
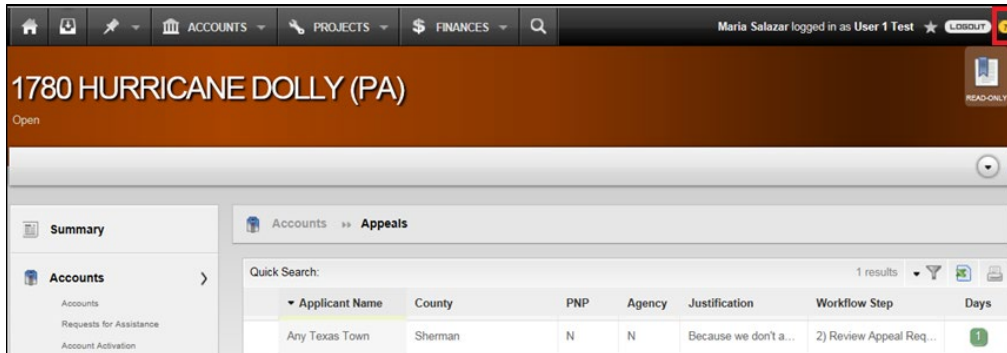
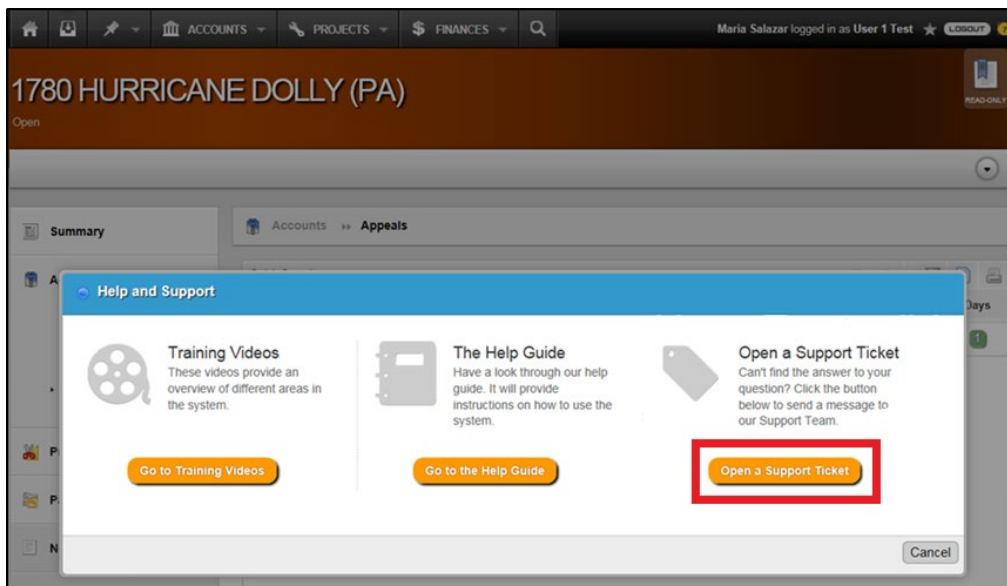


## Submit a Support Ticket

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.

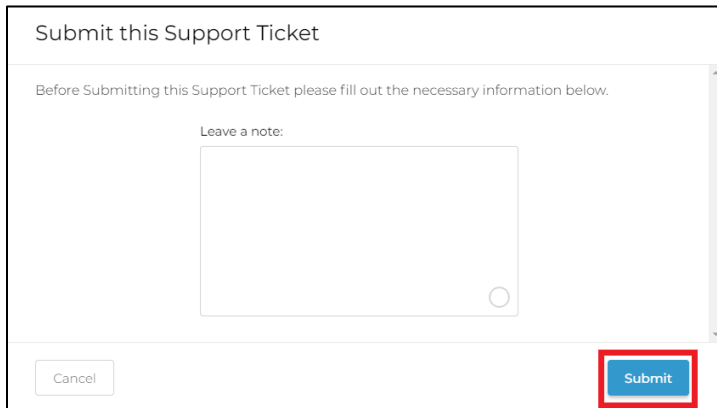
## Support Ticket Form

The screenshot shows the 'Create New Support Ticket' form. At the top, there are buttons for 'Save', 'Submit', and 'Cancel'. Below these are two red boxes labeled 'f' and 'h' with arrows pointing to the 'Save' and 'Submit' buttons respectively. The form fields are as follows:

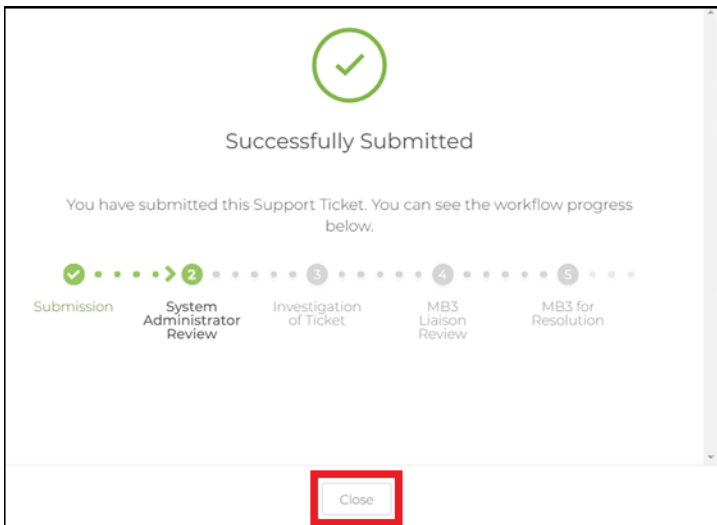
- Type:** A red box labeled 'a' points to the 'Help Request' radio button. Other options are 'Bug/Error', 'Product Enhancement', 'Request Additional Access', and 'Applicant Data Update Request'.
- Priority:** A red box labeled 'b' points to the 'Medium' radio button. Other options are 'High' and 'Low'.
- Title:** A red box labeled 'c' points to the text input field. Below it is the instruction: 'Please provide a short title describing the reason for this support ticket. (Example: Unable to open attachment.)'
- Reference Page:** The text 'https://grants.dps.texas.gov/app/#2934?i=form' is displayed.
- System Area:** A red box labeled 'd' points to the dropdown menu showing 'Applicant'.
- Description:** A red box labeled 'e' points to the large text input field. Below it is the instruction: 'Please provide a detailed description of the request or issue.'

