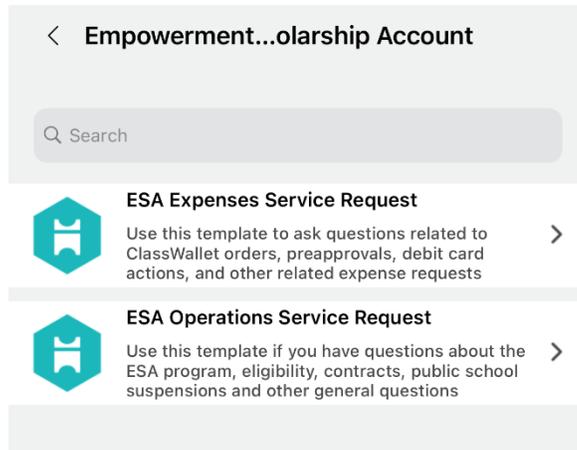
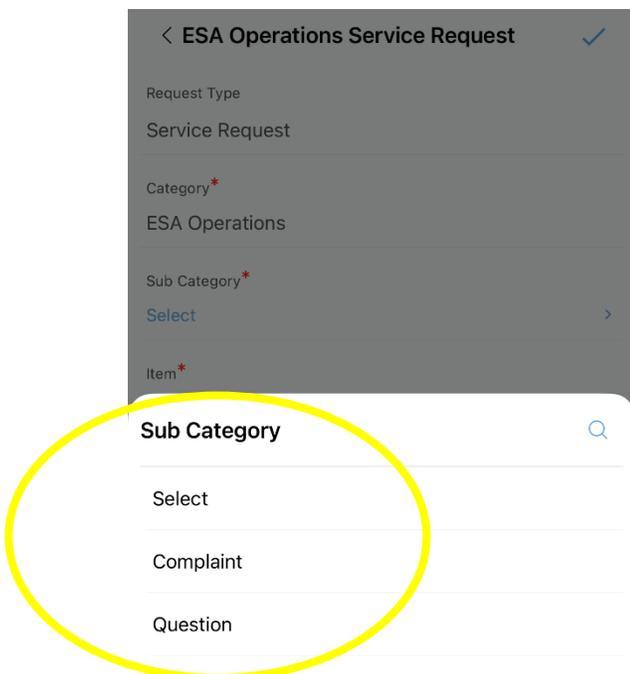
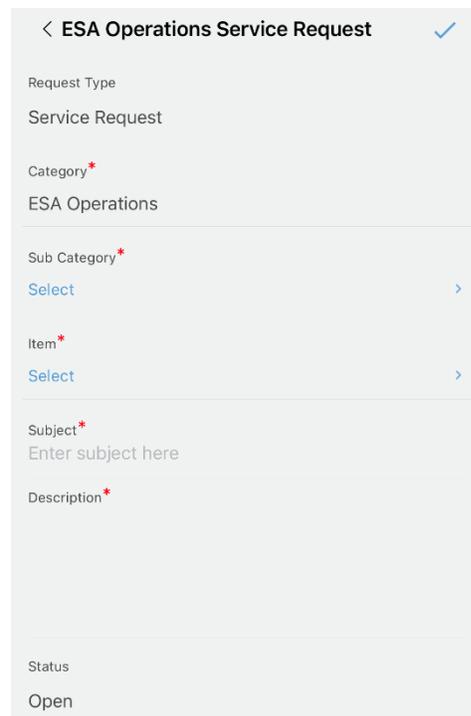


