### Submitting a New Ticket



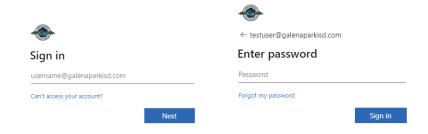
#### Log into the Technology Helpdesk Application

Using any browser, go to <a href="http://galenapark.gethelphss.com/Login/landing">http://galenapark.gethelphss.com/Login/landing</a>

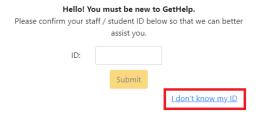
1. Click Sign In



2. Sign in with your universal email and password and click Sign in. *Note: If you have two-factor validation enabled, you may be asked to validate this login attempt.* 



3. If prompted for Staff/Student ID, click "I don't know my ID".



4. New Help Desk Dashboard



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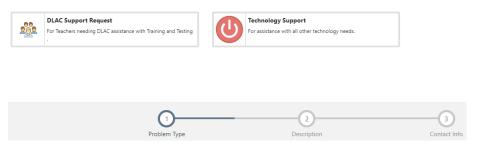
#### Submit a new Ticket

5. Click Create Ticket

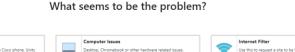


6. Select an appropriate category for your issue.

What seems to be the problem?



7. If needed, select a sub category.





8. Fill in the form fields with the requested information. Be as descriptive as possible. Some forms also provide the ability to upload pictures which can aid in solving your technical issues. Click Next when complete.

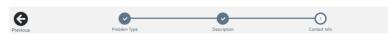


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9. You may be asked for contact details. This information is required for proper routing of your ticket.

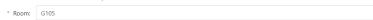




For Site, type your campus/site name.



For Room: Enter your room/office/cubicle number.

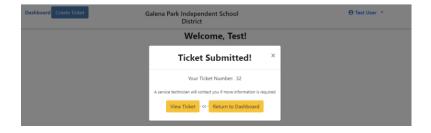


For Phone Number: enter a number/extension where you can be reached.



10. Click Submit. A confirmation for your ticket submittal is provided.





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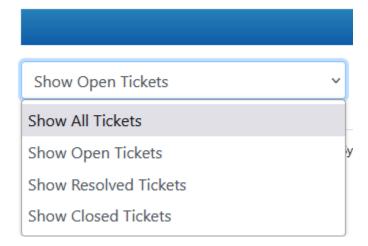


#### Review Your Open/Closed/Resolved Tickets

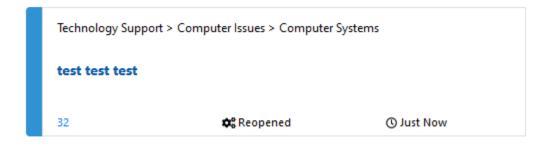
1. Click Dashboard



2. Filter by selecting Open, Resolved, Closed or All Tickets from the drop down menu



3. Click on the ticket you'd like to review.



# Submitting a New Ticket



4. From the ticket view, you can view the status of the ticket and communicate with technician by entering comments or adding attachments.