At the bottom right, a red box labeled 'g' points to the 'Add Document' button. Below the form are sections for 'Notes & Comments' (with an 'Add Note' button), 'No Uploaded Documents' (with an 'Add Document' button), and 'No Issues' (with an 'Add Issues' button).

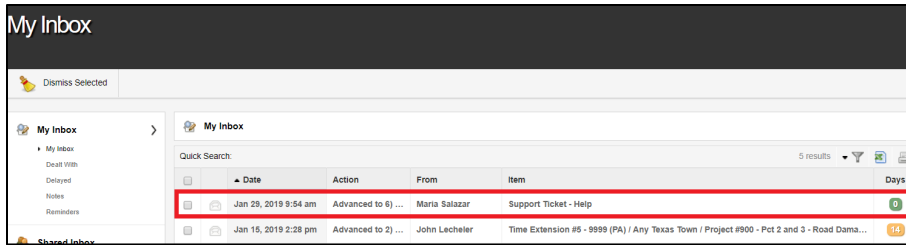
4. You may leave a note when this window is displayed, or just click the **“Submit”** button.



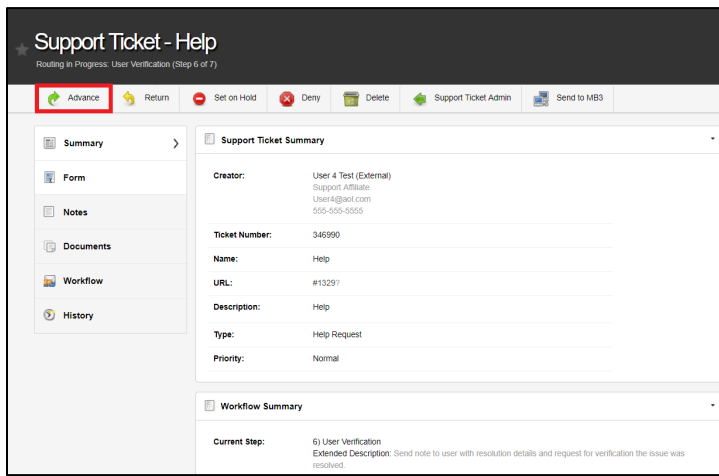
5. The Support Ticket has been successfully submitted. Click the **“Close”** button.



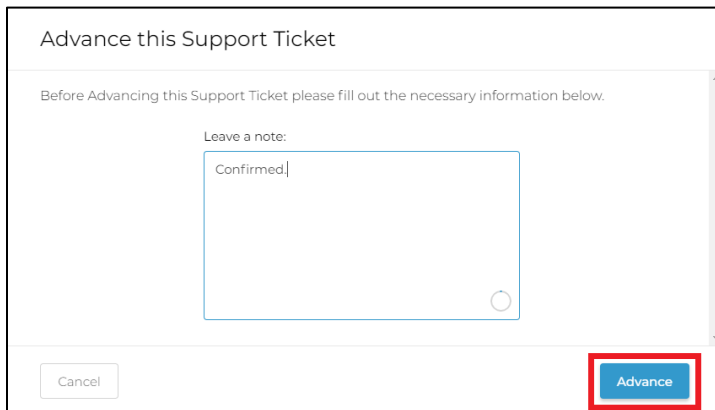
6. The Support Ticket will go into a queue. A System Administrator will process your request, and advance the support ticket to Step 6 for you to confirm that the Support Ticket was resolved. A notification will be sent to your Inbox. Click on the line that contains the Support Ticket. If you do not respond within 5 days the issue will be considered resolved.



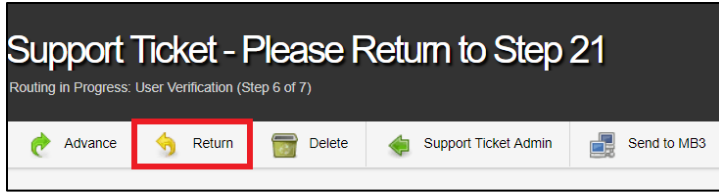
7. If the issue was resolved, confirm by clicking the **“Advance”** button.



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.

A screenshot of a dialog box titled "Return this Support Ticket". The dialog contains the following elements: a heading "Return this Support Ticket", a sub-heading "Before Returning this Support Ticket please fill out the necessary information below.", a "Returning To Step:" dropdown menu with "2) System Administrator Review" selected, a "Leave a note:" text area, a section titled "\* Provide a Reason:" with radio button options for "Additional Information Requested", "Approved in Error", "Correction Required", "Documentation Requested", and "Other" (with an adjacent text input field), and two buttons at the bottom: "Cancel" and "Return" (highlighted with a red box).