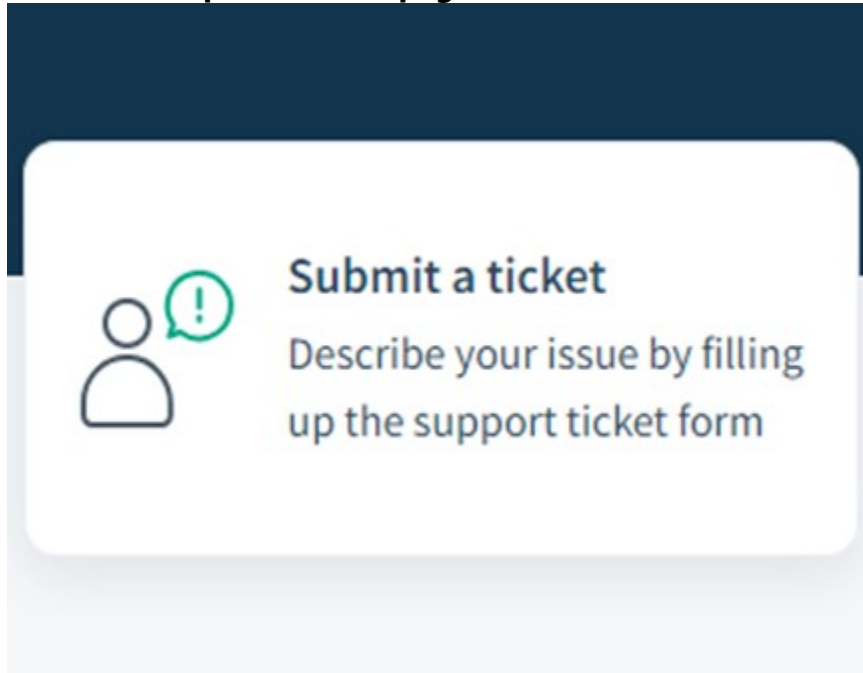
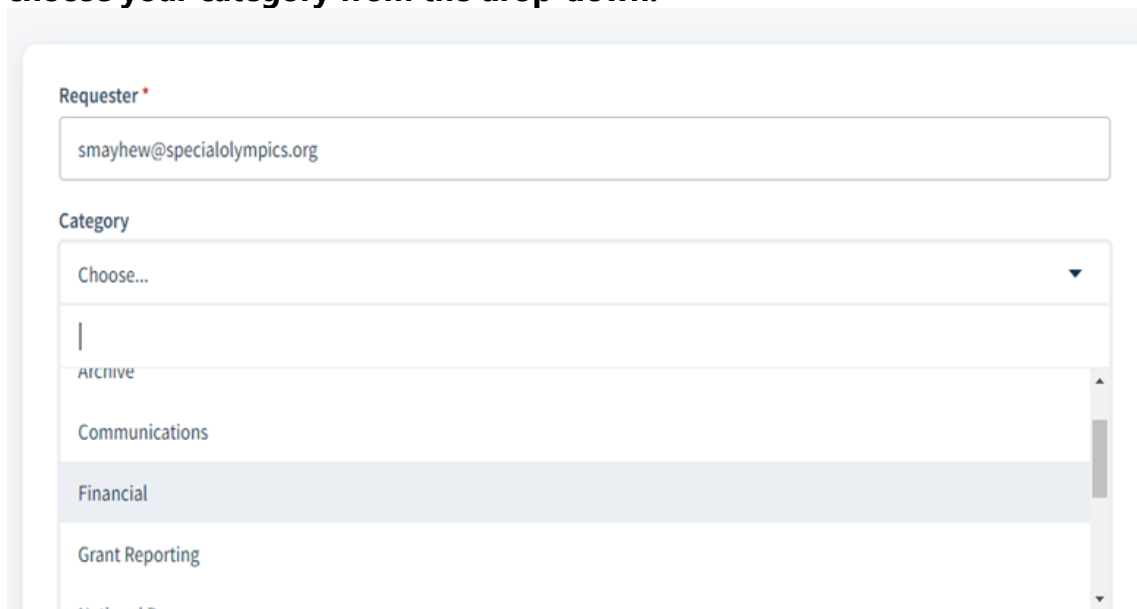


# How to open a ticket

From the Help Desk homepage, click on the "Submit a ticket" button.



On the next screen, under requester should be your email address. Next you will choose your category from the drop-down.

A screenshot of a web form for submitting a ticket. The form is set against a light blue background. The first field is labeled "Requester\*" and contains the email address "smayhew@specialolympics.org". Below this is a "Category" dropdown menu. The dropdown is currently open, showing a list of options: "Choose..." (the selected option), "Archive", "Communications", "Financial" (highlighted in grey), and "Grant Reporting".

**If there is a sub-category it will appear below the Category field. Choose the sub-category from the drop-down.**

Requester \*

smayhew@specialolympics.org

Category

Financial

Sub-Category

Choose...

Choose...

Allowable Expenses

Budget Modification

Documentation

**Next you will choose the Request Type from the drop-down.**

Requester \*

smayhew@specialolympics.org

Category

Choose...

