



**Accelerate Education Tutorial**

**Creating a New Ticket in the Help Desk**

## Creating a New Ticket in the Help Desk

1. Begin by accessing the Accelerate Education Help Desk at [support.accelerate.education](https://support.accelerate.education) or by clicking the **Accelerate Help Desk** link on your log in page.
2. At the Help Desk's home screen you can view tutorials that may provide a solution to the issue you are experiencing or you can click **create a new ticket** to send a help request to the Accelerate Education Help Desk staff.
3. When creating a new ticket you will need to choose a category for the ticket to help the Help Desk staff properly resolve your issue:

**Curriculum Tickets:** these are tickets regarding questions or issues with specific courses, lessons, quizzes, assignments, discussions, or exams.

**Enrollment Tickets:** these are tickets regarding students entering a course, leaving a course, or requiring an end date adjustment.

**Support Tickets:** these are tickets regarding issues with the Learning Management System that is affecting the user's ability to access their courses or for issues spanning multiple courses.

4. Once you have selected the ticket category the form fields will adjust to match the information needed to help resolve the ticket. Fill out all the fields as clearly and accurately as possible. The more information the Help Desk staff receives, the quicker they can help to resolve the issue.
5. Below the message field are buttons that allow you to add other email addresses to the ticket submission. This is especially helpful when the Help Desk staff may be required to contact teachers or students. You may also attach files to the ticket such as screenshots, PDFs, documents, or spreadsheets.
6. Once you have enter all the relevant information for the ticket as well as your contact information you can click the **Create Ticket** button to complete the ticket submission.
7. You will then receive a confirmation email as well as information to help you access the Help Desk ticketing system.
8. The Help Desk staff will review your ticket and contact you with an update regarding your issue and its resolution.