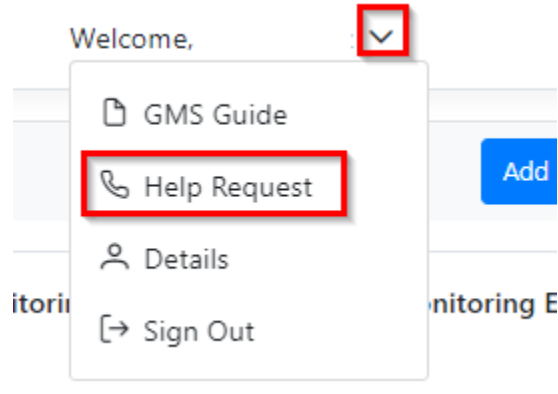


Requesting Support Assistance

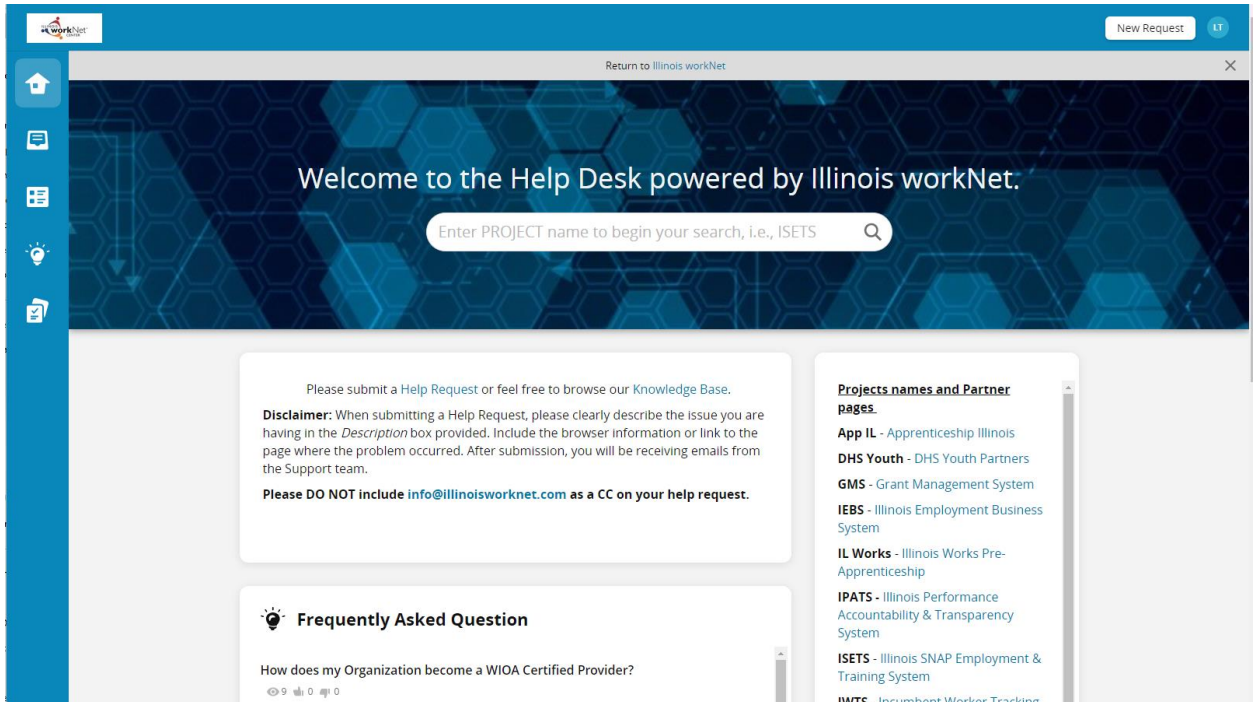
Submitting a Help Request

To submit a Help Request:

1. In the upper right corner of the application, click on the down arrow next to Welcome [Your Name] and choose Help Request.

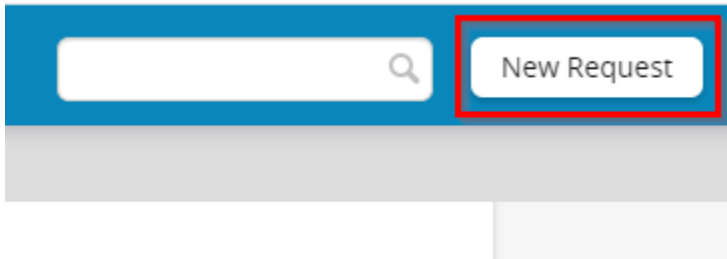


2. The Help Request link will take you to the Help Desk.
3. Search the knowledge base for information regarding the issue you are having.