HELPDESK INSTRUCTIONS

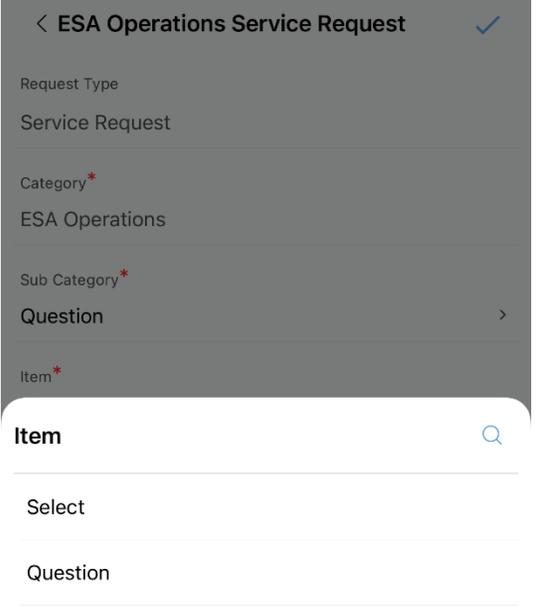
1. Choose a template



2. Choose a subcategory for your request, either "Question" or "Complaint".



3. An “Item” is required and will default to your subcategory choice.



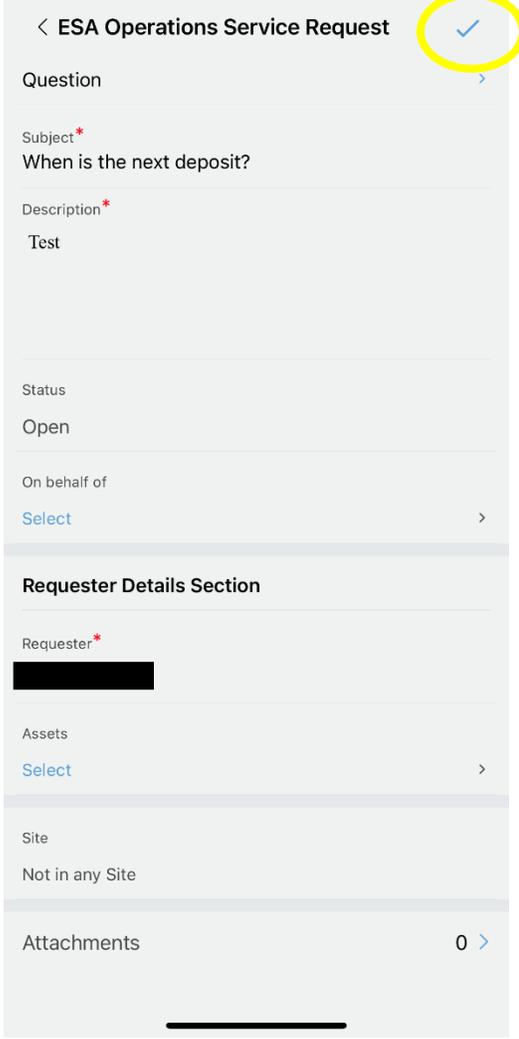
The screenshot shows the top portion of a mobile application form titled "ESA Operations Service Request". The form fields are: "Request Type" (Service Request), "Category*" (ESA Operations), "Sub Category*" (Question), and "Item*" (a dropdown menu). The dropdown menu is open, showing "Item" as the selected option with a magnifying glass icon to its right. Below the dropdown, there are "Select" and "Question" options.

4. Enter the subject of your request

5. Type your question under “Description”

6. You’ll see your name as the requester. If using the ESA Expenses Service Request template, you’ll need to include your student’s Application ID number.

7. If you have attachments, you can include those here 



The screenshot shows the "ESA Operations Service Request" form with the "Question" subcategory selected. The "Subject*" field contains "When is the next deposit?". The "Description*" field contains "Test". The "Status" is "Open". The "On behalf of" field has a "Select" button. Below this is the "Requester Details Section" with "Requester*" (redacted), "Assets" (Select), and "Site" (Not in any Site). At the bottom, the "Attachments" field shows "0" with a right arrow. A blue checkmark icon in the top right corner is circled in yellow.

8. Complete the request by clicking on the “checkmark” on the top right.