Request Type \*

Choose...

|

Incident

Problem









Feature Request

Refund

Next, you will enter a Subject and Description. You can also add links, and screenshots in the descriptions as well as any attachments. Once you've filled everything out, click Submit to submit your ticket.

Subject \*

Description \*

**B** *i* U        

Type something

 Attachment

Cancel

Submit

Once you submit your ticket, you will come to the following screen. Here you can make changes to your ticket details, add comments, reply to a comment, close the issue, and add people to the ticket.

Your ticket has been created. X

**S** Stasha Mayhew reported less than a minute ago Being Processed Reply Add people Close issue

For training

**S**

**Ticket details**

Program \*  
Choose... ▼

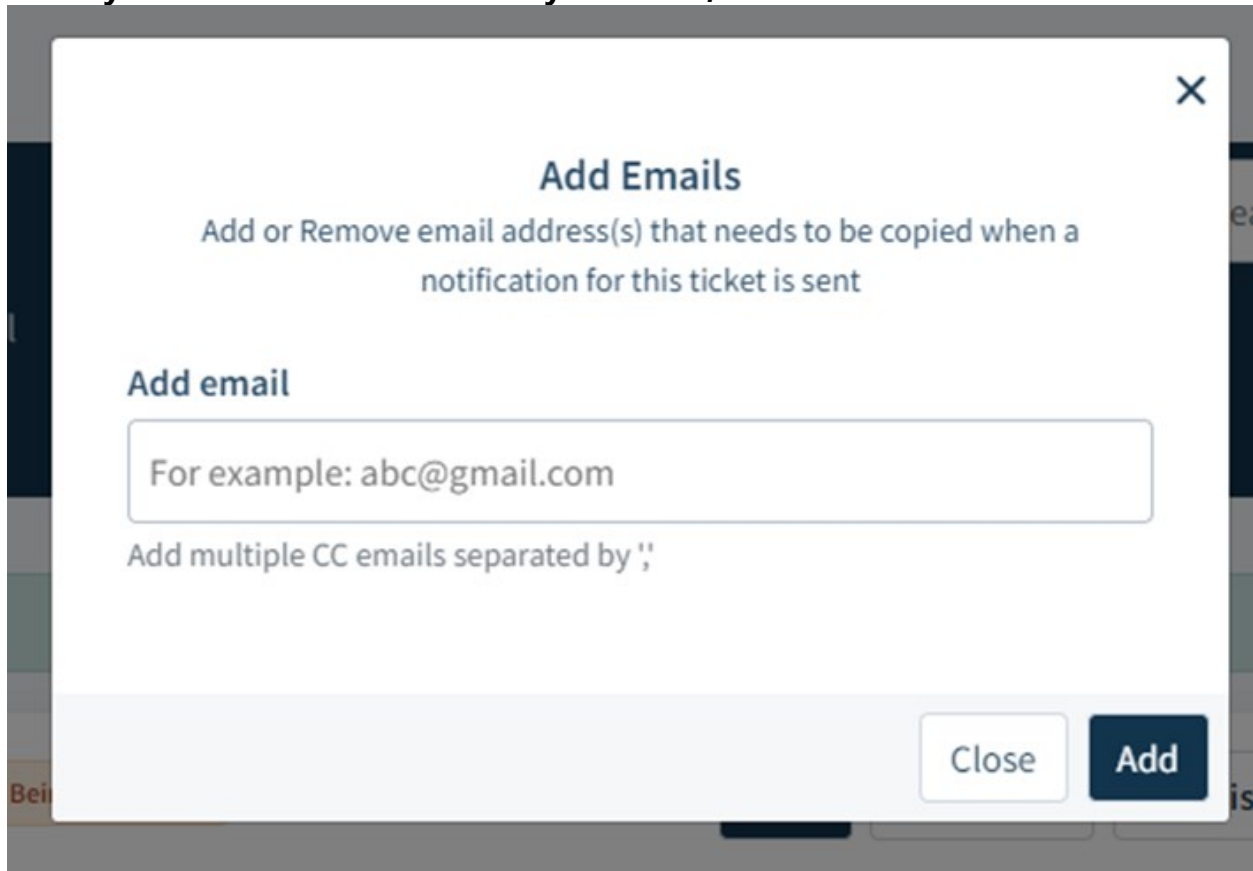
Category  
Financial ▼

Sub-Category  
Allowable Expenses ▼

Request Type \*  
Problem ▼

Update

**When you want to add someone to your ticket, enter their email and click Add.**



The image shows a modal dialog box titled "Add Emails" with a close button (X) in the top right corner. The main text reads: "Add or Remove email address(s) that needs to be copied when a notification for this ticket is sent". Below this, there is a section labeled "Add email" with a text input field containing the placeholder text "For example: abc@gmail.com". Underneath the input field, it says "Add multiple CC emails separated by ';'". At the bottom right of the dialog, there are two buttons: "Close" and "Add".

**Add Emails**

Add or Remove email address(s) that needs to be copied when a notification for this ticket is sent

**Add email**

For example: abc@gmail.com

Add multiple CC emails separated by ';'

Close Add