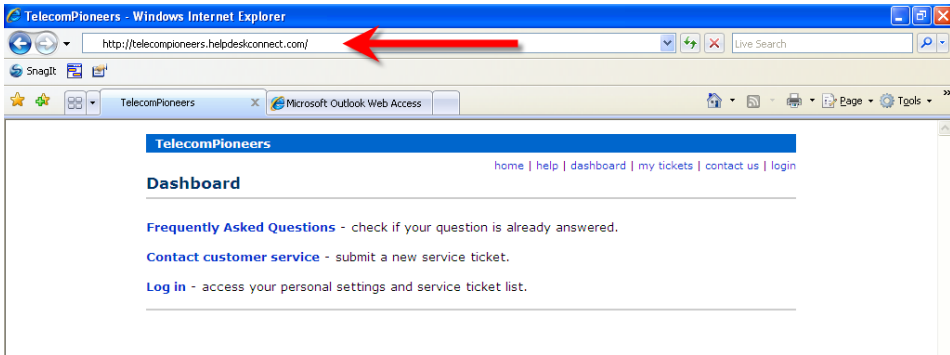
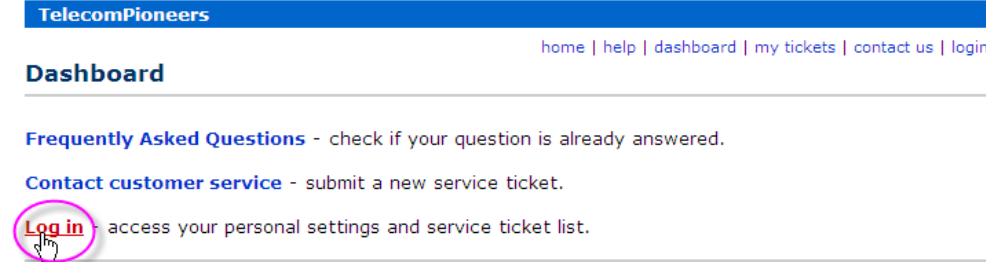
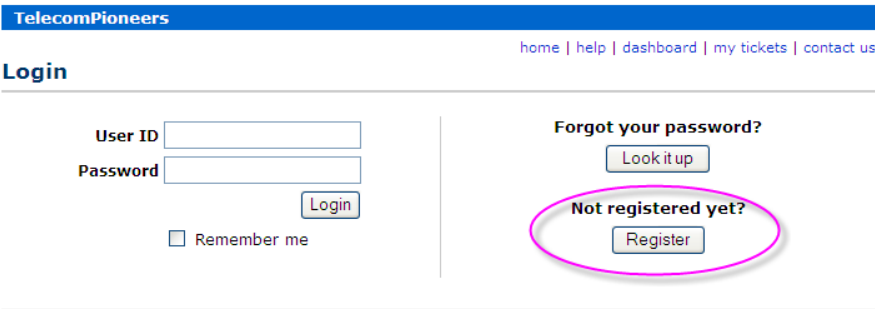
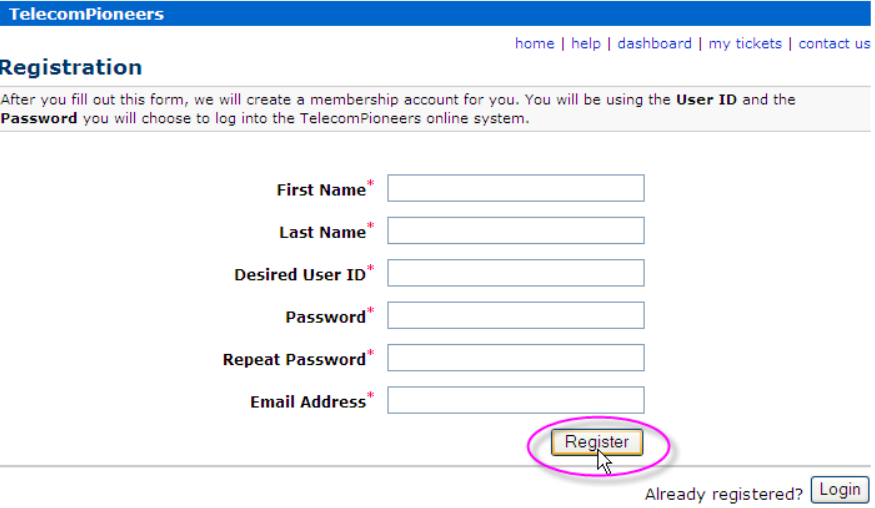


