

Submitting a New Ticket

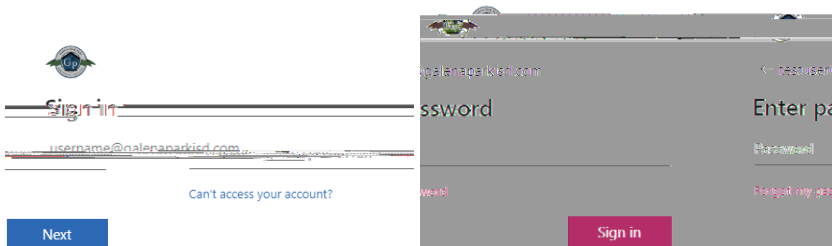
Log into the Technology Helpdesk Application

Using any browser, go to <http://galenapark.gethelpss.com/Login/landing>

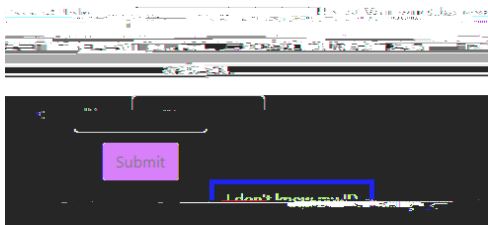
1. Click Sign In



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. @ . 0 0 @ . @



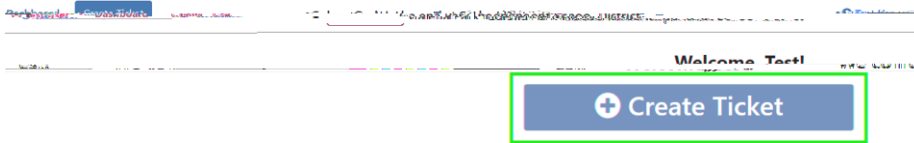
4. New Help Desk Dashboard



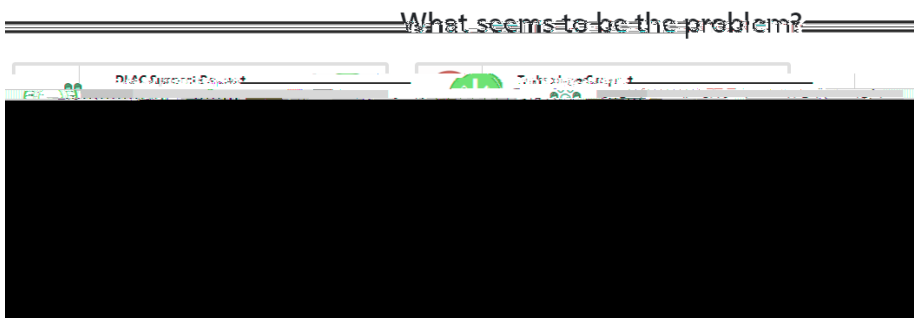
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Submit a new Ticket

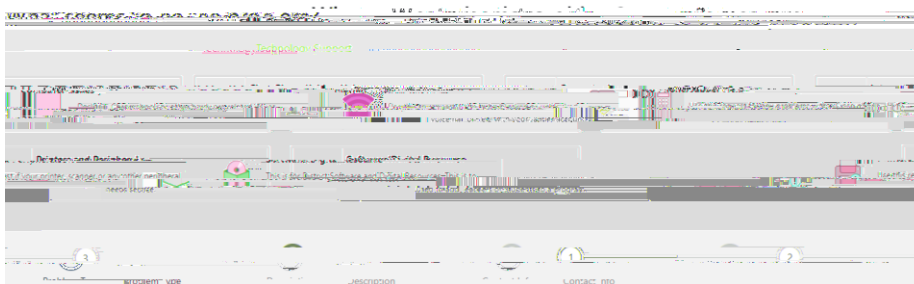
5. Click Create Ticket



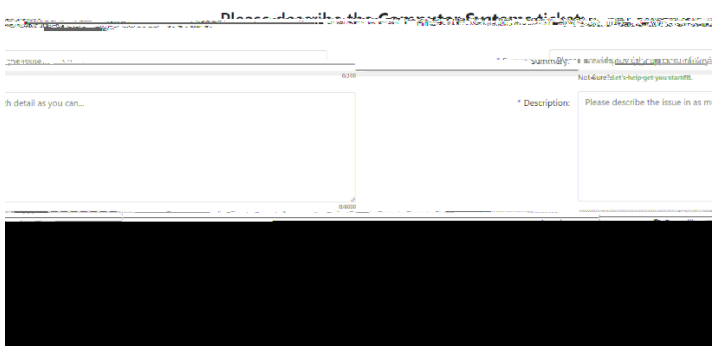
6. Select an appropriate category for your issue.



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.



Technology Help Desk

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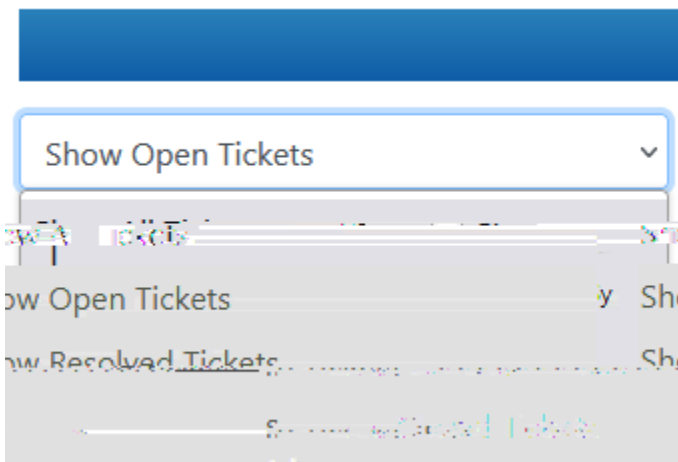
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Review Your Open/Closed/Resolved Tickets

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.



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

