New HelpDesk Portal Instructions

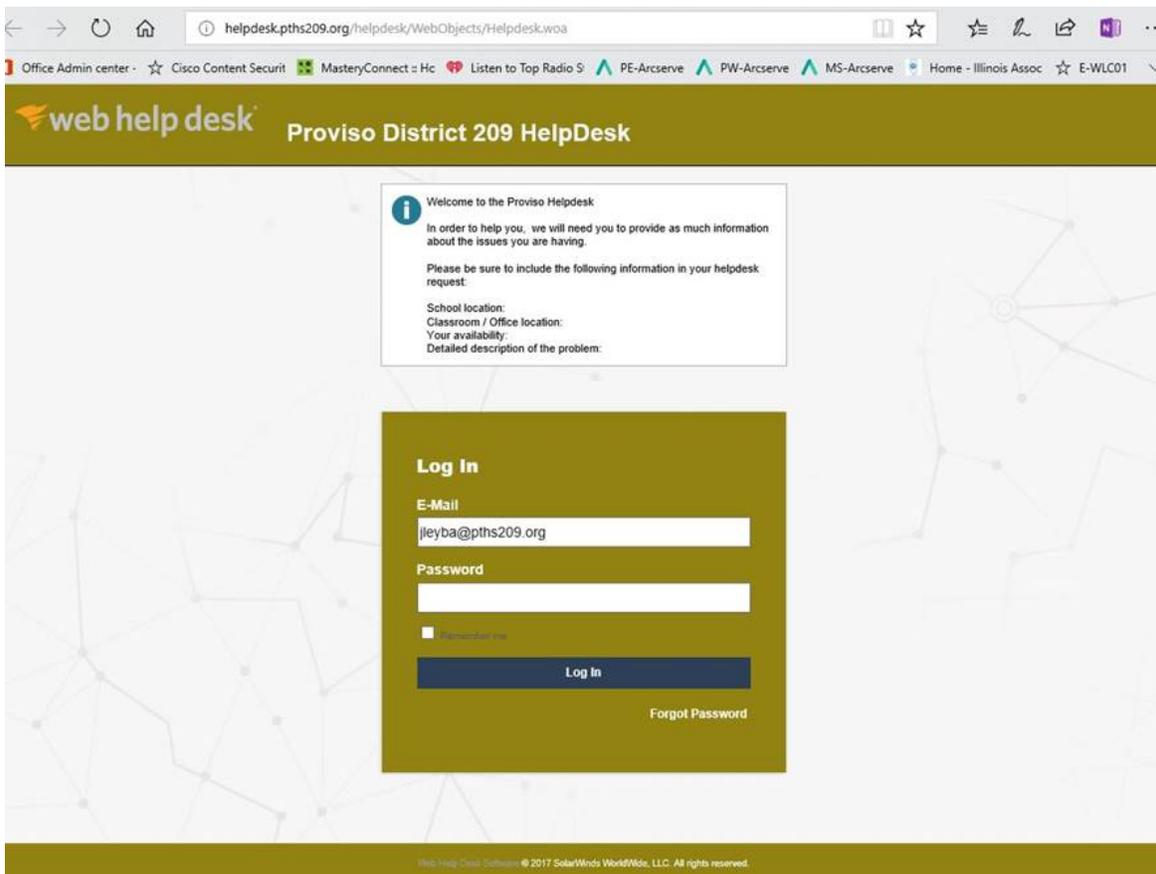### ATTENTION   ATTENTION   ATTENTION

>>>Though you can still send us a ticket by sending an email to helpdesk@pths209.org or calling 5911, the preferred method is now to use the **HelpDesk Portal.<<<**

1) Find the HelpDesk icon on your Desktop and click on it.

2) Login using your Computer Login credentials (E-Mail and password)

3) Please fill out your information

4) Select the Request Type

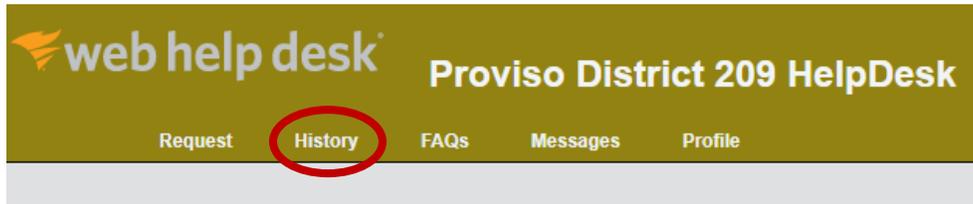5) Please complete each field including Subject, Request Detail and Location

6) Click "SAVE" when you finish

7) You will be given a ticket number
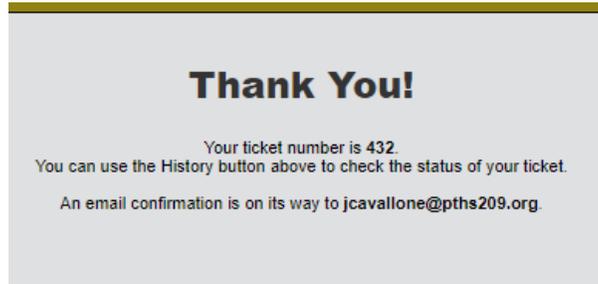
8) You can Track your tickets by clicking on "History"

9) Click on the ticket number to see details, check the status of your ticket or add notes.

10) Don't forget top click "Save" if you modify your request.

Additional Information

By clicking on the Profile Section you can keep your information updated.