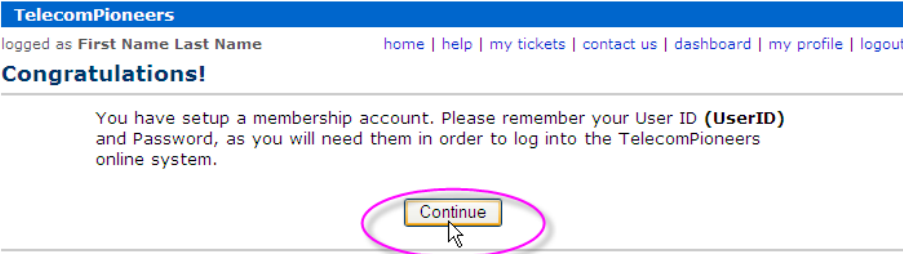
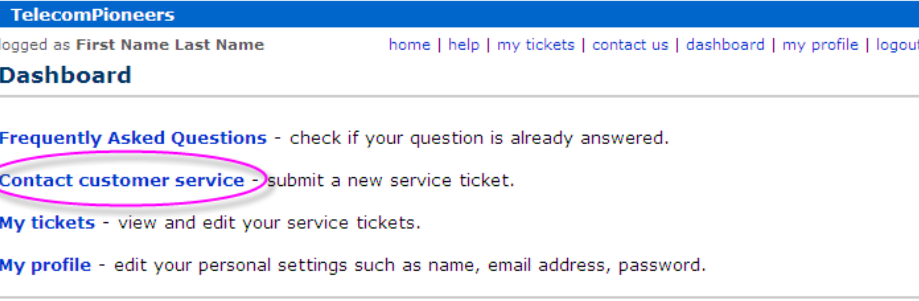
Submitting a Help Desk Ticket *for assistance with:*

- PALS
- Power Up to Read
- Project Connect

Submitting a Help Desk Ticket

Step	Action
1.	<p>Open your Internet browser and type in the help desk address: http://telecompioneers.helpdeskconnect.com</p> <p>You will then be directed to the help desk “Dashboard” page:</p> 
2.	<p>Click the “Log In” link</p> 

Step	Action
<p>3.</p>	<p>If this is the FIRST time you are visiting the help desk site, once you are directed to the "Login" screen, you can create your own username and password for the site.</p> <p>Click the <Register> button:</p>  <p>NOTE: Creating your own username and password means that each time you visit the help desk site, you can look up the history of all tickets you have submitted with a request for help.</p> <p>After you have created your username and password you can skip this step on future visits and just login.</p>
<p>4.</p>	<p>On the "Registration" screen, enter your information in each field. For simplicity purposes, we recommend using the same User ID and Password that you use for PALS. That way you won't have yet another set of login credentials to remember.</p> 

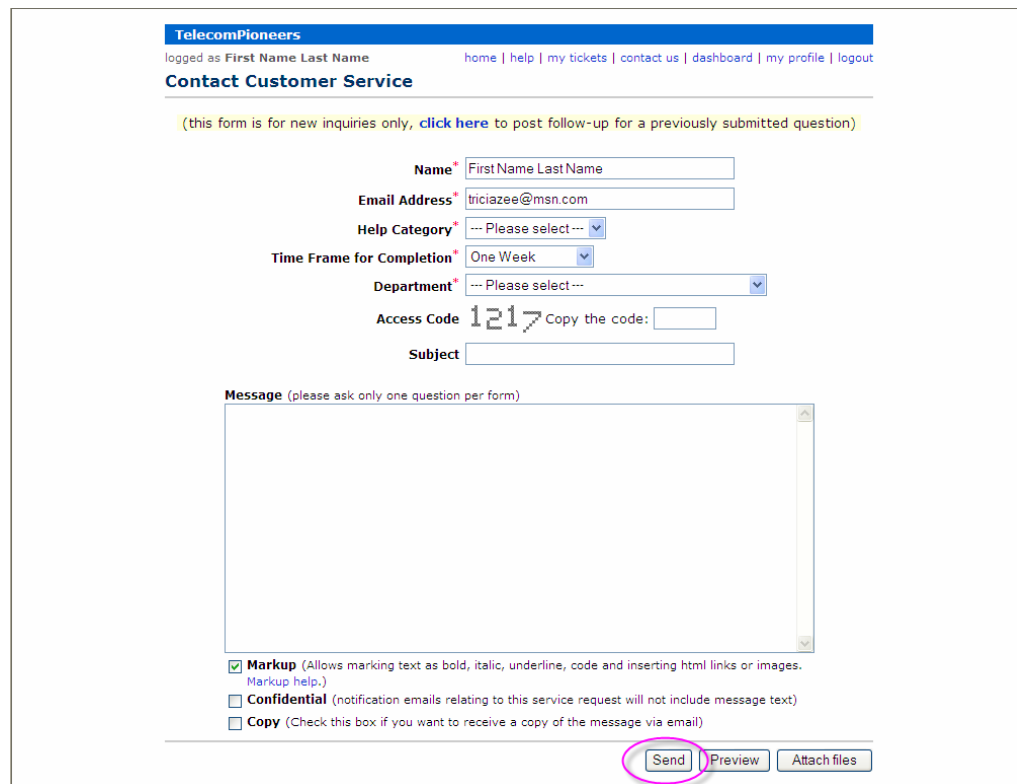
Step	Action
5.	<p>After you have successfully created your account you will see the “Congratulations” confirmation message.</p> <p>To then proceed to creating a help desk ticket - click the <Continue> button.</p> 
6.	<p>To create and submit a help desk ticket, click the “Contact Customer Service” link.</p> 

Step	Action
------	--------

7. Fill in the fields on the "Contact Customer Service" screen. Your Name and Email Address should populate for you automatically.

