



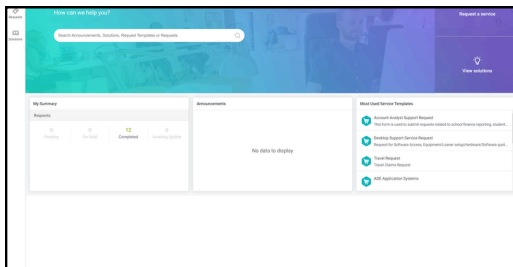
# Connect with HNS using the HelpDesk

This resource outlines the steps for connecting with ADE HNS using the HelpDesk.

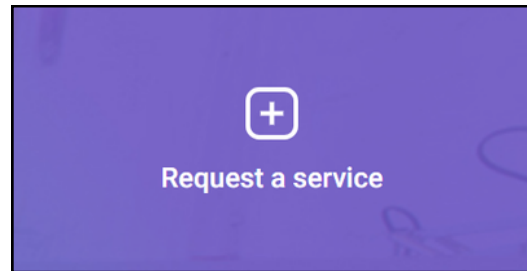
The Arizona Department of Education (ADE) Health and Nutrition Services (HNS) uses the ticketing system, HelpDesk, to receive, track, and respond to requests for various types of assistance. Child Nutrition Program Operators are encouraged to use HelpDesk when needing assistance from HNS. Unlike individual email-based requests, the HelpDesk provides the opportunity to be routed to the most appropriate staff member. Additionally, HelpDesk allows the requester, responder, and management visibility to the request status, ongoing communications, and notifications related to the request. Follow the steps listed below to connect with HNS using the HelpDesk. **The HelpDesk is part of the ADEConnect. Those who do not have an ADEConnect account will be prompted to create one.**

## CREATING A HELPDESK TICKET

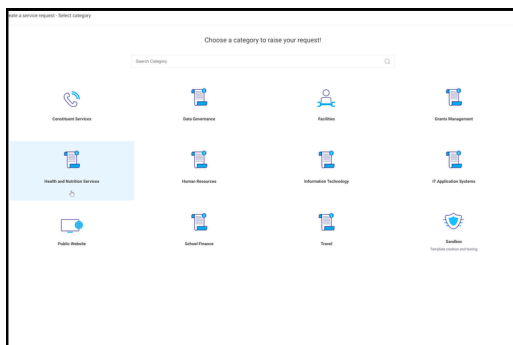
- 1 Open a web-browser and navigate to [helpdeskexternal.azed.gov](https://helpdeskexternal.azed.gov)



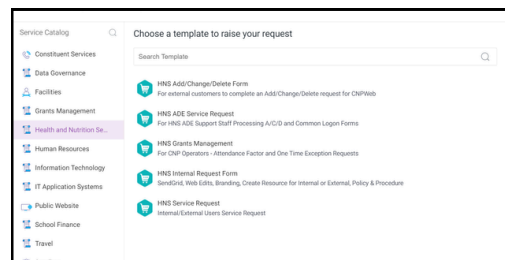
- 2 Click the icon for 'Request a Service'



- 3 Locate and click 'Health and Nutrition Services'

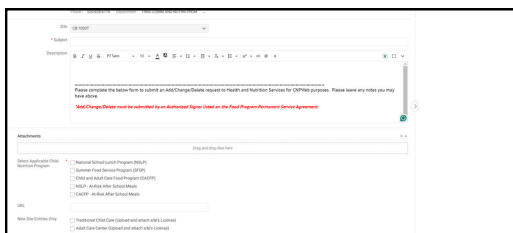


- 4 Select the template\* from the dropdown that most closely matches your need(s) to raise your request



*\*HNS is expanding the templates available in the Service Request Catalog. Select the most appropriate template available at the time of the request.*

- 5 Complete all required and applicable optional fields,\* including attachments. Disregard fields that cannot be edited.



*\*Providing a detailed request will help it to be routed to the appropriate staff member.*

- 6 Once the request template is complete with as many details as possible, click 'Add Request'

