enter a detailed *"Description"* of the request or issue.
   f. Click *"Save"* (the form can be saved without submitting, and it can be retrieved at a later time from your **Drafts** under the **Inbox** menu). You must also save the form before attaching any documents.
   g. Click the *"Add Document"* button to upload additional/supporting documentation, if necessary.
   h. Click the *"Submit"* button when the form is complete.

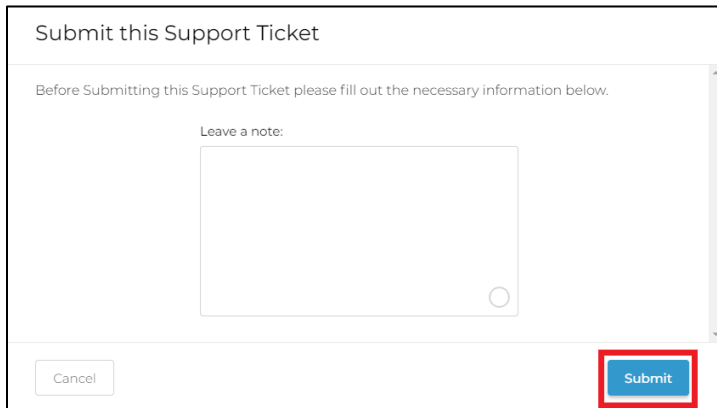### Support Ticket Form

4. You may leave a note when this window is displayed, or just click the *"Submit"* button.

5. The Support Ticket has been successfully submitted. Click the *"Close"* button.


6. The Support Ticket will go into a queue. A System Administrator will process your request, and advance the support ticket to Step 6 for you to confirm that the Support Ticket was resolved. A notification will be sent to your Inbox. Click on the line that contains the Support Ticket. If you do not respond within 5 days the issue will be considered resolved.
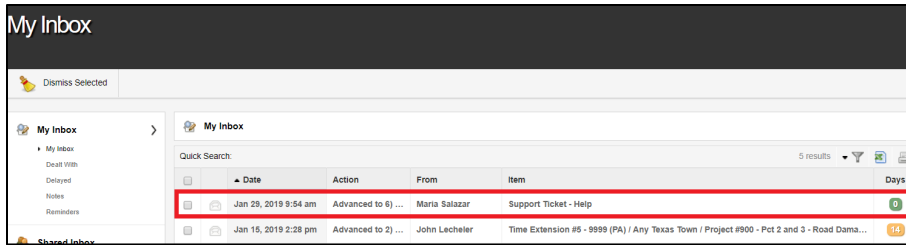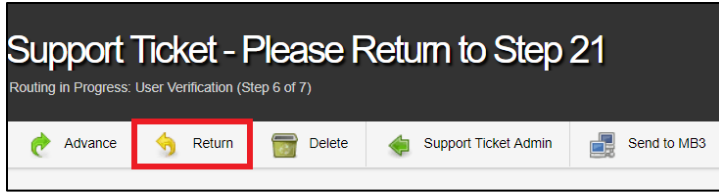
7. If the issue was resolved, confirm by clicking the *"Advance"* button.
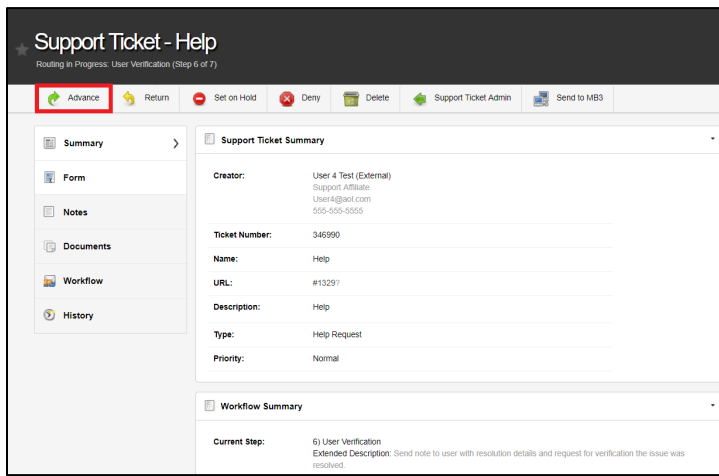
8. If the issue was resolved, leave a note that the issue was resolved and click the *"Advance"* button.
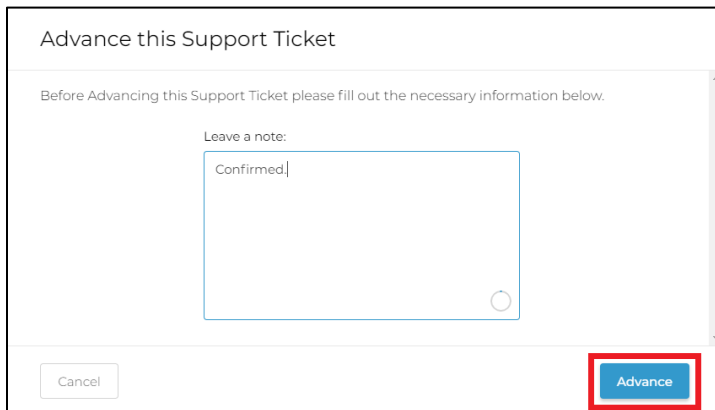
9. If the issue was not resolved, click the *"Return"* button, and return the Support Ticket to **Step 2**.

10. For **Returning to Step**, select *"2) System Administrator Review"* from the drop down menu. Select a *"Reason,"* and leave a note of why it is being returned. Click the *"Return"* button.