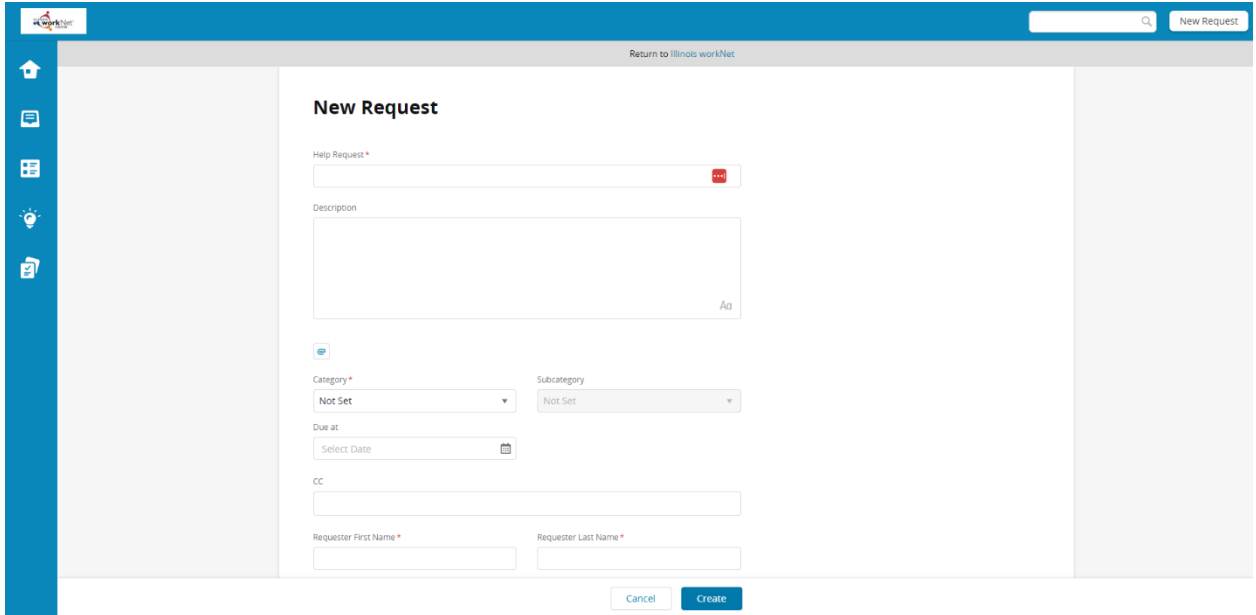


TIP: *Typing GMS in the search box will provide a list of current support documents.*

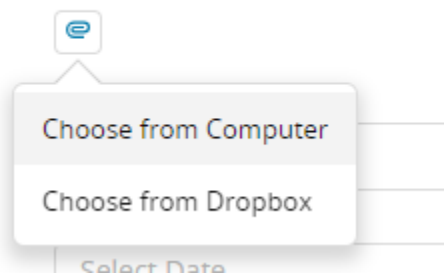
4. If there is not a search document for the issue, click on [New Request in the top right corner](#).



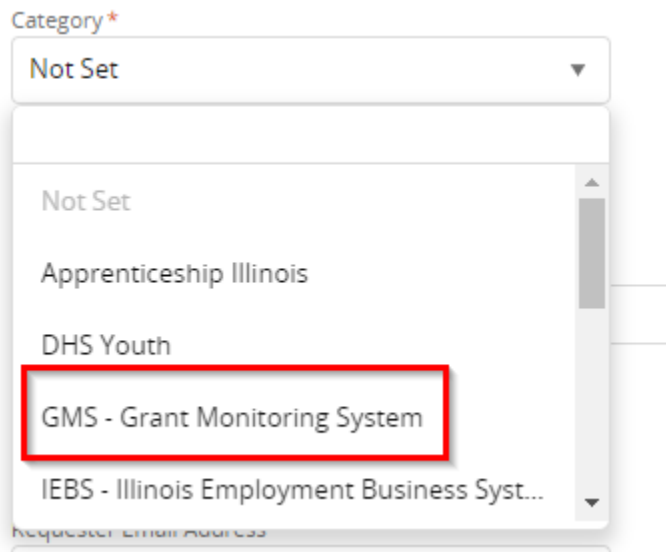
5. A New Request window will open.



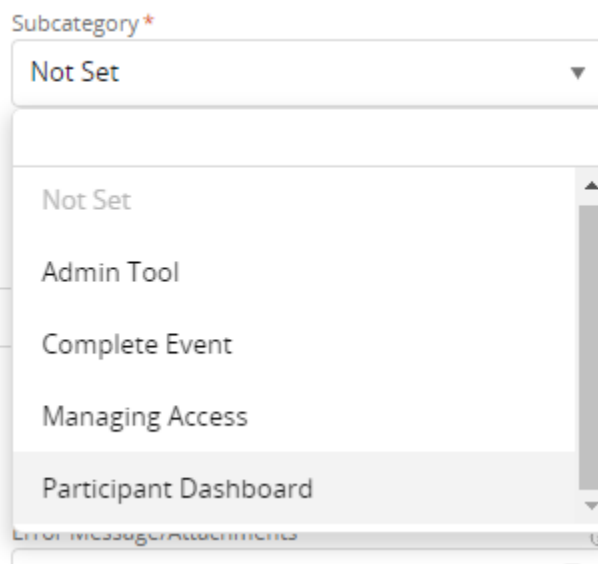
6. Fill out the following fields:
- Help Request – a quick summary of the issue.
 - Description (optional) – further details regarding the issues and troubleshooting attempts.
 - Paperclip – Choose a file to add to your request from computer or Dropbox



d. Category – Choose GMS – Grant Monitoring System



e. Subcategory – choose the closest topic to match the issue



- f. Due at (optional) – select a date expected for resolution of the help request.
- g. CC (optional) – add additional people other than the requestor to receive notifications regarding the status of the help request.
- h. Requestor First Name
- i. Requestor Last Name
- j. Requestor Email Address
- k. Error Message/Attachments (optional) – Add additional images to the request.
- l. Are you a Partner/Provider?
- m. Organization (optional)
- n. Extension number (optional)
- o. Phone number (optional)
- p. Browser(optional)

- q. Is this issue keeping you from moving forward? – check box if issue is causing progress to be made until request is resolved.
7. Once completed, click Create

