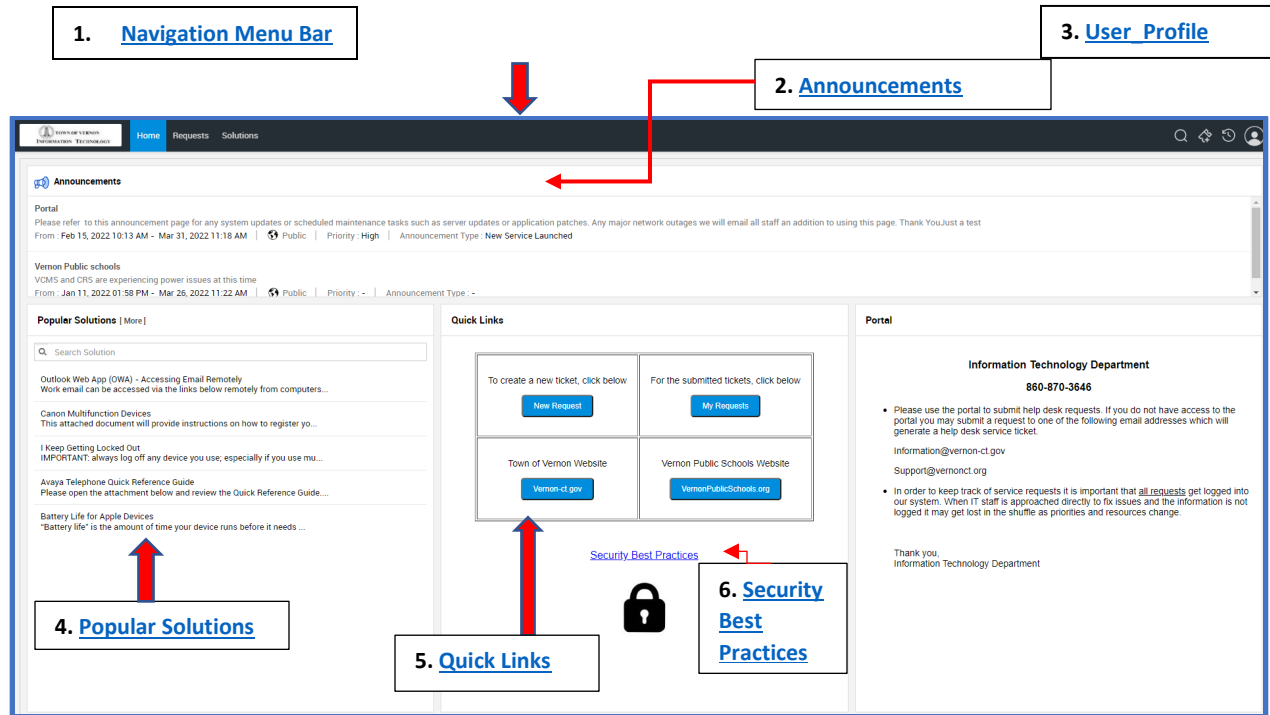


The [Help Desk Portal](#) consists of the following sections:



1. Navigation_Menu_Bar:

Home is the main screen of the Help Desk web portal.

Requests will bring you to the menu option you were last on. **My Open Requests, My Requests On Hold, My Closed Requests, All My Requests** are the applicable views to use to look at your tickets.



Solutions opens up the full menu of “self-help” topics. *(see Popular Solutions below for additional information)*

2. **Announcements:**

When you are logged on to the Help Desk System service affecting messages will be posted to this section, and will pop up on your portal screen as it is posted.

3. **User_Profile** – this is where you:

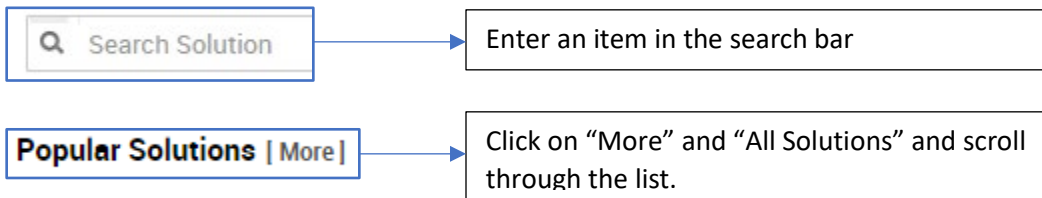
- Log Out
- Change Notification Tones for Announcements

Features below this line – Do Not Use

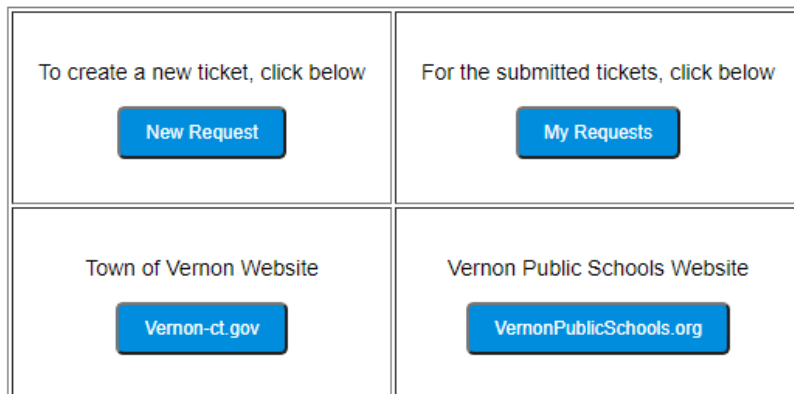
- Personalize: **Please** do not change these settings
- Mobile option is not available in regards to:



4. **Popular_Solutions:** use this section for “self-help” topics by:



5. **Quick Links:** this section provides quick access to creating new tickets, viewing all of your submitted tickets, and to the Town and VPS websites.



6. **Security_Best_Practices:** this link brings you to the Cybersecurity best practices.