NOTE: Please provide as much detail as you possibly can in the "Message" box. Include names of screens, steps you followed in PALS, etc. The more detail you provide, the better prepared we will be to provide assistance.

Once you have completed the form, click the <Send> button at the bottom of the form.



TelecomPioneers
 logged as First Name Last Name home | help | my tickets | contact us | dashboard | my profile | logout

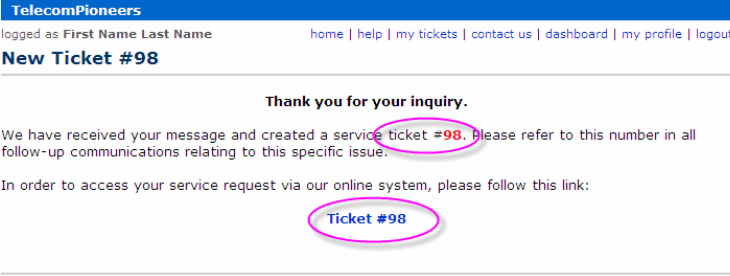
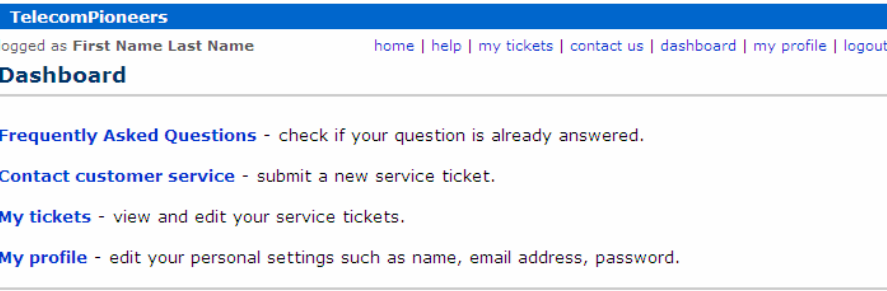
Contact Customer Service

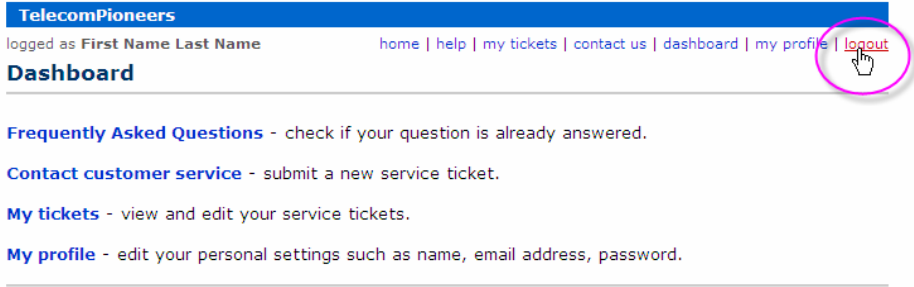
(this form is for new inquiries only, [click here](#) to post follow-up for a previously submitted question)

Name* First Name Last Name
 Email Address* triciazee@msn.com
 Help Category* --- Please select ---
 Time Frame for Completion* One Week
 Department* --- Please select ---
 Access Code 1217 Copy the code:
 Subject

Message (please ask only one question per form)

Markup (Allows marking text as bold, italic, underline, code and inserting html links or images. Markup help.)
 Confidential (notification emails relating to this service request will not include message text)
 Copy (Check this box if you want to receive a copy of the message via email)

Step	Action
7a.	<p>You will receive a confirmation message that your ticket has been successfully created and your ticket will be assigned a number. If you chose to have a copy of the ticket sent to you via e-mail, you will also be sent an e-mail message.</p> 
8.	<p>Other actions you can take on the “Dashboard” (after you log in to the help desk site) include clicking the “Frequently Asked Questions” link to see if there are any documents you can review and search for answers to your questions regarding PALS.</p> <p>The “My tickets” link will direct you to a screen to see the history of all tickets you have submitted and their status.</p> <p>The “My Profile” link allows you to update your profile information.</p> 

Step	Action
9.	<p>To exit the help desk site, click the “logout” link in the upper right-hand corner.</p>  <p>The screenshot shows the TelecomPioneers dashboard. At the top, it says 'TelecomPioneers' and 'logged as First Name Last Name'. There are navigation links: 'home help my tickets contact us dashboard my profile logout'. The 'logout' link is circled in pink with a hand cursor icon. Below the navigation bar, the word 'Dashboard' is displayed. There are four main sections: 'Frequently Asked Questions - check if your question is already answered.', 'Contact customer service - submit a new service ticket.', 'My tickets - view and edit your service tickets.', and 'My profile - edit your personal settings such as name, email address, password.'</p>
10.	<p>If you experience any issues with the help desk ticket site, please contact either of the individuals below:</p> <ul style="list-style-type: none"> • Carissa Pavlica (303) 571-9260 or cpavlica@telecompioneers.org • Trish Zimmerman (303) 571-9273 or tzimmerman@telecompioneers.org